

# Medicaid and Children's Health Insurance Program (CHIP) Unwinding



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Since 2020, states have not been required to conduct eligibility determinations for **Medicaid** or the **Children's Health Insurance Program (CHIP)**, known in Ohio as the **Healthy Start Program**, due to the COVID-19 pandemic. Beginning April 1, 2023, these re-determinations will resume. Over the next 12 months, **Medicaid** clients will be contacted by the **Summit County Department of Job and Family Services (JFS)** to determine their eligibility for the program.

## WHAT DOES THIS MEAN FOR ME?

If you are a current Medicaid or CHIP client, you will be contacted by Job and Family Services (JFS) in the next 12 months to re-certify your eligibility for the program. You may be asked to provide verifications related to employment, income, family size, residency and other criteria. For some clients, JFS will use available employment and wage information to determine eligibility.

## MAKE SURE YOUR CONTACT INFORMATION IS UP TO DATE

Please ensure your contact information is current. Delays in reaching clients could result in disruption of Medicaid or CHIP coverage.

**Update your contact information using one of three options:**

1. Visit: <https://ssp.benefits.ohio.gov/> to use the Ohio Benefits Self-Service Portal
2. Call the Ohio Medicaid Consumer Hotline at: **1-800-324-8680**
3. Call Summit County Department of Job and Family Services at: **844-640-6446**

## CHECK YOUR MAIL

JFS will mail you a letter about your Medicaid or CHIP coverage. This letter will also let you know if you need to complete a renewal form to see if you still qualify for Medicaid or CHIP.

## COMPLETE YOUR RENEWAL FORM (if you get one)

Fill out the form and return it to JFS right away to help avoid a gap in your Medicaid or CHIP coverage.

## HOW DO I SUBMIT VERIFICATIONS?

Once contacted by JFS, you will receive more information about which verifications are required.

**You can submit documents through any of the following options:**

- Upload your information online through the Self-Service Portal at: <https://ssp.benefits.ohio.gov/>
- Email to: [SummitE-Docs@JFS.Ohio.gov](mailto:SummitE-Docs@JFS.Ohio.gov)
- Fax to: **866-351-8292**
- Use the JFS drop box located outside the main entrance doors at 1180 S. Main St., Akron or OhioMeansJobs Center, 1040 E. Tallmadge Ave., Akron
- Scan your documents in person at 1180 S. Main St. in Akron during business hours (M-F 8:00 a.m. to 4:00 p.m.)
- Scan and email documents free of charge at any Akron/Summit County library location, Cuyahoga Falls Library, Barberton Library, Stow-Munroe Falls Library and Twinsburg Public Library
- Send via mail to Summit County JFS 1180 S. Main St., Suite 102, Akron, Ohio 44301

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## WHO IS ELIGIBLE FOR MEDICAID AND CHIP?

The following individuals may qualify for Medicaid coverage in Ohio:

- Be a United States citizen or meet Medicaid non-citizen requirements
- Individuals with low-income
- Pregnant women, infants, and children
- Older adults
- Individuals with disabilities

To be eligible for coverage, you must:

- Be a United States citizen or meet Medicaid citizenship requirements
- Have or get a Social Security number
- Be an Ohio resident
- Meet financial requirements - *Learn more about the financial requirements of [different programs](#) or view examples of financial eligibility by monthly income for [children, families and adults](#) or [aged, blind or disabled individuals](#).*

## WHAT OPTIONS ARE AVAILABLE TO ME IF I AM NO LONGER ELIGIBLE FOR MEDICAID OR CHIP?

If you no longer qualify for Medicaid or CHIP, you may be able to get health coverage through the [Health Insurance Marketplace](#).

Marketplace plans are:

- **Affordable** - *4 out of 5 enrollees can find plans that cost less than \$10 a month.*
- **Comprehensive** - *All plans cover things like prescription drugs, doctor visits, urgent care, hospital visits, and more.*

Losing Medicaid or CHIP coverage is a Qualifying Life Event (QLE), which allows you to enroll in a Marketplace plan outside of the Open Enrollment Period.

Visit: [www.HealthCare.gov](http://www.HealthCare.gov) or call the Marketplace Call Center at:

**1-800-318-2596 (TTY: 1-855-889-4325)** to get details about Marketplace coverage.

If your child no longer qualifies for Medicaid, you may be able to get them health coverage through the Children Health Insurance Program (CHIP), known in Ohio as the Healthy Start Program.

## LOOK OUT FOR SCAMS

Scammers are using Medicaid unwinding to target victims. If you receive a phone call, email, or text message from someone claiming to be from Medicaid, verify the authenticity before sharing any sensitive personal information. If you cannot or are unsure, do not respond and instead contact the Ohio Department of Medicaid or JFS directly.

Please report these calls to the State of Ohio Attorney General's office at: **1-800-282-0515** or <https://www.ohioprotects.org>



### Department of Job and Family Services

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