

Redetermination is When You Renew Your Medicaid Coverage.



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

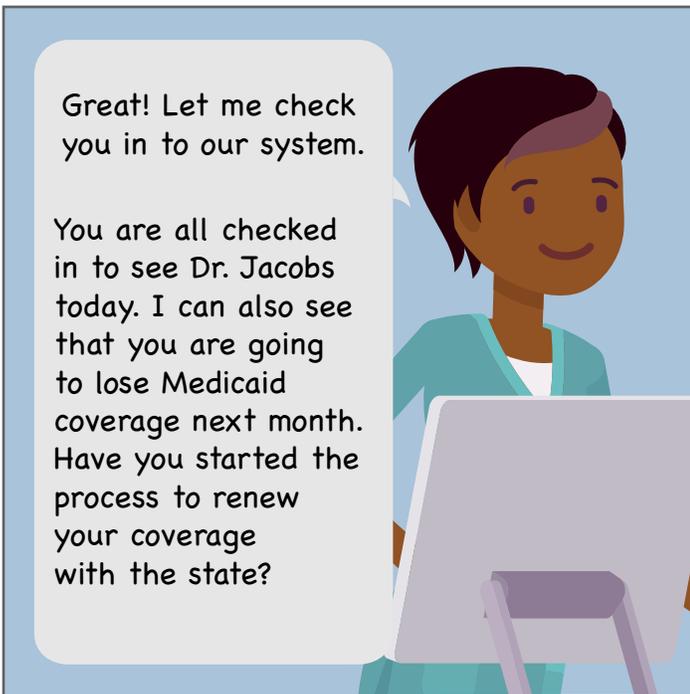
Louis is going to his provider for his annual check up.



Hello! I have an appointment with Dr. Jacobs.

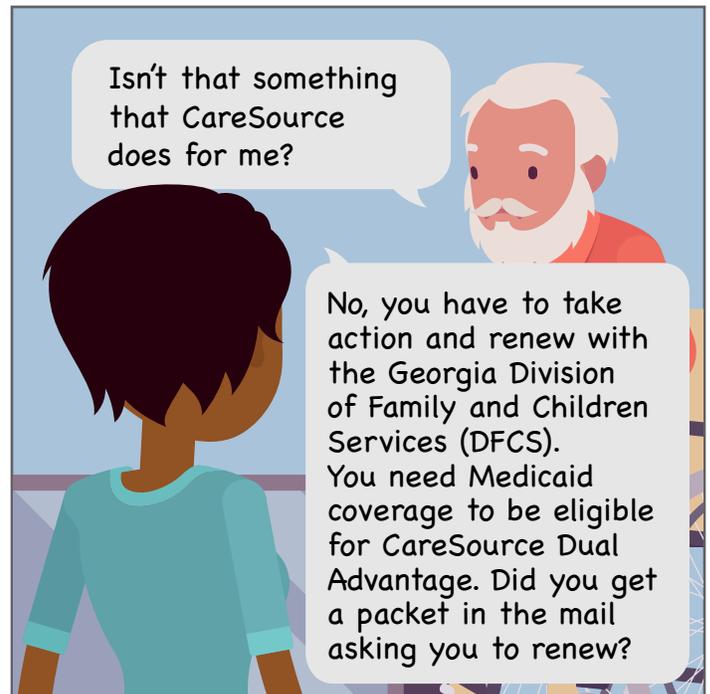
Welcome!
What insurance do you have?

I have CareSource Dual Advantage coverage.



Great! Let me check you in to our system.

You are all checked in to see Dr. Jacobs today. I can also see that you are going to lose Medicaid coverage next month. Have you started the process to renew your coverage with the state?



Isn't that something that CareSource does for me?

No, you have to take action and renew with the Georgia Division of Family and Children Services (DFCS). You need Medicaid coverage to be eligible for CareSource Dual Advantage. Did you get a packet in the mail asking you to renew?

Louis remembers getting something in the mail from his Georgia Division of Family and Children Services (DFCS) office. It seemed long and complex so he put it in a pile of bills to deal with later.

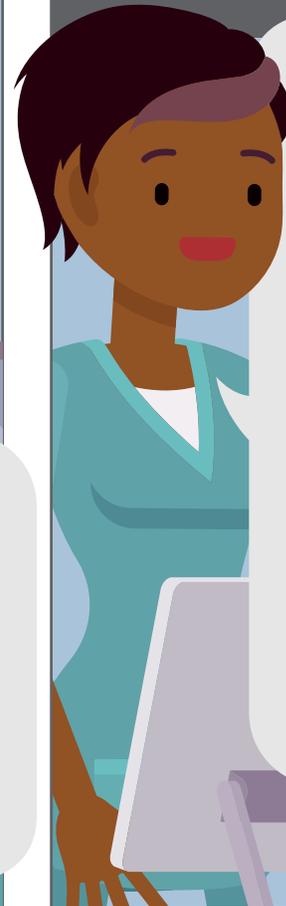


I did get something in the mail, but did not think it was important. I have never heard of this.

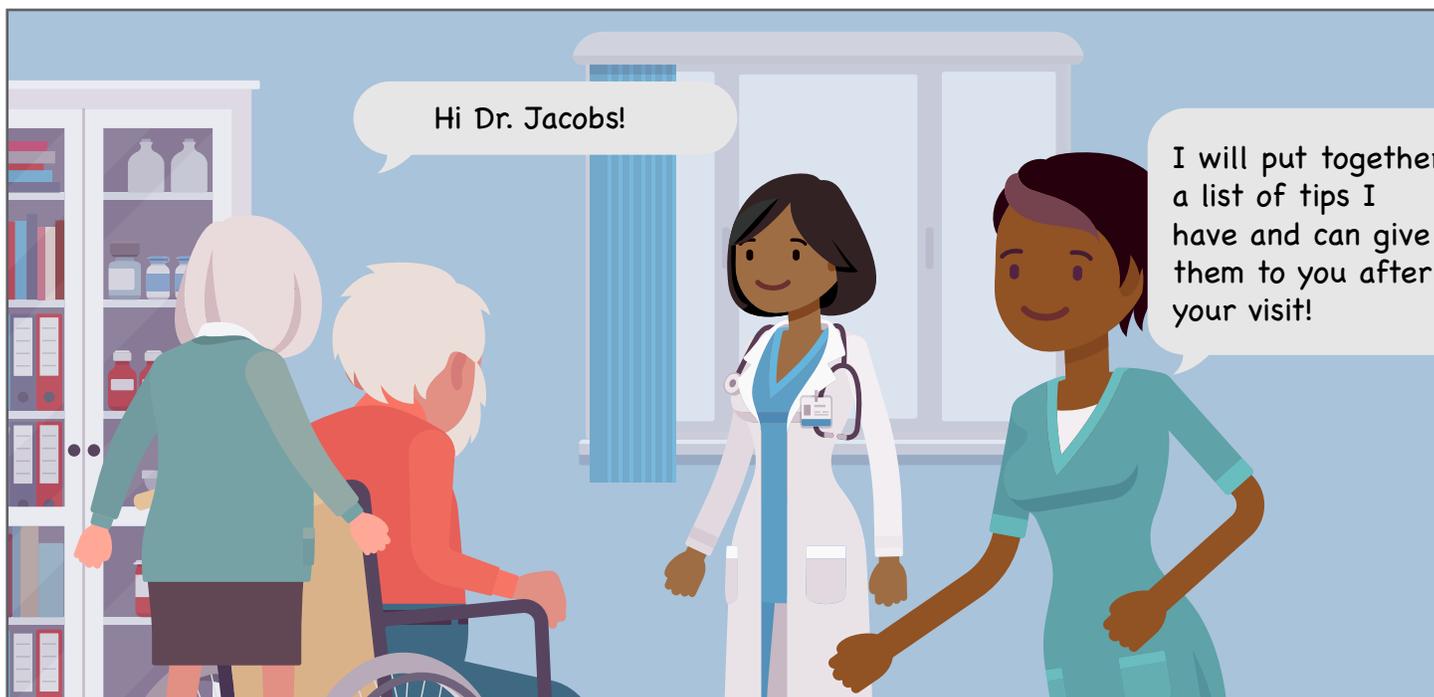
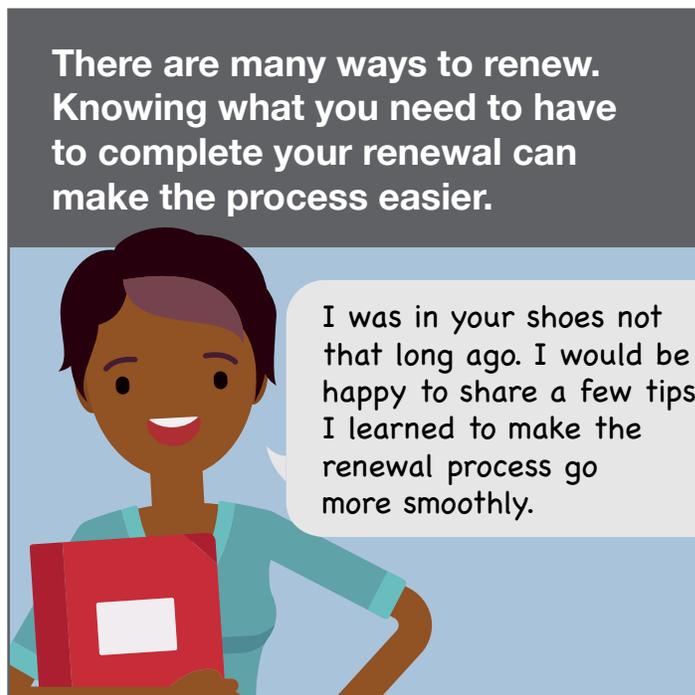


It is important! The state has everyone go through the redetermination process each year. Make sure you fill out the packet and return it to your the Georgia Division of Family and Children Services (DFCS) office as soon as you can.

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.



Online



1. Go to www.gateway.ga.gov.

2. Click the *Manage My Account/Login* button.

3. Log in to your account with your User ID and password

- If you do not have an account, click *Create New Account* to make one. Write your User ID 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.

4. Once you are in the portal, follow the steps to submit your renewal.

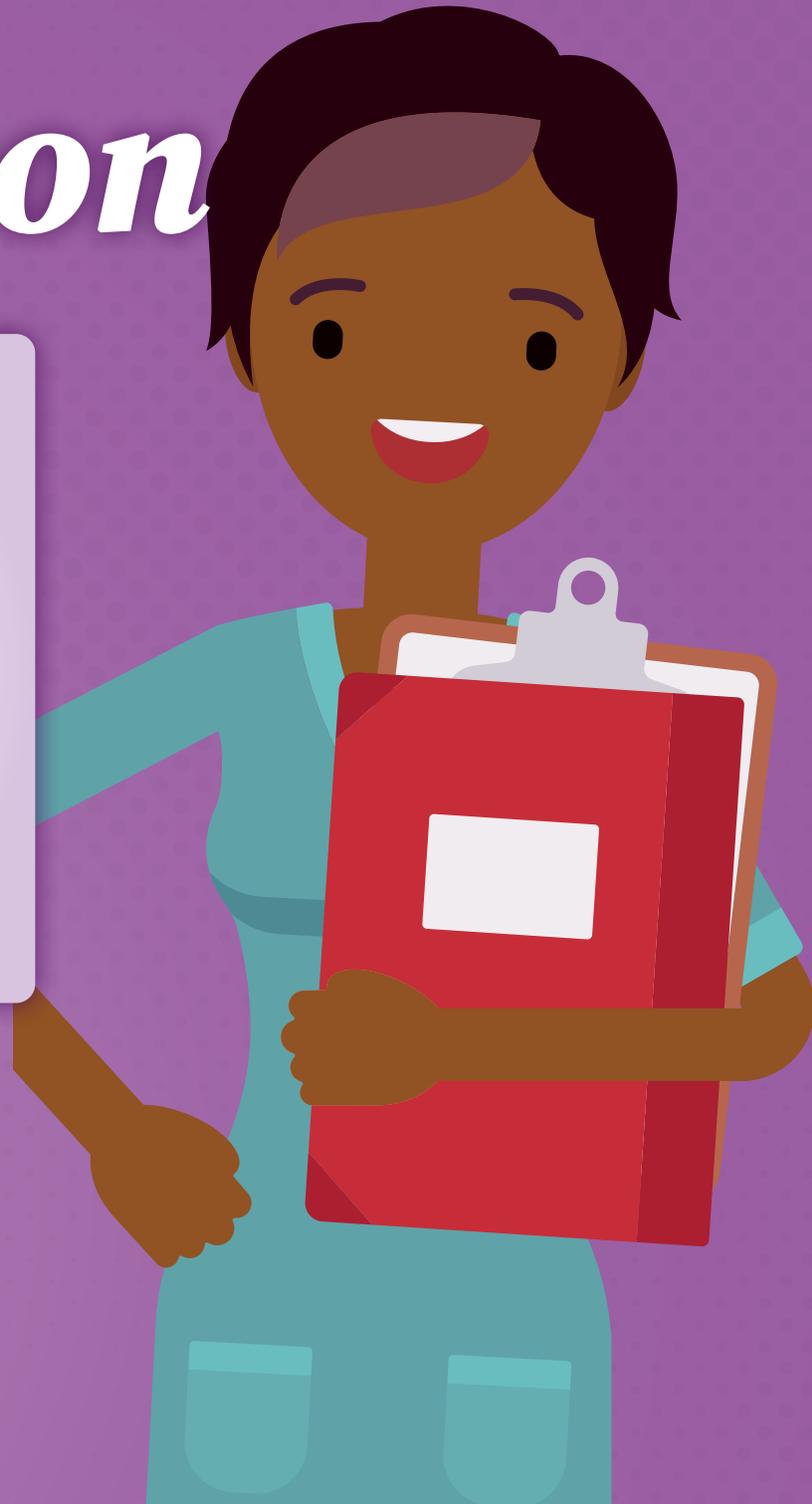
By Phone

- 1.** Call the Georgia Division of Family and Children Services (DFCS) at 1-877-423-4746 (TTY: 1-800-255-0556 or 711) between 8 a.m. and 2 p.m., Monday through Friday.
- 2.** Choose 1 for English or 2 for Spanish.
- 3.** Choose option 2 to renew your benefits. Then press 1 and have your social security number and date of birth ready to enter.
- 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.



In Person

1. Your Georgia Division of Family and Children Services (DFCS) office can help you fill out your renewal. Find yours at www.dfcs.georgia.gov/locations
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



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.

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:

- Your birthdate.
- Your social security number, birth certificate, passport, certificate of citizenship and/or driver's license.
- If you are applying because of a disability, you will need to provide proof.
- Address(es) and phone number(s) of current or former employers.
- Information about other health insurance if you 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[®]

CareSource[®] CareSource is an HMO D-SNP with a Medicare and state Medicaid contract.
Enrollment in CareSource depends on contract renewal.