



## Sample Magazine Article/Letter to the Editor/Op-Ed Piece

### **Don't risk losing your Medicaid coverage – Get ready to renew now!**

*A message from the Arkansas Department of Human Services*

Do you or a family member currently have health coverage through **Arkansas Medicaid**, **ARHOME**, or **ARKids**? If so, you may need to take steps to keep your coverage. During the COVID-19 pandemic, the federal government allowed states to stop closing cases, even if the clients were no longer eligible. This was done to help keep people with Medicaid from losing their health coverage during the COVID-19 pandemic. That meant Arkansas Medicaid only closed cases for people who died, moved out of state, were incarcerated, or asked that their case be closed.

Arkansas will soon be required to review Medicaid eligibility for people whose coverage was extended due to the COVID-19 public health emergency. This means that many Medicaid clients may lose their coverage if they don't take simple steps now.

We're working with community partners, advocates, and clients to make sure eligible Arkansans keep getting high quality health care coverage.

We need your help to meet this goal.

The first step in the process is making sure Arkansas Medicaid has up-to-date contact information for clients because many may have moved or changed numbers in the last two years. We need their up-to-date mailing addresses, phone numbers, and email addresses to make sure our clients receive important paperwork.

**What to do now?** Clients need to update their information as soon as possible. It's easy, quick, and important. Clients should call the **Update Arkansas** hotline at **1-844-872-2660**. Hotline operators can quickly update a client's mailing address, phone number, and email address in their file. This way, we can contact clients about their Medicaid, ARHOME, or ARKids coverage if we need to.

**What happens next for clients?** Check the mail! Arkansas Medicaid will mail some clients a renewal letter asking them to complete paperwork to make sure they still qualify for Medicaid.

If clients get renewal forms, they should fill them out and send them to Arkansas Medicaid right away to keep their coverage. They can renew quickly online at [access.arkansas.gov](https://access.arkansas.gov) (online renewal currently not available for TEFRA clients). They can also fill out the renewal forms and mail them back to DHS or drop them off at their local DHS county office.

If clients have any questions, they can call **1-855-372-1084** or visit **ar.gov/update**.