

Preparing for the COVID-19 Unwinding Process

Alabama Medicaid recipients have benefitted from uninterrupted coverage over the past three years. However, with the end of the COVID-19 public health emergency (PHE) and the continuous enrollment requirement, Alabama providers should be prepared to assist patients who may have lost their Medicaid.

Throughout the PHE, Alabama Medicaid continued to mail renewal notices to recipients and to process applications. However, recipients were not terminated, even if they did not respond or were determined as ineligible. This was in compliance with the Families First Coronavirus Response Act (FFCRA) for states to receive increased federal funds (or FMAP) during the pandemic. Recipients were only removed from Medicaid if they moved out of state, passed away, or requested to be removed.

Alabama Medicaid began notifying recipients in April 2023 that their coverage could end if they did not respond or if they were no longer eligible at their normal renewal month. Terminations only occur after recipients are redetermined for eligibility.

How Providers Can Prepare:

Providers and their staff are encouraged to inform their patients about the unwinding process and to provide information if recipients have lost their Medicaid coverage.

Alabama Medicaid's [Provider COVID webpage](#) and the [Partner Toolkit](#) outlines key messaging that providers should share with their patients who are Medicaid recipients.

Providers can print the [Medicaid Partner Tip Sheet](#) for their front office staff so that they may have information at their fingertips. This tip sheet contains three tips to help someone who lost their Medicaid:

- 1- **Ask them to update their contact information with Alabama Medicaid**, including their address, phone number, cell phone number, and email address.
- 2- **Ask if they got a letter, phone call, text, or email about their coverage from Medicaid.**
 - Medicaid notifies recipients by **text, email, or recorded phone message** when it is their time to renew (if they have that contact information on file with the Agency).
 - Medicaid also mails **renewal letters** when it is time to renew coverage. Note: Most letters should arrive at their normal renewal time.
 - They must **complete and return** their renewal form to Medicaid.
 - Medicaid coverage will stop if they are not eligible or don't respond.
 - There may be other programs within Medicaid for which they are qualified. Encourage them to apply online at www.Medicaid.Alabama.gov.
- 3- **Tell them about other health coverage options if they no longer qualify for Medicaid.** People who lose Medicaid may be able to get coverage through the Federal Marketplace (www.HealthCare.gov). If someone loses Medicaid coverage, they have a limited time to apply and enroll in a plan. Other resources include Federally Qualified Health Centers (FQHCs) and other free or reduced-cost clinics. Visit www.Medicaid.Alabama.gov for more information.

Medicaid partners can assist in relaying a consistent and simple message to the Medicaid recipients by sharing key messages from the Agency in your newsletters, social media posts, and other means of communication. To learn more, please visit:

https://medicaid.alabama.gov/content/7.0_Providers/7.11_COVID-19_Vaccine_Providers.aspx.