Losing your Medicaid insurance? We can help.

Affordable health insurance is available

If you are no longer eligible for Medicaid, you may be concerned about the cost of insurance. The good news is that federal and state subsidies (discounts) can help you pay for health insurance, if you qualify.

Shop for health insurance and see if you qualify for financial help

When losing Medicaid eligibility, your time to enroll in new insurance is limited, based on the rules of your state.

To compare health insurance plans and see if you qualify for financial help, call us at **800-211-9187.**

Or, shop for plans at Healthcare.gov.

Update your information

Don't forget to report any changes in your address or email.

Idaho: 877-456-1233

Montana: 844-682-6837

Washington: 855-923-4633

In Oregon, call PacificSource: 800-431-4135, TTY: 711, we accept all relay calls.

PacificSource
HEALTH PLANS

CLB1314_0323

Medicaid renewal FAQ

What is Medicaid renewal?

It's the process of renewing Medicaid health insurance. It includes checking your number of dependents and income to see if you're still eligible for Medicaid.

How did the COVID-19 pandemic change Medicaid renewal?

Due to the pandemic, Medicaid renewal was paused and almost all members kept their insurance, regardless of whether they met the eligibility requirements.

When will Medicaid renewals begin again?

Each state has a different time frame for starting and ending their Medicaid renewal process.

- Idaho: February 2023–September 2023
- Montana: April 2023–January 2024
- Oregon: April 2023–May 2024
- Washington: April 2023–May 2024

How long do I have to respond to a renewal letter?

- Idaho: 60 days
- Montana: 30 days
- Oregon: 90 days
- Washington: 60 days

How will I know when it's time for me to renew?

You'll get a notice in the mail from your state's Medicaid office telling you what to do. Follow the instructions quickly to avoid the risk of losing your Medicaid insurance.

How do I check if my state Medicaid office has my current mailing address?

Call one of the numbers below.

- Idaho: 877-456-1233
- Montana: 844-682-6837
- Washington: 855-923-4633
- In Oregon, call PacificSource: 800-431-4135

What happens if I'm still eligible for Medicaid?

You'll keep your insurance. You'll either be automatically renewed or asked to submit documentation to prove you're still eligible.

What are my options if I lose my Medicaid insurance?

You may be eligible for health insurance from your employer or through the Health Insurance Marketplace. PacificSource Health Plans offers affordable insurance through the Health Insurance Marketplace in Idaho, Montana, Oregon, and select counties in Washington.

How do I get health insurance through my job?

If you lose Medicaid insurance, but have a job, ask your employer what your health insurance options are.

What if I can't get health insurance through my job?

If you or a family member don't have health insurance, you can shop for it on the Health Insurance Marketplace.

How much does health insurance cost through the Health Insurance Marketplace?

Not as much as you might think. You may be eligible for financial help (a subsidy) that could lower your monthly payment, or even reduce it to $0. You also may qualify for extra savings, called "cost-sharing reductions" that can lower your out-of-pocket costs for medical care.

When can I enroll in a Health Insurance Marketplace plan?

If you're no longer eligible for Medicaid, you can enroll in a Health Insurance Marketplace plan now. Your time to enroll in a plan is limited, so you'll need to act quickly once you know you're losing your Medicaid insurance.

How do I enroll in a Health Insurance Marketplace plan?

Call us at 800-211-9187. We will help you compare health plans and see if you qualify for financial help to pay for your insurance costs.

How can I visit the Health Insurance Marketplace website in my state?

- Idaho: YourHealthIdaho.org
- Montana: Healthcare.gov
- Oregon: Healthcare.gov
- Washington: WAHealthPlanFinder.org