

Dear Provider,

Thank you for your partnership and continued care of our Molina Healthcare of Arizona AHCCCS Medicaid members. Now that the Medicaid renewal process has resumed, Medicaid members **must** renew their Medicaid benefits, so they don't lose their health coverage.

We've designed an online toolkit with the information your patients, our members, need to renew their Medicaid coverage and continue receiving the care they need when they need it. You can access the toolkit at [MolinaHealthcare.com/MedicaidRenewals](https://www.MolinaHealthcare.com/MedicaidRenewals). It contains a list of frequently asked questions and other valuable resources to help educate your patients on the importance of updating their contact information and renewing their Medicaid coverage.

### **What are we doing for our members?**

Before the reinstatement of Medicaid redeterminations, we were working to ensure our members have updated their current contact information, so they receive their renewal information on time. To accomplish this, we've created the following:

- Information on how members can update their contact information, available online at <http://www.HealthARizonaPlus.gov>
- Flyers
- Text messages, emails
- Social media campaigns

Since AHCCCS has resumed redeterminations in February, we have been focused on reminding members to renew their benefits with an awareness campaign that includes:

- [A video](#) explaining what the resumption of redetermination means for their Medicaid coverage
- Social media posts and on-hold messaging to remind members that they'll need to take action to keep their Medicaid benefits

We have also resumed regular reminders and outreach to members 60 days before their renewal date via:

- Text messages
- Emails
- Outreach calls
- Mailers
- My Molina mobile app and member portal notices

If there are members who didn't complete the steps to renew their Medicaid benefits, we'll reach out and work with them to re-enroll and restart their Medicaid benefits.

**How can you help?**

We need your help reminding your Medicaid patients they need to update their contact information and renew their coverage. You can help by:

- Looking for their Medicaid renewal date in your Availity provider portal member roster and eligibility section.
- Sharing the information and resources from our toolkit with your patients
- Liking and sharing our Facebook page and posts
  - Posting your own social media messages and tagging us in your posts

As a reminder, you can find all of the most updated information and resources on our provider website at [MolinaHealthcare.com/MedicaidRenewals](https://MolinaHealthcare.com/MedicaidRenewals).

We hope these materials help you and your patients prepare for the resumption of the Medicaid renewal process. Please contact [MCCAZ-Provider@molinahealthcare.com](mailto:MCCAZ-Provider@molinahealthcare.com) if you have any questions.

Thank you for taking exceptional care of our members. We look forward to our continued partnership with you.

Sincerely,

Kelley Pavkov  
Director, Network Development  
Molina Healthcare of Arizona Inc