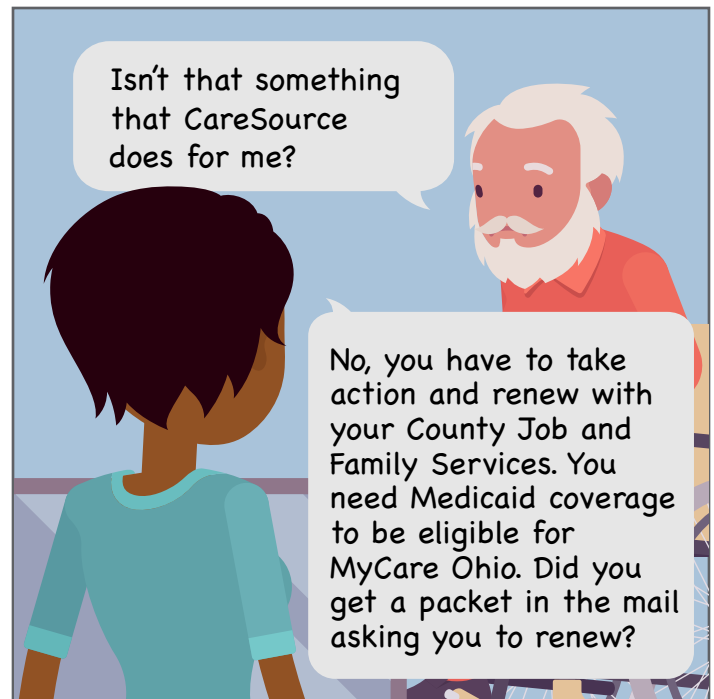
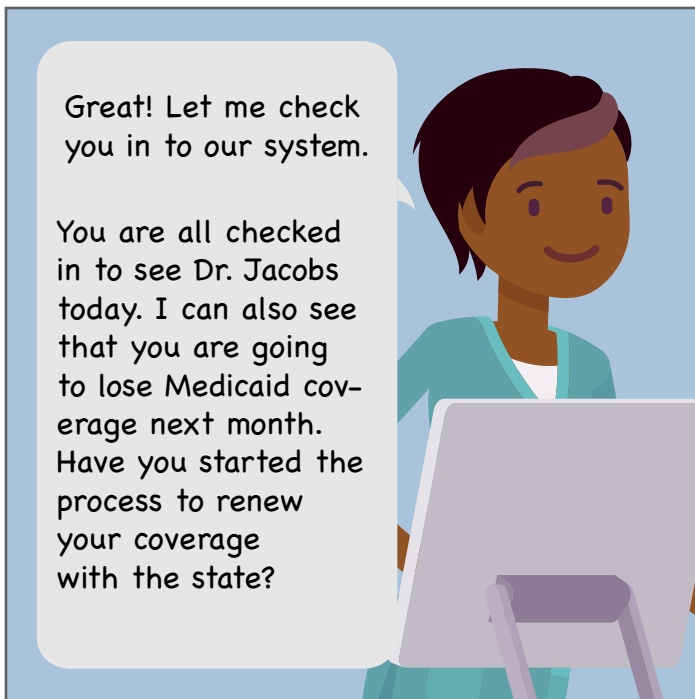


# Redetermination is When You Renew Your Medicaid Coverage.



Knowing what you need to have to complete  
your renewal can make the process easier.

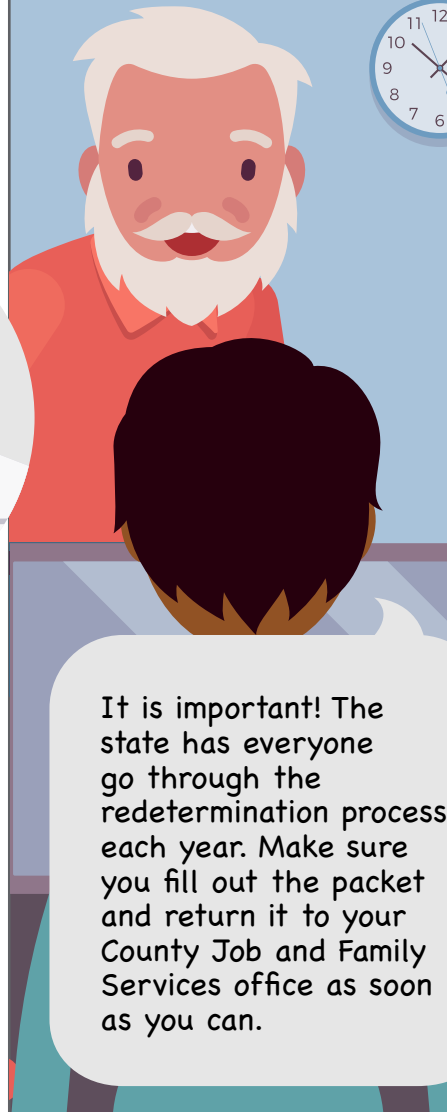
Louis is going to his provider for his annual check up.



Louis remembers getting something in the mail from his County Job and Family Services office. It seemed long and complex so he put it in a pile of bills to deal with later.

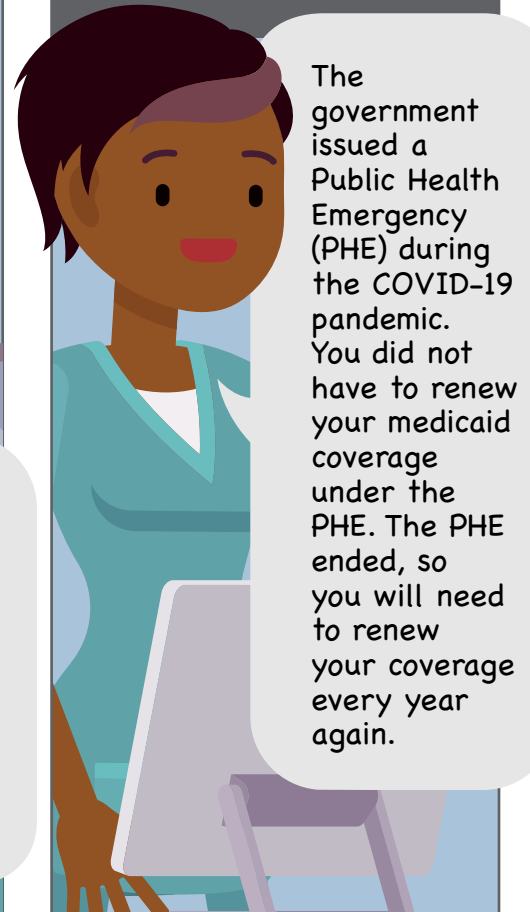


I did get something in the mail, but did not think it was important. I have never heard of this.

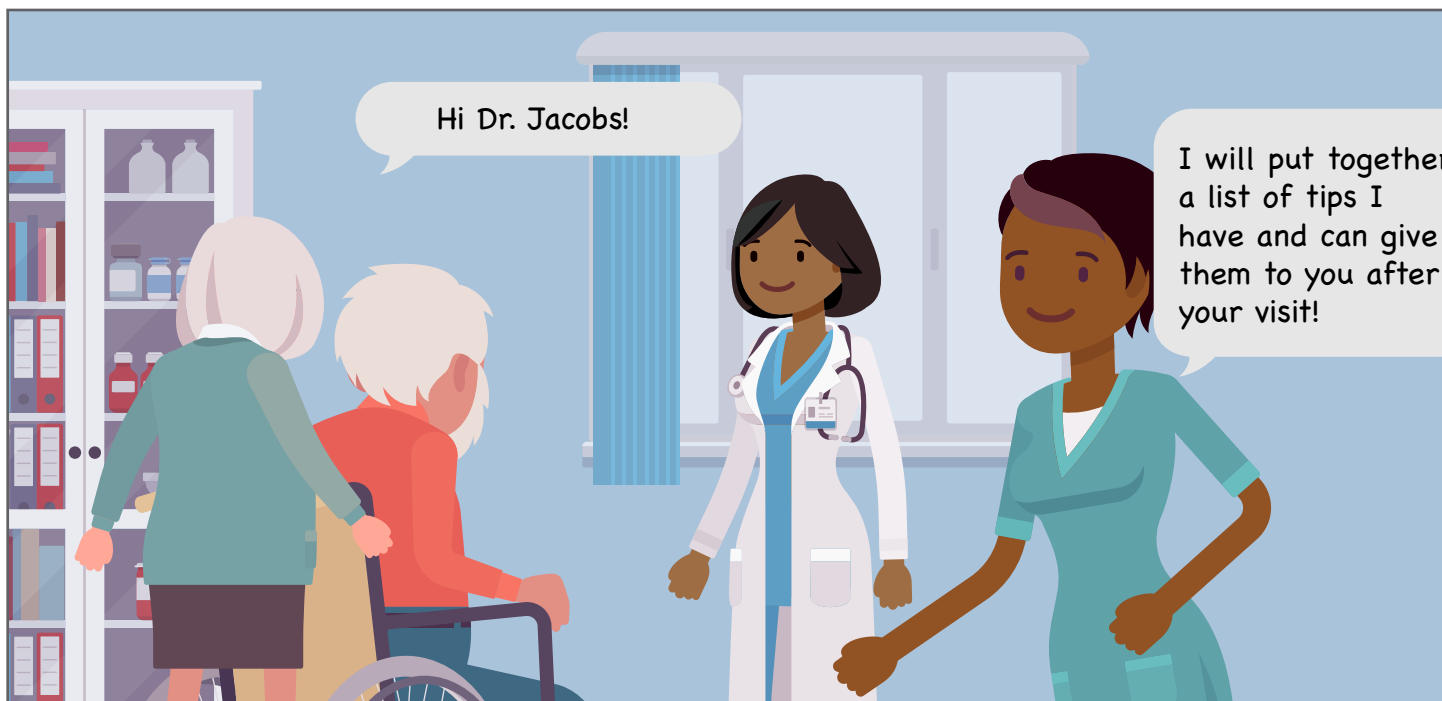
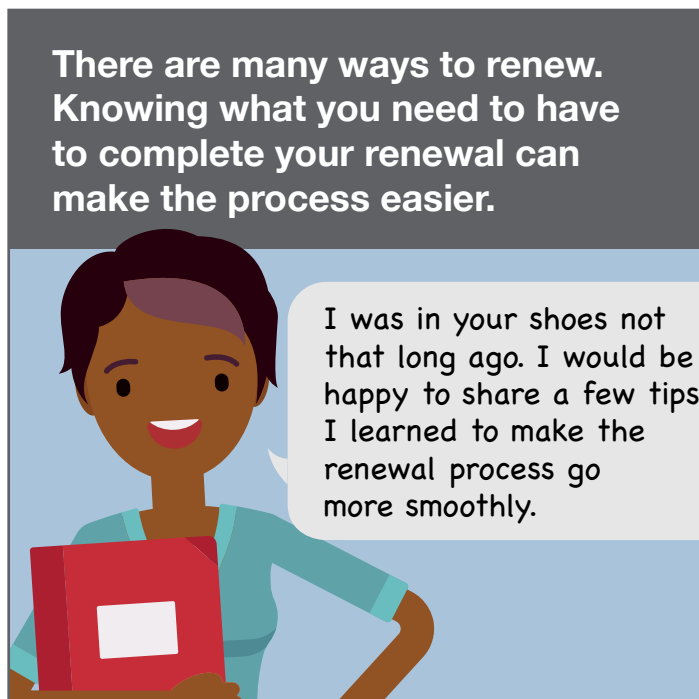


It is important! The state has everyone go through the redetermination process each year. Make sure you fill out the packet and return it to your County Job and Family Services office as soon as you can.

Redetermination is when you renew your Medicaid coverage with the state. **You need to renew each year. CareSource cannot renew for you.**



The government issued a Public Health Emergency (PHE) during the COVID-19 pandemic. You did not have to renew your Medicaid coverage under the PHE. The PHE ended, so you will need to renew your coverage every year again.



## THERE ARE MANY WAYS TO RENEW

**We know that the packet to renew your Medicaid coverage may seem complicated. It asks for a lot of information!**

Knowing what you need to have to complete your renewal can make the process easier.



There are many ways to renew. If you got a renewal packet in the mail, fill it out and return it as quickly as you can. Or, you can renew:

- Online
- By Phone
- In Person



Learn how to renew by clicking each option.

# Online

1. Go to **benefits.ohio.gov**.
2. Log in to your account with your username and password.
  - If you do not have an account, click *sign up* to make one. Write your username and password down and keep it where you will remember it.
  - Follow the steps below the log in if you forgot your username or password.
3. Once you are in the portal, click *Link My Case(s)*.
4. Choose the option, *Renew My Benefits*.
5. Follow the steps to submit your renewal.



**GO BACK  
TO THE CHECKLIST**  
FOR MORE TIPS TO RENEW

# *By Phone*

1. Call the Medicaid Hotline at 1-800-324-8680. For TTY, call 1-800-292-3572.

You can call Monday through Friday, 7 a.m. to 8 p.m. or Saturday 8 a.m. to 5 p.m.

2. Choose 1 for English or 2 for Spanish.
3. Choose option 8 to renew your benefits.
4. Try not to get discouraged if you are on hold for a few minutes. Have the information you need in front of you. This will make your call go much smoother once you are talking with someone.



**GO BACK  
TO THE CHECKLIST**  
FOR MORE TIPS TO RENEW

# *In Person*

1. Your local County Job and Family Services office can help you fill out your renewal. Find yours at **jfs.ohio.gov**
2. Bring the information you need to fill out the renewal.
3. You can get a ride to the office if you need it. Learn how to get a ride at **CareSource.com**



**GO BACK  
TO THE CHECKLIST**  
FOR MORE TIPS TO RENEW





Have as much information ready as you can when you renew, even if you do not have it all.

**Here are examples of what you may need:**

- The birth dates for you and everyone in your household.
- Social security numbers for everyone in your household (if you know them).
- The address(es) and phone number(s) of employers for those in your household who have a job.
- Information about other health insurance if you or others in your household have it.
- Information about other income. This could be Social Security, Pensions, or Unemployment Compensation.
- Tax forms and wage statements. This could be pay stubs, W-2 forms or other information.



CareSource® MyCare Ohio (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

**MyCareOhio**  
*Connecting Medicare + Medicaid*

ATTENTION: If you speak Spanish, language services, free of charge, are available to you.  
Call **1-855-475-3163 (TTY: 1-833-711-4711 or 711)**, Monday – Friday, 8 a.m. – 8 p.m.  
The call is free.

ATENCIÓN: Si habla español, tiene disponible los servicios de asistencia de idioma gratis.  
Llame al **1-855-475-3163 (TTY: 1-833-711-4711 o 711)**, de lunes a viernes, de 8 a.m. a 8 p.m.  
La llamada es gratuita.

