



How a return to normal will impact some Indiana Medicaid members

- During the COVID-19 federal public health emergency, due to federal requirements, Indiana Medicaid members have been able to keep their coverage without interruption. When the public health emergency ends, Indiana Medicaid will begin to return to normal operations. This means that information about each member is looked at once a year to determine if the member still qualifies for coverage.
- The state of Indiana is able to process many of these redeterminations automatically based on information the state has available. In some situations, the state of Indiana will need to ask the member for information about themselves and their family, like current address, employment status and income, age and family size.
- Anyone who is currently in one of Indiana Medicaid's health coverage programs, including the Healthy Indiana Plan, Hoosier Healthwise, Hoosier Care Connect or traditional Medicaid, taking action now could help you stay covered.
- Is your address correct? What is your income? To help you have the right health coverage, the Indiana Family and Social Services Administration needs all Medicaid members to take these steps to ensure we have your current info.
 - Go to FSSABenefits.IN.gov
 - Scroll down to the blue **"Manage Your Benefits"** section
 - Click on either **"Sign into my account"** or **"Create account."**
 - Call 800-403-0864 if you need assistance
 - Then watch your mail! Be sure to respond with any information you're asked for.
- Indiana Medicaid will never discontinue a member's coverage without them first having the opportunity to give the state new and updated information. The state will send members more info about this in the mail. It is important that members respond to requests from the Division of Family Resources and provide the needed information when you're contacted.

- Members no longer eligible for coverage through the Medicaid program should check to see if they qualify for coverage through the Federal Marketplace online at [HealthCare.gov](https://www.healthcare.gov) or by calling **800-318-2596**. Hoosiers over 65 could look into health coverage through the federal Medicare program at [Medicare.gov](https://www.medicare.gov) or by calling **800-MEDICARE**. Indiana's State Health Insurance Program can also help with any questions about Medicare. Find them online at [medicare.in.gov](https://www.medicare.in.gov) or call **800-452-4800**.
- There are also specially trained and certified professionals throughout Indiana who can help Hoosiers find the right health coverage. These are called navigators and application organizations. You can find help in your area by clicking here: <https://www.in.gov/healthcarereform/indiana-navigators/find-a-navigator/>