

Has your child lost their Medicaid or CHIP benefits?



Here's where to start:

1 Contact your state Medicaid agency or your health plan to **update your address, phone number and email address.** You can do this by phone or on your state's Medicaid website.

2 Contact your state Medicaid agency or your health plan to **find out about your child's coverage.**

If you did not get a letter about your child's coverage ending, **ask them to send a letter.**

If you got a letter that says your child's Medicaid or CHIP benefits are ending, check to see if there is a **renewal form** you can send back to keep your child's benefits, and make sure to send it back **before the deadline** date.

3 Find **other health insurance options** if your child doesn't qualify for Medicaid or CHIP anymore.

Most people qualify to save money on a health plan through the Health Insurance Marketplace[®].

How much you can save is based on your household income and how many people are in your household.

All Marketplace plans cover things like prescription drugs, doctor visits, urgent care, hospital visits, and more.

stay covered!

Don't Lose Your Medicaid Coverage

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Know your rights to an appeal.

1

If your state's Medicaid agency denies your application for benefits, they have to explain why in writing; this is called a Notice of Action. **You have the right to appeal the decision.**

An appeal hearing is a meeting where you can explain why Medicaid should change their decision and let your child keep their Medicaid benefits. Your Notice of Action letter will tell you how to ask for an appeal hearing.

2

Your Notice of Action may come with a form you can fill out to appeal the denial. If you don't receive an appeal form, you can write a letter to your state's Medicaid agency that says, "I want an appeal hearing." Include your child's name and date of birth, and a case number if one is listed on your Notice of Action.

Fill out the form or write the letter and **send it back before the deadline** in your Notice of Action letter.

Each state has different deadlines for when you have to send back your appeal. It will not be more than 90 days from when the Notice of Action was mailed to you.

3

Send or take your appeal form or letter to your state's Medicaid agency. They have to receive the form or letter before the deadline on your Notice of Action.

Your state's Medicaid agency will contact you to schedule the appeal hearing. It might be in person or over the phone.

You have the right to hire an attorney or bring someone else to speak for you.

If you need help understanding your Notice of Action or sending a letter of appeal, contact your state's Family-to-Family Health Information Center of Family Voices Affiliate Organization.

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