



## FAQ (Frequently Asked Questions)

### *What is the federal public health emergency and how does it affect Medicaid clients?*

The federal government declared a public health emergency when the COVID-19 pandemic began in March 2020. Since then, state agencies have continued health care coverage for all medical assistance programs, even for people who have not renewed their eligibility or are no longer eligible.

### *When will routine Medicaid processes begin again?*

Arkansas will have 6 months from the end of the COVID-19 public health emergency to make sure Medicaid clients are still eligible for coverage. We do not yet know when this process will start. The federal government has told states it will give them a 60-day notice before ending the public health emergency. We will not cancel or reduce coverage for our clients without asking them for updated information.

### *What should clients do now?*

Clients should:

- Update their address, phone, and email by calling the Update Arkansas hotline at **1-844-872-2660**.
- Clients also can go online at [www.access.arkansas.gov](http://www.access.arkansas.gov), [create an account](#), and [update their information](#) or visit their local DHS county office. (Find your local county office [here](#).)
- We need current contact information on file – mailing address, phone number, and email address – so clients get important notices and can be reached if we need more information.
- Watch for and respond quickly to notices about their coverage.
- Sign up for email and text updates at [www.access.arkansas.gov](http://www.access.arkansas.gov) and follow us on social media at [www.facebook.com/ArkDHS](https://www.facebook.com/ArkDHS).

- Check this page – [www.ar.gov/update](http://www.ar.gov/update) - for updates and more information.

#### *What if clients lose their coverage?*

We want all eligible Arkansans to get and stay covered. If a member no longer qualifies for health coverage from Arkansas Medicaid, they will get:

- Notice of when their Medicaid coverage will end
- Information on how to file an appeal if the member thinks our decision was incorrect
- A referral to the Federal Marketplace and information about buying other health care coverage

#### *What are the other health care coverage choices?*

Arkansans who do not qualify for Arkansas Medicaid can buy health insurance on the Federal Marketplace on HealthCare.gov:

- Within 60 days after losing health coverage, or
- Anytime during annual open enrollment from November 1 through December 15

Arkansans who do not qualify for health coverage from Medicaid may be able to get financial help to lower the cost of private health insurance through HealthCare.gov. The amount of financial help is based on the cost of insurance where the applicants live, how many people are in their household, and their estimated yearly income.

Learn more at [HealthCare.gov](http://HealthCare.gov) or **1-800-318-2596**.

#### *How can I get more information?*

Arkansas Medicaid will keep clients up to date through [www.ar.gov/update](http://www.ar.gov/update), emails, social media, and more. You can also call **1-855-372-1084**, visit [www.access.arkansas.gov](http://www.access.arkansas.gov), or contact your local DHS county office (you can find your county office [here](#)).