

To: All Providers Participating in the Nebraska Medicaid Program
From: Kevin Bagley, Director *KB*
Date: February 1, 2023
Re: Resuming Regular Reviews of Medicaid Eligibility

This provider bulletin is being issued to advise Medicaid providers about the restart of regular reviews of members' Medicaid eligibility.

Background

Since the beginning of the COVID-19 pandemic, Medicaid members have kept Medicaid coverage even if they are no longer eligible. Following the recent passage of federal legislation, the Nebraska Department of Health and Human Services (DHHS) is preparing to restart regular reviews of members' Medicaid eligibility.

This means each Medicaid member's current eligibility will be reviewed starting as early as March 1. It will take approximately twelve months to review all members' eligibility. A member can [contact DHHS](#) to find out which month their renewal will take place.

What this means for Medicaid members

A Medicaid member's eligibility is generally rechecked every twelve months. If sufficient information is already available to confirm a member is still eligible, the member is automatically renewed. If information is needed from a member to confirm eligibility, a written request for information is mailed.

It is important that a member makes sure their contact information with DHHS is up to date. Contact information includes:

- Mailing address
- Email address
- Phone number

If a member's contact information is not up to date, a member might not receive a request for information. If a member does not respond to a request, they may unnecessarily lose their Medicaid coverage.

It is also important that a member makes sure that they let DHHS know of any major life changes that could affect their eligibility. These include:

- A change in address
- A change in income or resources
- A change in household, including a marriage, divorce, pregnancy, or a new child

A member can contact DHHS by visiting ACCESSNebraska.ne.gov or by calling ACCESSNebraska at:

- Omaha: (402) 595-1178
- Lincoln: (402) 473-7000
- Toll Free: (855) 632-7633
- TDD: (402) 471-7256

How you can help

Please help us get the word out about how important it is that Medicaid members make sure their information with DHHS is up to date. Our goal is to avoid unnecessary loss of coverage. For more information, visit dhhs.ne.gov/Pages/Medicaid-MOE.aspx.

Getting more information

To better prepare providers for the restart of regular reviews of Medicaid members' eligibility, a series of educational webinars will be held during the following dates from noon to 1 PM on Webex:

- Monday, February 6:
<https://sonvideo.webex.com/sonvideo/j.php?MTID=m333874faf0d18d2dd67c86b2a2139337>
 - 408-418-9388, Access Code: 2487 338 7579
- Monday, February 13:
<https://sonvideo.webex.com/sonvideo/j.php?MTID=m333874faf0d18d2dd67c86b2a2139337>
 - 408-418-9388, Access Code: 2487 338 7579
- Wednesday, February 22:
<https://sonvideo.webex.com/sonvideo/j.php?MTID=m005cad4795110438bb9b84af34685376>
 - 408-418-9388, Access Code: 2480 348 1715
- Monday, February 27:
<https://sonvideo.webex.com/sonvideo/j.php?MTID=m333874faf0d18d2dd67c86b2a2139337>
 - 408-418-9388, Access Code: 2487 338 7579
- Monday, March 6:
<https://sonvideo.webex.com/sonvideo/j.php?MTID=m333874faf0d18d2dd67c86b2a2139337>
 - 408-418-9388, Access Code: 2487 338 7579
- Monday, March 13:
<https://sonvideo.webex.com/sonvideo/j.php?MTID=m333874faf0d18d2dd67c86b2a2139337>
 - 408-418-9388, Access Code: 2487 338 7579

Providers can also email DHHS.MLTCEXperience@nebraska.gov if they have any questions about this bulletin.

Provider Bulletins, such as this one, are posted on the DHHS website at <http://dhhs.ne.gov/pages/Medicaid-Provider-Bulletins.aspx>. Please subscribe to the page to help you stay up to date about new Provider Bulletins.