



*Delaware Health and Social Services*

# CHILDREN WITH MEDICAL COMPLEXITY ADVISORY COMMITTEE

## COVID 19 UPDATE



# PHE Unwinding

- During the COVID-19 Public Health Emergency (PHE), Medicaid members could keep their Medicaid coverage even if something happened that would otherwise cause them to lose coverage.
- Beginning April 1, 2023, Delaware will need to begin “unwinding,” or a return to more typical operations, including processing Medicaid renewals.
- The state has been working on a plan to support members as annual reviews start again.
- DMMA commits to:
  - Notifying members and stakeholders of coming changes at each stage
  - Pursuing strategies that reduce burden on members

# What Should Members Expect?

- Members will need to renew their Medicaid over the course of the unwinding period.
  - Members have multiple ways to update their contact information or report other changes.
  - Renewals will be worked from oldest to newest.
- Members should be on the lookout for any communication from the State and follow up on it quickly.
- The DSS Customer Relations Unit, DSS/DMMA eligibility workers, the Medicaid MCOs, and other State staff will be supporting members through this process.

# Next Steps

- Check the DMMA website for information regarding unwinding activities.
- Members should report any changes to their name or contact information (email/ mailing address, phone numbers) through one of the following options:
  - Calling the *Change Report Center* (302) 571-4900, Option 2, or by fax (302) 571-4901
  - TTY Users: 1-855-889-4325.
  - Español, Kreyòl ayisyen, العربية, Tiếng Việt, or other languages: 1-866-843-7212
  - Accessing your Delaware ASSIST Account
    - You can also use Delaware ASSIST Self-Service to sign up for text/email messages about your benefits
  - Contacting your Managed Care Organization (MCO)
  - Calling your eligibility worker