



Frequently Asked Questions about Medicaid Renewals

1. Is there a new process for Medicaid recertifications?

Yes. Under the Affordable Care Act, (ACA), our regular recertification process is now called “renewal.” There are two new types of Medicaid Renewals and each has a specific form: “**Medicaid Renewal Form D1**” and “**Medicaid Renewal Form M1.**”

- a) For customers who applied through [DC Health Link](#) beginning October 1, 2013, renewal forms will have a “Medicaid Renewal Form D1” label. Customers may renew online, by mail, by phone, or in person at any DHS service center.
- b) For customers who applied by mail or by visiting a Service Center before October 1, 2013, a new eligibility determination called “MAGI income methodology” is being used. Renewal forms will have a “Medicaid Renewal Form M1” label, **as well as** a Renewal Code number. Customers may renew online, by mail, by phone, or in person at any DHS service center.

For more information, visit [DC Health Link](#)

2. What type of information will the “Medicaid Renewal Form M1” be collecting?’

Based upon the new MAGI methodology, the Medicaid Renewal Form M1 will collect information on the applicant and members of the applicant’s household including:

- Employment and income
- Tax filing information
- Current health insurance coverage or Medicaid, if applicable
- Medicaid and non-Medicaid applicants
- Citizenship and eligible immigration status

Customers should gather this information before starting the Medicaid renewal process.

3. When will customers begin receiving notices for “Medicaid Renewal Form M1”?

Customers will begin receiving notices for this new Medicaid renewal process in December, 2014. Medicaid renewals will be staggered over the next 12 months. Customers will receive notices, sent to their last reported mailing address, when their renewal is due.

4. Why is the new “Medicaid Renewal Form M1” 19 pages long?

The new, Medicaid Renewal Form M1 is a federally mandated 19 page form.

*(Note: This is a **one-time conversion process** for customers whose cases will need to be transferred from our legacy system, ACEDS, to DC Health Link.)*

5. How will a “Medicaid Renewal Form M1” be processed?

This type of Medicaid renewal will be processed either:

- 1) If information can be verified by electronic data sources; customers will receive a “passive” renewal notice indicating that their Medicaid has been renewed for another 12 months; OR
- 2) If the data sources checked indicate changes, DHS will require additional documentation from the customer to verify. A notice will be sent to customers specifying what additional documentation is needed

6. Where can I get help with my Medicaid Renewals?

Customers may apply or get assistance with their Medicaid renewals in any one of the following ways:

Online: [DC Health Link](#)

By mail: Department of Human Services
Economic Security Administration
Outstation/Medicaid Renewal Unit
609 H Street, NE
Washington, DC 20077-0554

By Phone: **(855) 532-5465**

By Fax: **(202) 671-4400**

In-person: Visit any of our [DHS Service Center](#)