

# MEDICAID ALERT

September 21, 2012

## RENEWAL STATUS INFORMATION FOR MEDICAID CONSUMERS

This Alert is a reminder that renewal status information is available for Medicaid clients through HRA's Medicaid Helpline (888-692-6116). This status is available through an Interactive Voice Response System (IVRS) and is updated daily. By entering a client's social security number and date of birth into IVRS, the caller can obtain information on the status of a client's renewal:

- Whether or not HRA has received a renewal from the client,
- Status of HRA's processing of the renewal and
- The eligibility decision if the renewal has been processed.

The system is being upgraded and will, in the next few months, also allow the option of using case number to receive information.

This IVRS provides status on renewals for almost all Medicaid only clients (with the exception of nursing home residents). Organizations assisting clients are urged to utilize this system to help their clients manage the Medicaid renewal process and to avoid duplicate submissions of renewals. Home Care Services Program (HCSP) providers must use this system to obtain the consumer's renewal status prior to requesting a reprint of form MAP-909E, DAB Renewal Notification. Additionally, HCSP will not provide organizations with reprints of 909E prior to the last two months of the current MA case authorization period.

PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAFF