



Medicaid Return to Routine Operations Frequently Asked Questions

Effective immediately, Cuyahoga Job and Family Services (CJFS) is completing the renewal process for Medicaid benefits. As part of the renewal process, CJFS will determine if individuals currently enrolled in Medicaid meet federal income and other eligibility standards. Those deemed ineligible may be discontinued from coverage. Below are some answers to questions you may have.

Q: What do Medicaid Customers need to know?

- The first Medicaid benefits that may be discontinued are benefits scheduled for an April 2023 Medicaid renewal. Cases that are not renewed for coverage, will be closed effective May 1, 2023. Other individuals may be discontinued as early as April 1, 2023, based on a reported change.
- **CJFS and the state of Ohio have already begun the formal renewal process for customers with April 2023 renewals.** Customers with a Medicaid renewal due in April will receive their renewal packets in early March and they should be returned to Cuyahoga Job and Family Services by March 31.
- This renewal process will be completed each month as individuals become due for their annual Medicaid Renewal.

Q: How do I know if my Medicaid renewal was completed through the automated renewal process, or if I need to complete the renewal form?

- Throughout the coming year, customers who have Medicaid benefits automatically renewed will receive a notice in the mail after the autorenewal is complete notifying them that their benefits have been renewed for 12 more months.
- If your benefits are not automatically renewed, you will receive a Medicaid Renewal packet in the month prior to your renewal month.
 - » (For example, if you have a June Medicaid renewal, a packet will be mailed in early May for you to complete and return to our agency by May 31.)

Q: What if I don't return my Medicaid Renewal Form?

- Customers who do not return their renewal packets may be disenrolled from Medicaid. A letter will be sent during their renewal month notifying them that their benefits will expire.
- If a customer loses Medicaid benefits, they have a 90-day reinstatement period where they may submit the Medicaid Renewal Form. **If** the customer is determined to be eligible for Medicaid benefits, they may have their coverage reinstated to the date in which benefits were discontinued, without having to reapply for benefits.

Q: How can I find out when my Medicaid Benefits are due to be renewed?

- The best way to get up-to-date information on your case is to create an account online in the Ohio Benefits Self-Service Portal at www.benefits.ohio.gov.
- You can find a series of [Self-Service Portal How-to Videos](#) to help guide you through creating an account and linking your Medicaid case to it.
- From the self-service portal, you can report changes to your case, check the status of your case and view correspondence sent to you about your case. You can also enroll in text and voice alerts to receive case updates by phone.

Q: Why is this happening now?

- This action marks a change in procedure from the last three years, but returns eligibility processing to pre-pandemic rules.
- In March of 2020, under the federal [Families First Coronavirus Response Act \(FFCRA\)](#) all individuals who were enrolled in Ohio Medicaid or became enrolled after March 18, 2020 were not permitted to be disenrolled from the program unless they moved out of state, died or requested their benefits be terminated.
- In late 2022, the U.S. Congress passed the [Consolidated Appropriations Act of 2023 \(CAA 2023\)](#) which separated the Medicaid continuous coverage requirement from the Public Health Emergency (PHE) declaration. While the PHE continues, Medicaid continuous coverage ends in March.

Q: How do I renew my Medicaid benefits?

Customers who want to renew their Medicaid benefits **DO NOT need to call or complete an interview**. If you receive a Medicaid Renewal Form you can complete it and send it back to us in one of the following ways:

- **Mail:** 1641 Payne Ave., Cleveland, OH 44114
- **Email:** Take a digital picture of the completed form. (A picture of each page is required.) and email it as an attachment to CJFSDocs@jfs.ohio.gov
- **Fax:** 216-987-7700
- **Drop box:** Drop the documents off at the secure drop-box at any of these sites:

Virgil E. Brown 1641 Payne Ave. Cleveland, OH 44114	Westshore 9830 Lorain Ave. Cleveland, OH 44102	Quincy Place 8111 Quincy Ave. Cleveland, OH 44104
Jane Edna Hunter 3955 Euclid Ave. Cleveland, OH 44115	Old Brooklyn 4261 Fulton Pkwy Cleveland, OH 44144 *Drop-off only! No Forms available on-site.	Mt. Pleasant 13815 Kinsman Rd. Cleveland, OH 44120

- **Phone:** Customers may call the eligibility contact center at 1-844-640-OHIO (6446) to complete the Medicaid Renewal over the phone. Select the telephone option to Renew Medicaid Benefits.

Note: This information is based on policy by the Ohio Department of Medicaid as of 3/7/2023, and subject to change.

This institution is an equal opportunity provider. Visit <https://www.fns.usda.gov/cr/fns-nondiscrimination-statement>. Cuyahoga Job and Family Services provides access to an interpreter at no charge to customers who are limited-English proficient and individuals with impaired vision and/or hearing.