

Medicaid Redetermination

Medicaid redetermination is the process where Medicaid members report their income to the Michigan Department of Health and Human Services every 12 months to determine if they can maintain their Medicaid eligibility. This process was paused during the COVID-19 Public Health Emergency.

Michigan has restarted Medicaid eligibility renewals for enrollees in Medicaid, MI Health Link, Healthy Michigan Plan, MICHild, and Dual Special Needs (D-SNP) plans. Recently, MDHHS began mailing a renewal packet to Medicaid members with June renewal dates. Mailings will continue monthly based on the anniversary of the beneficiary eligibility determination.

Application review

MDHHS will review the application and notify the member of an approval or denial. Medicaid members will continue to be eligible for and receive Medicaid benefits until the last day of their renewal month or approved to maintain their eligibility. MDHHS will contact disenrolled members who don't meet the federal poverty level to see if they qualify for a Federally Qualified Exchange product.

HAP Empowered is here to help!

We sent a mailing to HAP Empowered members and posted information on our website. Both contain easy steps to help members with the renewal process.

We also shared information with providers and asked them to remind their Medicaid patients about redetermination.

Important information for Providers

Be sure to always check member eligibility prior to rendering services. You can do this by:

- Phone. Call Provider Inquiry at **(866) 766-4661**
 - Self-service options are available 24/7
 - Representatives are available Monday through Friday, 8:30 a.m. to noon and 1 to 5 p.m.
- Online. Log in at **hap.org** and select *Member Eligibility*

You can help your HAP Empowered Medicaid patients with the renewal process too! If they have questions, direct them to the resources below.

HAP Empowered website	Don't lose your benefits Michigan Health Insurance HAP
MDHHS website	COVID-19 PHE Frequently Asked Questions (michigan.gov)
MI Bridges website	MI Bridges (michigan.gov)
Local MDHHS office	https://www.michigan.gov/mdhhs/inside-mdhhs/county-offices
To submit renewal packet by fax	(517) 346-9888
To complete renewal by phone	Phone Renewal Help Line: (833) 599-6444, TTY (866) 501-5656