



## Email Message to Medicaid Clients

**Subject Line:** Update Arkansas: Don't risk losing your Medicaid coverage – Update your contact information and get ready to renew now!

During the COVID-19 pandemic, the federal government allowed states to temporarily stop closing some Medicaid cases. This was done to help keep people with Medicaid from losing their health coverage during the COVID-19 pandemic.

However, Arkansas will soon be required to review Medicaid eligibility for people whose coverage was extended due to the COVID-19 public health emergency and close cases if people are no longer eligible. This means that many Medicaid clients may lose their coverage if they don't take simple steps now.

It's easy – all you need to do right now is update your mailing address, phone number, and email. That way we'll know how to reach you when the time comes.

Here's how to update your contact information:

- Call the **Update Arkansas** hotline at **1-844-872-2660**
- Go online at [access.arkansas.gov](https://access.arkansas.gov)
- Visit your **local DHS county office** to update your information (*find your local office [here](#)*)

No matter how you like to communicate with us, we have you covered!

Remember: Update your mailing address, phone, and email now! We don't want you to miss important mail about your coverage.

Sincerely,

Arkansas Medicaid