



Medicaid Redetermination

HELPFUL GUIDE FOR CAREGIVERS

**Indiana Medicaid's goal is to keep members healthy.
If you are a caregiver seeking redetermination
help for your loved one, use this guide to help encourage
completion of the redetermination process.**



Helping a Loved One with Redetermination

Are you concerned about your loved one's Medicaid coverage? Here are three tips you can use to ensure they understand the redetermination process.

Process Understanding

The annual redetermination process is simple and can be completed online, or by mailing, faxing or delivering the required documents to a local DFR office.

Timely Completion

Redetermination must be completed within 45 days upon receiving a mail notification.

Support and Guidance

Medicaid members have online access to their coverage and benefits. Help is available by logging into the FSSA Benefits Portal at FSSAbenefits.IN.gov or by calling the Indiana Division of Family Resources at **1-800-403-0864** for additional assistance.



What is an Authorized Representative?

To complete the redetermination process on behalf of an independent loved one, you will need to become the authorized representative for that person. Visit the Indiana Division of Family Resources (DFR) website at IN.gov/FSSA/DFR or call the DFR at **1-800-403-0864** to agree to an authorized representative relationship or to find a local DFR office.

What if I'm not an Authorized Representative?

If you are not an authorized representative, you may assist the member in completing and returning their form.

Here are the steps that the Medicaid member needs to take to complete redetermination:

- When you receive a mail notification, find the necessary information listed in the document.
- Go to FSSAbenefits.IN.gov to access your plan-specific redetermination process.
- Scroll to the “Manage Your Benefits” section.
- Sign into your account. If you do not have an account, click “Create account”. If you need assistance with account set up, click “Need Help?”
- Complete the necessary changes and updates on the portal, or by mailing, faxing or delivering the required documents to a local DFR office.



Additional Accommodations

If a Medicaid member is requesting additional accommodations to complete the process, the Indiana Division of Family Resources (DFR) is available to answer questions and provide guidance. A local DFR office can be found online at IN.gov/fssa/dfr/eht-hoosier-works-card/find-my-local-dfr-office or by calling 1-800-403-0864.

FSSAbenefits.IN.gov



1-800-403-0864

