

DHS Responses to Public Comments Regarding Federal COVID-19 Public Health Emergency Ending

Melanie Reeves

Comment: I have been on Medicaid since December 1, 2022. My benefits were cancelled during the recertification process, due to an error made by Market place. I had to contact multiple people just to get someone to reinstate it. It was extremely stressful because I did not have insurance for a few weeks. I had to cancel all of the doctor's appointments I had because of this. These are appointments that I had been waiting on for months. After I reapplied I was reinstated. I just contacted Arkansas Blue Cross Blue Shield and I was told that my policy was going to be cancelled April 30, 2023. This is not correct! I am extremely stressed out right now. I am having chest pain and dizziness. If you are doing this to me, I cannot imagine what you are doing to people that do not have access to the internet or a phone. I will be attending your online meetings and I have invited several people to join. This is not acceptable. You should not treat people like this.

Response: Thank you for your response. We have forwarded your case-specific concern to the Division of County Operations, which handles eligibility, so that they can assist you with your case.