

VHC Guide for requesting an extension to a Medicad Renewal deadline

Department of Vermont Health Access

December 2023

Purpose

This document is to be used as a guide when requesting more time to complete a renewal for Medicaid coverage.

Please note that this is subject to change.

Renewal Extension Criteria

You are experiencing extreme circumstances that prevent you from completing your renewal by the deadline. Examples of acceptable extreme circumstances include:

- Mail issues such as lost, stolen, or delayed mail.
- Illness of such severity on the part of the applicant/recipient, Authorized Representative, or an immediate family member that the applicant/recipient or Authorized Representative is unable to direct his or her personal affairs.
- Death of the Authorized Representative or an immediate family member.
- Natural disasters such as fires or floods that have a direct impact on the applicant/recipient or an immediate family member.
- Applicant/recipient becomes homeless.
- Applicant/recipient has experienced domestic violence.
- Other reasons may be found to constitute an extreme circumstance but will require approval from Vermont Health Connect.

To Request and Extension

Step 1: Locate your Medicaid (or Dr. Dynasaur) renewal date.

Find it on your notice. This 205IFAR notice is sent to customers enrolled in <u>Medicaid for Children and Adults</u>, including Dr. Dynasaur. You will get this notice if we **need to verify financial or non-financial information**. It means you are required to take action and respond. The information we have on file is already on the form. You need to change any wrong information AND enter any missing information. You also need to send copies of documents we need from you.

We need the renewal form by the "Respond by" date circled in red. If we do not hear from you, your coverage may be re-determined, denied, or terminated.



Find it on your VHC portal account.

Log in to your account at <u>www.VermontHealthConnect.gov</u>. Go to the **My Messages** tab and click on **View Other Documents**. Click on the notice you are looking for - the <u>205IFAR</u> is the Medicaid renewal notice.

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Certifications Verifications Eligibility Health Plans Requests • Messages Profile Applications Payment Center	My Messages	
		CONTACT US: Have questions or want in find out more?
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Step 2: If you need more time beyond the deadline.

If you need to request and extension beyond the date indicated on your notice, contact Vermont Health Connect as soon as possible by:

- Phone Call our Customer Support Center at 1-855-9600 and request a "renewal extension".
 - You should get a new renewal due date.
 - Submit your renewal by the new deadline.
- **Online** Log in to your account at www.VermontHealthConnect.gov and send us a portal message.
 - Once you have logged in, please click on the "My Requests" tab.
 - From that page, you can "Submit a Request" to send us a secure message regarding your account question.



VHC Guide to Requesting a Medicaid Renewal extension

My Applications My Verifications My Eligibility	Subm Please select t	nit a Request
My Health Plans	Request Type	Question 🗸
My Requests		Complaint Concern
My Messages	Cancel	Question
My Profile		Correction Invoice Discrepancy
My Payment Center		Fair Hearing Grievance
		Other

• In the body of the message, write "I am requesting a renewal extension" and the reasons for this request.

ly Applications	Submit a Request		
ly Verifications			
ly Eligibility	How would you categorize this request?		
ly Health Plans	General 🗸		
My Requests	Please enter a description for the request:		
ly Messages	Field will auto-expand as you type		
ly Profile	I am requesting a renewal extension because		
ly Payment Center		Cancel	Submit
		Cancer	• Submic

- You should receive a response within three (3) days stating if your request is approved and the new deadline.
- Submit your renewal by the new deadline.

Step 3. If you need to make a second request for a renewal extension.

If you are unable to submit your renewal by the extended deadline, you may request another extension. To make this request, follow steps 1 and 2 again.