



## **Know Your Rights: 2023 DC Medicaid Renewals**

Do you or a family member have DC Medicaid? Due to COVID-19, yearly DC Medicaid renewals were paused. However, DC Medicaid renewals are starting again on **April 1, 2023 and continuing through June 1, 2024**. You must renew your Medicaid coverage when the Department of Health Care Finance (DHCF) sends you a letter stating that it is time to renew your Medicaid coverage to see if you still qualify. Below are steps you should take immediately to prepare and your rights in the renewal process.

### **What you should do right now:**

- **Update your contact information** with DHCF so that DHCF can contact you to renew your Medicaid coverage. Update your address, phone number, and/or email address online at [districtdirect.dc.gov](https://districtdirect.dc.gov) or by calling the District Direct Customer Service at 202-727-5355 between 7:30 a.m. and 4:45 p.m.
- **Check your mail** – DHCF will mail you a Medicaid renewal letter about your DC Medicaid coverage and a notice to let you know if you are threatened with a reduction or termination in Medicaid benefits. If DHCF requests additional information to redetermine your eligibility, provide the requested information right away.

### **What to do after receiving your renewal notice:**

- **Complete your renewal** – use [districtdirect.dc.gov](https://districtdirect.dc.gov) or fill out the renewal packet mailed to you and mail, fax, or drop the completed form off at a Department of Human Services (DHS) Service Center immediately.
- **Ask your case manager for help completing the renewal process** – if you have an EPD Waiver case manager, care coordinator with your Managed Care Organization, or other case manager, contact them for help to complete and submit your renewal packet.
- **If you do not have a case manager** – contact the DC Department of Aging and Community Living (DACL) at 202-724-5626 for help to complete and submit your renewal packet.

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### **You have the right:**

- **To a new redetermination prior to terminating your Medicaid coverage** to re-evaluate whether you are eligible for DC Medicaid and all medical coverage programs and the right to help to enroll if you are eligible for another program.
- **To accommodations (changes) in the renewal process because of your disability** (e.g., accessible renewal forms and notices, free auxiliary aids and services, assistance to complete the renewal process, etc.).
- **To timely written notice prior to terminating your Medicaid coverage** explaining in clear terms the reason for termination, the supporting law and

regulations, the effective date of termination, and your right to appeal the decision and to be represented by legal counsel.

- **To request a “fair hearing” appeal and continued benefits pending the outcome of the appeal.** A fair hearing is a chance for you to explain to a judge why you believe the decision to terminate your Medicaid is wrong. **You must request a fair hearing within 90 days of the postmark (or date at the top) of the notice** that your Medicaid will be terminated. To keep your Medicaid benefits during the fair hearing, you must request a fair hearing before the date of the termination.

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Liberty Healthcare will continue to conduct yearly assessments for long-term care services according to your recertification period. **If you are threatened with a reduction to or termination of your in-home personal care aide (PCA) services after a yearly assessment, you have the right:**

- **To written notice at least 30 days prior to reduction or termination** explaining in clear terms the reason for the reduction or termination, the supporting law and regulations, the effective date, and your right to appeal the decision and to be represented by legal counsel.
- **To request reconsideration and/or a fair hearing appeal and continued benefits pending the outcome of the reconsideration or appeal.**

#### **Need more information or have a problem with the renewal process?**

- For more information about the renewal process contact District Direct Customer Service at 202-727-5355 or go online to [www.districtdirect.dc.gov](http://www.districtdirect.dc.gov).
- To request an accommodation in the renewal process, contact: Maude Holt, DC DHCF’s Health Care Ombudsman at [Maude.holt@dc.gov](mailto:Maude.holt@dc.gov) or 202-724-7491.
- If you are not receiving the accommodations you need during renewal or to request legal assistance in the fair hearing appeal process, contact Disability Rights DC at ULS at (202) 547-0198 ext. 135. We will determine at that time whether your request for assistance is within our priorities and whether we have the resources to assist you.