

Dear patient,

As Arkansas Medicaid returns to normal operations and begins ending health care coverage for people who are no longer eligible, you may be disenrolled. However, there are options available. You can find more information and helpful links about any of the options outlined in this letter at [ar.gov/cover](https://ar.gov/cover/).

* If you lost coverage because you failed to provide requested information, you still can provide that information and have your coverage re-opened. You have 30 days to do so after your closing date if you qualified for Medicaid under Long-Term Services and Supports eligibility rules. You have 90 days after your closing date if you qualified for Medicaid under Modified Adjusted Gross Income (MAGI) eligibility rules. The easiest way to provide this information is by going to [access.arkansas.gov](https://access.arkansas.gov/), signing into (or creating) your account, but you can also submit information via mail, fax, or in person at your local DHS office.
* If you lost coverage but believe that you remain eligible, you have the right to appeal, and you can do so through the DHS website, [humanservices.arkansas.gov/contact-us/file-an-appeal](https://humanservices.arkansas.gov/contact-us/file-an-appeal).
* If you lost coverage because you are now age 65 or older, you can access coverage through Medicare. You can learn more about Medicare, a federal health insurance program for seniors, at the U.S. Department of Health and Human Services website. You should contact Social Security to sign up for Medicare. You can do so by going to [ssa.gov/medicare/sign-up](https://ssa.gov/medicare/sign-up) or calling 1-800-772-1213. TTY users can call 1-800-325-0778.
* If you lost your Medicaid-funded health care because your income increased and you are no longer eligible, you may be able to get health insurance through your employer or through the federal insurance marketplace. You can find more information about the marketplace at [HealthCare.gov](https://healthcare.gov) or you may call the marketplace call center at 1-800-318-2596. The window to enroll in a marketplace plan will start 60 days before your Medicaid coverage ends. Anyone who attests to a loss of Medicaid between March 31, 2023 and July 31, 2024 can sign up for a plan through [HealthCare.gov](https://healthcare.gov) anytime in that timeframe.
* If you have access to an employer-sponsored health plan, your loss of Medicaid coverage will trigger a special enrollment period that will allow you to enroll in the employer-sponsored plan. This window is only required to be 60 days, so don’t put this off.

If you have questions about your Medicaid case, please feel free to reach out to DHS by submitting a question through the Access Anywhere form at [ar.gov/accessanywhere](https://ar.gov/accessanywhere), calling 855-372-1084, or visiting or calling your local DHS county office.