**Sample Announcement from Providers to Patients: Medicaid Renewals**

The Department of Vermont Health Access has created the sample announcement below for providers to share with patients. The announcement is written following plain language principles and includes basic information for Vermonters about the Medicaid renewal restart process. Your practice can customize the message and share it with your patients via your patient portal, newsletter, website, postal service, or by distributing it in your office.

Questions? Contact Provider and Member Relations Director Suellen Bottiggi at [Suellen.Bottiggi@vermont.gov](mailto:Suellen.Bottiggi@vermont.gov) or by calling 802-760-9931.

**Medicaid Renewals are Restarting**

[Provider Name, Address, Phone Number, Logo]

**Do you have Medicaid or Dr. Dynasaur?**

This April, Vermont will again start checking to see who can still get Medicaid and Dr. Dynasaur.

Your Medicaid will not suddenly end. You will receive mail before it is time to provide information to "renew" your coverage. It is important to make sure your mailing address, email address, and phone numbers are correct. The Department of Vermont Health Access needs your address to send you information. **This mail may arrive in an envelope with a red stripe**.

[Practice name or provider name] is here to help. Here is information to help you get started. Make sure the Department of Vermont Health Access (DVHA) has your correct address, phone number, and email.

Here’s what you need to do:

1. Make sure your contact information is updated to get messages about your health insurance. Log in to your account at [www.VermontHealthConnect.gov](https://portal.healthconnect.vermont.gov/VTHBELand/welcome.action) or call 1-855-899-9600.

* Are you a Long Term Care (LTC) Medicaid member? Call your eligibility specialist directly or call Customer Support at 1-800-250-8427.

1. Make sure your mailing address, email address, and phone numbers are correct.
2. Add a cell phone number to your account. The State of Vermont will text you with important reminders.
3. Check your mail. Look out for the envelope with the red stripe. You will get a reminder that it’s almost time to renew your coverage. Your renewal information may come from Vermont Health Connect or from Green Mountain Care, depending on your program. Vermonters will get renewal letters at different times.
4. Bring your health insurance card with you to your health care appointments. This will help us check your health insurance for each visit.

Make sure **your contact information is correct** so DVHA can contact you if you’re no longer eligible for Medicaid.You will get information in the mail and/or by text on how to apply for other health insurance.

If you’re losing Medicaid coverage, you could qualify for health plans that have zero-dollar monthly premiums. There’s more financial help now through 2025. This can help if you lose Medicaid. You can get a Qualified Health Plan through Vermont Health Connect. Find out more at <https://info.healthconnect.vermont.gov>.

For more information about Medicaid renewals, go to the [Medicaid Renewal Restart page](https://dvha.vermont.gov/unwinding).

You may also want to speak with an [Assister](https://info.healthconnect.vermont.gov/find-local-help/find). An Assister is a trained professional who is certified by the Department of Vermont Health Access to help Vermonters get and keep health coverage. They can answer questions and help you with your application. Assisters can also communicate directly with Vermont Health Connect for you if you would like them to. [Find an Assister here](https://info.healthconnect.vermont.gov/find-local-help/find).

Stay up-to-date with the Medicaid renewal process by following the State of Vermont’s social media pages:

* Like the [Vermont Health Connect Facebook](https://www.facebook.com/VermontHealthConnect) page
* Follow Vermont Health Connect on Twitter [@VTHealthConnect](https://twitter.com/VTHealthConnect).

Take action to stay in charge of your Medicaid or Dr. Dynasaur coverage!