How to Complete Your Medicaid Renewal Form

Q: How do I Renew my Medicaid?
A: The fastest service is through the online portal for Ohio Benefits at www.benefits.ohio.gov. If you open an account online, no phone interview is required and future annual renewals for Medicaid can be completed online. Also, if you give us authorization to review your annual eligibility for the next five (5) years then you do nothing else, CJFS handles the rest!

Q: I received a Letter that says “Your Household’s Medicaid Coverage has been Automatically Renewed.”
A: If you have received this letter, please review the information at the bottom of the page about household members and income sources. If the information is correct, you do not need to do anything else. Your coverage will continue automatically. If the information is incorrect, you will need to call your caseworker.

Q: I’m Not Sure of My Renewal Due Date. How Can I Find Out?
A: The Ohio Department of Medicaid (ODM) mails out the Medicaid renewal form (45 days) in advance of the last month of eligibility, so individuals can renew their Medicaid coverage. For this reason, it is important to have correct contact information (home address and phone number) updated with the Cuyahoga Job and Family Services (CJFS). Individuals that have not received a letter with their renewal form, but think it may be time to renew can call their Neighborhood Family Service Center (NFSC) Information Line or caseworker to inquire.

Q: How Early Should I Submit My Renewal Form?
A: As early as possible before the renewal due date; responding early gives CJFS time to resolve any issues and renew benefit coverage without interruption. Customers may renew online at www.benefits.ohio.gov, if customers have an online account and complete their renewal form within the month that their Medicaid recertification benefit is due. Customers can start the renewal process before their renewal due date by completing the Supplemental Tax Questionnaire Form by calling the Cuyahoga Benefit Application Hotline at 216 416-4440. Once CJFS receives the form, we will process the Medicaid renewal and only if necessary follow up with customer via phone call or mail correspondence.

Q: What If I Don't Renew Before My Last Authorized Month of Medicaid?
A: The ODM will send customers a renewal form 45 days prior to the end of the renewal period (see chart below); a reminder notice is sent at 35 days if customer’s renewal packet has not been received by CJFS and acknowledged by a caseworker; finally, a Notice of Action (NOA) is sent indicating the benefits will expire on the last day of the current month. If customers fail to return their renewal packet, coverage will end the last day of the month that the renewal is due, ODM will then mail a letter explaining why customer lost Medicaid coverage.

<table>
<thead>
<tr>
<th>Month</th>
<th>Feb</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notice Date</td>
<td>1/14</td>
<td>2/11</td>
<td>3/13</td>
<td>4/14</td>
<td>5/13</td>
<td>6/12</td>
<td>7/15</td>
<td>8/13</td>
<td>9/14</td>
<td>10/14</td>
<td>11/12</td>
<td>12/16</td>
</tr>
</tbody>
</table>

Calendar Year 2015 Timely Notice Dates
Q: I Just Renewed Coverage For My Child Last Month; Do I Need To Respond To a Separate Renewal Request For Me?  
A: Yes. Individuals in the same household may have different renewal dates, so customers are advised to respond to every renewal request they receive.

Q: Someone Else In My House Didn't Renew And They Lost Coverage, Can That Affect Others In My House?  
A: Potentially, regulations require individuals to meet eligibility requirements which may include relationships to other eligible household members. Therefore, one member losing eligibility may affect other household member(s).

Q: Will there be an application for Ohio Benefits in the future?  
A: At this time, the State does not have a mobile application. However, an application can be completed via a smartphone using zooming capability.

Q: If a Customer Is Home Bound (Older Adult or Someone with Disabilities) and They Lost Their Renewal Packet, What Is the Best Method of obtaining A New Renewal Packet?  
A: Customers can call the Cuyahoga Benefit Application Hotline at 216 416-4440 to speak to an agent and to start the renewal process over the phone.

Q: Does the Medicaid Renewal Process change for customers enrolled in MyCare Ohio?  
A: No it does not change. Customers in MyCare Ohio are to follow the same process of completing the Medicaid renewal application form online through Ohio Benefits at www.benefits.ohio.gov; by calling the Cuyahoga benefits Application Hotline at 216 416-4440 or visiting any of the NFSC.

How to Reinstate Your Medicaid Benefit

Q: Why Did My Benefits Close?  
A: Individuals receiving Medicaid are required to complete and submit a Medicaid Renewal Form annually. Medicaid Coverage – like Food Assistance – expires the month that their scheduled renewal is due, if eligibility hasn't been established for the next period.

Q: Do I Need To Reapply?  
A: In most cases, NO.* If the benefits were closed within 90 days, individuals need to complete the Medicaid renewal form that was mailed out to them and submit it to CJFS for processing. Customers with benefits closed longer than 90 days will have to reapply.

Q: I Lost / Didn’t Receive This Form in the Mail or I don’t have an account with Ohio Benefits. How Do I Get My Benefits Back?  
A: Individuals can call CBAH at 216 416-4440 and request to complete Supplemental Tax Questionnaire Form over the phone.

Q: How Long Do I Have To Reinstate My Benefits?  
A: If Medicaid eligibility is closed for failing to renew benefits, individuals have 90 days to renew and meet coverage requirements. If benefits are reinstated within 90 days, Medicaid will be backdated and there will be no lapse in coverage.
How to Reinstate Your Medicaid Benefit

Q: What If I Keep Submitting New Applications? Will The Process Go Faster?
A: Customers should NOT submit multiple new applications during their renewal period, as this will only slow down processing with duplicate information. “Presumptive Eligibility” applications – as with other initial applications – do not fulfill the requirements of the renewal process. Customers only need to follow one of the options below to submit their Medicaid renewal form.

Q: What If I Don't Reinstate My Coverage Within 90 Days?
A: Individuals must reapply.

Q: What If I Submitted A Renewal, But Ignored Follow-Up Letters?
A: If these individuals are within 90 days of their termination, they can still provide the information and regain coverage. If it’s been longer than 90 days, they need to reapply.

Q: When Will My Benefits Be Active Again?
A: We are processing Renewal forms in the order they are received. Once we complete the determination, individuals will receive a letter detailing their coverage and status.

Q: My Benefits Were Closed Because I Was Over Income.
A: The 90 day rule does not apply to these individuals. They need to reapply.

<table>
<thead>
<tr>
<th>Submission Method</th>
<th>Where</th>
<th>When</th>
<th>How</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online</td>
<td><a href="http://www.benefits.ohio.gov">www.benefits.ohio.gov</a></td>
<td>Only until the end of the renewal certification period</td>
<td>Log on using your online account information (user ID/password)</td>
</tr>
<tr>
<td>Over the Phone</td>
<td>Call the Cuyahoga Benefits Application Hotline at 216.416.4440</td>
<td>Anytime</td>
<td>Start the renewal process by completing the “Supplemental Tax Questionnaire Form”</td>
</tr>
<tr>
<td>In Person</td>
<td>Visit your local Neighborhood Family Service Center</td>
<td>Open 8:00 am to 4:30 pm Monday - Friday, use the Quick &amp; Secure Mail Drop Box or scan your renewal packet at scanner kiosks</td>
<td>Submit renewal form</td>
</tr>
<tr>
<td>In Person Assistance</td>
<td>Call the Cuyahoga Benefits Application Hotline at 216.416.4440 to schedule an appointment</td>
<td>In person assistance is available at your local NFSC call to schedule an appointment</td>
<td>In person assistance</td>
</tr>
</tbody>
</table>

Call 211

Call to find Navigator assistance in your community

In person assistance