



## **Frequently Asked Questions (FAQs) about Medicaid Renewal in Washington D.C.**

Medicaid renewal for each beneficiary is done once every twelve (12) months. To renew your Medicaid, the program reviews current eligibility factors to determine whether you continue, change, or discontinue your Medicaid enrollment. The annual renewal process was suspended during the COVID-19 public health emergency and the government authorized renewal to occur automatically. However, federal law changed, and normal renewal processes will resume over the course of one year, beginning April 1, 2023. The Washington D.C. District Department of Human Resources (DHS) will let you know when it is time to renew each year. You can find the DHS phone number and address at <https://dhs.dc.gov/page/recertification-mid-certification-public-benefits>

### **1. What can I do to prepare for this change?**

Make sure the Washington D.C. District Department of Human Resources (DHS) has your telephone number, address and other contact information updated. If any of this information has changed or you are not sure it is up to date, please check your District Direct account <https://districtdirect.dc.gov/ua/>, there you can update your information. **If they don't have your correct address, you likely won't receive Medicaid mailings, which means you could lose your Medicaid insurance.**

### **2. How will I know when it is time to renew my Medicaid?**

When it is time to renew, DHS will mail you a Medicaid renewal packet. You will receive your renewal package 60 days before your enrollment end date. You can also check your District Direct account, and there you can find your renewal date and renewal package.

### **3. What do I have to do to keep my Medicaid insurance?**

You will receive a notice by mail about your current Medicaid coverage and the renewal date. You will need to renew your Medicaid insurance as you did before the COVID-19 public health emergency began. DHS will mail you a Medicaid renewal package. To renew your Medicaid insurance, you will need to follow the instructions to complete and submit your renewal form on the date indicated on your form. If you do not send the renewal form to DHS by the due date, you could lose your Medicaid insurance.

### **4. After I receive my Medicaid renewal packet, answer all the questions, and sign the last page of the renewal form, how can I submit it to DHS?**

Medicaid beneficiaries will have several ways to submit their renewal form:

**a) Online (fastest way):** Use the District Direct online portal or mobile app that allows beneficiaries to complete new applications, renew, report changes, submit verifications, and view notices. Recipients can visit <https://districtdirect.dc.gov/ua/> or download the mobile app through the Apple App Store or Google Play Store.



You can access District Direct by first creating an account. If you do not have an account, you can create an account at [districtdirect.dc.gov](https://districtdirect.dc.gov) or through the District Direct mobile app (available in the Google Play Store or Apple App Store).

On the main page, select "Create account". On the next page, enter the information required to create your account (for example, full name, create a username and password, enter an email).

Once completed, click "Create Account." Once your account is created, you must connect your account by clicking "Connect Your Account" on the home page and entering the information required to connect your account. Once your account is connected, return to the home page to view your information.

If you have an account, you can access your account at [districtdirect.dc.gov](https://districtdirect.dc.gov) or through the District Direct mobile app (available on Google Play and Apple App Stores). You must enter your User ID and password to access your account. If you applied for benefits online, you should already have your user ID and password, use them to access your account.

If you forget your username or password, you can reset it by clicking the "Forgot Password" or "Forgot Username" link, or by calling District Direct Customer Service toll-free at 1-202-727. 5355.

**b) By mail:** beneficiaries can send their renewal by mail to:

Economic Security Administration  
Case Record Management Unit  
P.O. Box 91560  
Washington, D.C. 20090

**c) In Person:** Beneficiaries can submit their renewal form at a Department of Human Services service center:

- Anacostia Service Center  
2100 Martin Luther King Jr. Ave SE, DC 20020
- Congress Heights Service Center  
4049 South Capitol St. SW, DC 20032
- Fort Davis Service Center  
3851 Alabama Ave SE, DC 20020
- H Street Service Center  
645 H St. NE, DC 20002
- Taylor Street Service Center  
1207 Taylor St. NW, DC 20011

**d) By fax:** send a fax renewal to **(202) 671-4400**

Once you receive your renewal notice, be sure to complete all questions on the form and report all changes to your home. These changes include if someone becomes pregnant, has a new baby, moves in or out of their home, has a change in income, or any other change that may affect their benefits. Be sure



to sign your renewal form before submitting it. For forms submitted online, the electronic signature option is available.

### **5. Will I need to provide proof of income and resources with my application or renewal to DHS?**

DHS will notify you of the proof needed to document your income and resources on your application or renewal form. If DHS needs more evidence, you will receive a notice telling you what other documentation you need to submit. You will need to respond quickly. If you have problems obtaining the necessary documentation, you should notify DHS immediately. You can find the DHS phone number and address at <https://dhs.dc.gov/service/find-service-center-near-you>

### **6. What evidence is needed for renewal?**

Most Medicaid beneficiaries who need to verify their eligibility will be required to provide proof of income and District residency verification.

#### **Verification Type Income**

#### **Acceptable evidence**

- Recent pay stubs (from the last 30 days)
- Self-employment: Most recent tax return form
- Statement showing retirement income
- Disability Income
- Workers Compensation
- Pension or annuity account statement
- Unemployment benefit statements

#### **Residency (only one form of verification is required)**

- DC driver's license, identification card, or DC One Card
- Active lease, rental agreement, or rent receipt
- Utility or telephone bill
- Pay stub or earning statement issued within the previous 30 days with the individual's name and District of Columbia address
- Property tax bill issued within the last 60 days for property located in the District of Columbia.
- Completed Residency Form

Additionally, some beneficiaries may need an updated level of care assessment, to verify assets, or other eligibility information requested in their renewal.

There is additional information on how to renew your coverage is on the DHCF website at <https://dhs.dc.gov/page/apply-recertify-benefits>

### **7. I moved, and I have a new address or plan to move soon. How can I give my new address to DHS?**

It is very important that you immediately inform DHS of your new address, telephone number, and other contact information. If they don't have your correct address, you likely won't receive Medicaid mailings,



which means you could lose your Medicaid insurance. You can find the DHS phone number and address at <https://dhs.dc.gov/page/apply-recertify-benefits>

#### **8. I gave my new address to my Medicaid plan. Do I still have to give it to DHS?**

Yes. It is very important that you also inform DHS of your new address. The change can be made online, through your District Direct account <https://districtdirect.dc.gov/ua/>, you can visit one of the agencies <https://dhs.dc.gov/service/find-service-center-near-you> or by phone at (202) 727-5355

#### **9. Why didn't I receive my Medicaid renewal?**

Not all beneficiaries will need to renew their coverage immediately. Your case may not expire soon and you will not receive notice until the date is near. If you believe you did not receive your renewal notice or would like to check when your renewal is due, log in to District Direct to check your eligibility <https://districtdirect.dc.gov/ua/>, call **202-727-5355**, or [contact a browser](#) for help with insurance.

Most beneficiaries will maintain Medicaid coverage without taking additional steps.

First, District Direct attempts to determine electronic data sources based on eligibility without requiring additional information from beneficiaries. This process is known as automatic renewal or passive renewal. District Direct will complete passive renewals for approximately two-thirds (2/3) of the total Medicaid population. Beneficiaries who can passively renew will receive a notice by mail.

#### **10. How long will I have to complete and resubmit my renewal?**

Renewal packets are mailed to MAGI beneficiaries (parents/relative caregivers; children; pregnant women; childless able-bodied adults ages 21-64) sixty (60) days prior to the end date of their certification. Renewals are mailed to non-MAGI beneficiaries (elderly, blind, disabled, QMB, EPD and IDD waiver and Katie Beckett) ninety (90) days before their certification end date.

If you have not received the renewal package sixty (60) days prior to the end date, a second notice will be sent to beneficiaries informing them that they are at risk of losing Medicaid coverage if they do not renew in a timely manner.

If you do not receive your renewal package by the expiration date, your coverage may be cancelled.

#### **11. How do I know if my renewal was successful?**

A letter will be sent to your current address on file to notify you if your coverage has been renewed. You can also log in to District Direct <https://districtdirect.dc.gov/ua/> to check the status of your application or renewal.

#### **12. What will happen if I do not renew my Medicaid coverage for myself and/or my family by the date indicated on my renewal letter?**

You risk losing your Medicaid coverage if you do not renew your Medicaid coverage for yourself and/or your family members by this deadline. If you think you missed this date, log in to District Direct to check



if you missed the renewal deadline, you enter a 90-day grace period to renew, but during the grace period, your coverage will be disabled.

Remember you and your family members may have different renewal dates.

### **13. What happens if I no longer qualify for Medicaid after my renewal is processed?**

We want all Washington D.C. residents to be eligible to obtain and maintain coverage. If you no longer qualify for Medicaid, or your application is denied, you will receive:

- A notice of when your Medicaid insurance will end,
- Information about how to appeal if you believe the cancellation decision is incorrect, and
- Information about coverage through the Affordable Care Act (ACA) and how to apply at <https://www.dchealthlink.com/>
- Financial aid is available for those who qualify. Enrollment at <https://www.dchealthlink.com/> will remain open so that anyone who loses their health insurance during the redundancy process can enroll in other health insurance, if they qualify.

### **14. ¿Mi renovación de Medicaid afectará mis otros beneficios como SNAP o TANF?**

Your other benefits may be affected if you report any changes during your Medicaid renewal that relate to your eligibility for other programs found within the District.

### **15. Can I contact someone with my specific questions?**

If you have questions about Medicaid eligibility renewals, please contact [Medicaid.Renewal@dc.gov](mailto:Medicaid.Renewal@dc.gov). You can call 202-727-5355 from 7:30 a.m. to 5:30 p.m. to 4:45 p.m., Monday through Friday.

More information is available on the [DHCF website](#).

### **16. Can someone help me through this process in-person?**

If you need in-person assistance with updating your information or completing your renewal form, you can visit:

- [A Senior Wellness Center](https://dacl.dc.gov/service/senior-centers) (find closest center for someone here: <https://dacl.dc.gov/service/senior-centers>)
- [The Deaf and Hard of Hearing Senior Center](#):  
4301 9th St. SE  
Open Monday, Wednesday, and Friday from 1:00pm-5:00pm
- [Senior Center for the Blind](#):  
1901 Evarts Street, NE Washington, DC 20018  
Phone: (202) 635-1900
- [A Family Success Center](https://cfsa.dc.gov/page/families-first-dc-family-success-centers): Find your closest center at: <https://cfsa.dc.gov/page/families-first-dc-family-success-centers>
- [DHS Service Center](https://dhs.dc.gov/service/find-service-center-near-you): Find your closest center at: <https://dhs.dc.gov/service/find-service-center-near-you>



**NOTE:** If you are a patient at Mary's Center, you can call **844-796-2797** for more information. Residents of the District of Columbia can visit us at **Mary's Center** at 3912 Georgia Avenue, NW, Monday through Thursday, from 9:00 a.m. to 3:30 p.m. One of our DCHL In-Person Assisters (IPA) will be able to assist you.

**17. I have a disability and need assistance filling out my renewal form. Where do I go for help?**

If you need in person assistance with updating your information or completing your renewal form, you can visit:

- A Senior Wellness Center (find closest center for someone here: <https://dacl.dc.gov/service/senior-centers>)
- The Deaf and Hard of Hearing Senior Center  
4301 9th St. SE  
Open on Monday, Wednesday, Friday from 1:00-5:00pm.
- Senior Center for the Blind:  
1901 Evarts Street, NE Washington, DC 20018  
Phone: (202) 635-1900
- You can also call DHS' TTY number at 711.