

Member Communications - IndianaMedicaid.com

IndianaMedicaid.com

The screenshot shows the top navigation bar of the Indiana Medicaid website. It features a row of nine icons with corresponding labels: 'INDIANA MEDICAID for Members' (with the FSA logo), 'Children', 'Pregnant Women', 'Adults', 'Aged Blind & Disabled', 'Home & Community', 'Programs', 'Apply for Coverage', and 'Resources'. Below the navigation bar is a hero section with a background image of a stethoscope. On the left, there is a red icon of a person and the text 'Health coverage after the public health emergency'. On the right, there is a search bar with a magnifying glass icon.

[INDIANA MEDICAID](#) / [INDIANA MEDICAID FOR MEMBERS](#) / [RESOURCES](#) / HEALTH COVERAGE AFTER THE PUBLIC HEALTH EMERGENCY

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. In 2022, we anticipate that the federal government will decide that our country is no longer in a public health emergency.

When the federal 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.

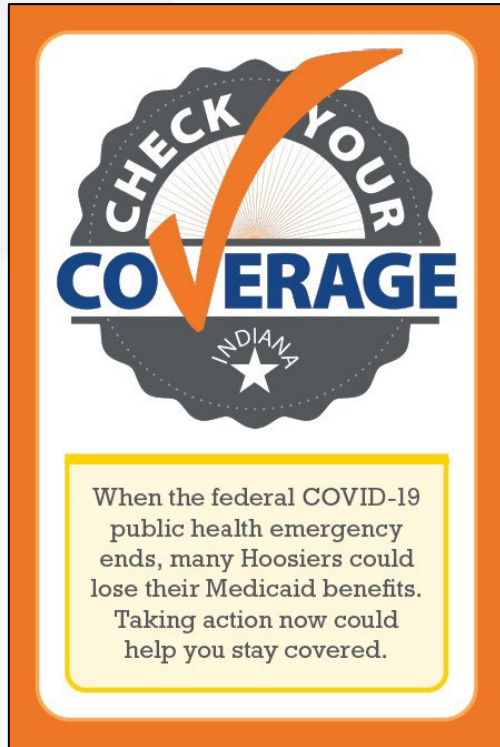
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- Tools available on new web page:
 - FSSA Benefits Portal “How to Navigate” flyer
 - Posters (download and print or order in bulk)
 - Postcards (order in bulk)
 - Social media assets
 - Key message points

We will also be adding other helpful tools and information to the website over the next few months



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Postcard



Poster



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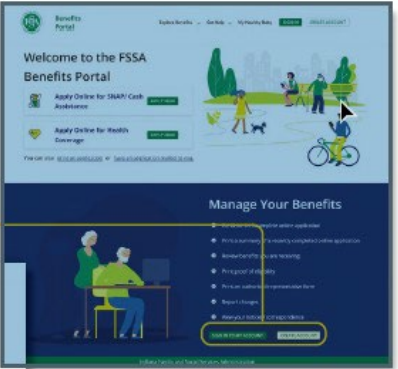


CHECK YOUR COVERAGE

- Go to FSSABenefits.IN.gov
- Scroll down to the blue "Manage Your Benefits" section
- Click on either "Sign in to my account" or "Create account"

During the federal public health emergency, no one lost their Medicaid coverage, but when it ends, many Hoosiers could lose their benefits. Taking action now could help you stay covered.


1 On the FSSA Benefits Portal landing page, scroll down to the blue "Manage Your Benefits" section. Click on either "Sign in to my account" or "Create account." Here you can report changes to your case, review the benefits you are currently receiving or view notices that have been sent to you.




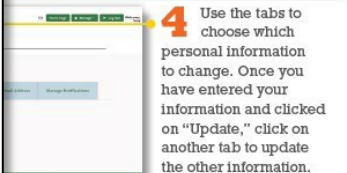
Need help? Call 800-403-0864

Setting up a new account:

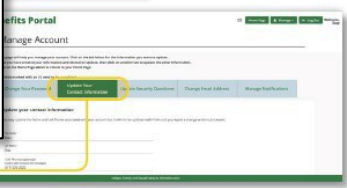
2 Log in or sign up for a new account. Note: You will not be able to create a user account if you do not have a Social Security Number. Call 800-403-0864 if you need help.



4 Use the tabs to choose which personal information to change. Once you have entered your information and clicked on "Update," click on another tab to update the other information.

you report a change and it is processed.



Benefits Portal Instructions




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When the federal COVID-19 public health emergency ends, many Hoosiers could lose their Medicaid benefits. Taking action now could help you stay covered.



The federal COVID-19 public health emergency is ending. Taking action now could help you stay covered.



When the federal COVID-19 public health emergency ends, many Hoosiers could lose their Medicaid benefits. Taking action now could help you stay covered.



Social media images with suggested text



What you can do now...

- Watch for updates about the end of the federal public health emergency
- Talk to your clients, patients, and those you serve about the return to normal operations could impact them
- Include content in your newsletters and any direct client/patient communications you do
- Print or request posters and postcards from our website to display and hand out
- Spread the word! Use our social media assets to help educate Hoosiers who may be at risk of losing coverage



Key Message for Members Now

We encourage 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, to take action now that could help them stay covered. Members can take these steps to ensure we have their current information:

- Go to FSSABenefits.IN.gov
- Scroll down to the blue "Manage Your Benefits" section
- Click on either "Sign in to my account" or "Create account"
- Call 800-403-0864 if you need assistance

