



Frequently Asked Questions for Recipients UNWINDING CONTINUOUS MEDICAID ELIGIBILITY

1. What is Medicaid Eligibility Unwinding?

At the beginning of the COVID-19 pandemic, the federal government declared a public health emergency or PHE. Since March 2020, Guam Medicaid has followed special requirements related to the federal COVID-19 Public Health Emergency (PHE). These requirements have **allowed Guam Medicaid participants to keep their health coverage**, even if they no longer qualify under the guidelines due to higher income or changes in eligibility.

However, on December 23, 2022, Congress passed the FY 2023 Consolidated Appropriation Act (CAA) that ends the continuous enrollment requirement for Medicaid and starts renewals to redetermine eligibility.

Starting May 2023 and over the next 12-month period, the Guam Medicaid program under the Department of Public Health and Social Services – Bureau of Economic Security (BES) will begin its redetermination of all Medicaid participants' eligibility coverage.

2. What do I need to do?

If you moved during the pandemic or if any of your contact information changed such as, your phone number, mailing address or email, please fill out an **Updated Contact Information Form**. This form is available online at the following link: <https://dphss.guam.gov/wp-content/uploads/2023/05/Guam-Medicaid-Unwinding-Contact-Form.pdf>

You may submit your completed form by any one of the following methods:

1. **Email:** mapclientupdate@dphss.guam.gov
 - i. **DPHSS Centers nearest your area listed below** (*Monday thru Friday, 8am-5pm, excluding GovGuam Holidays*):
 - ii. **DEDED0:**
Northern Regional Community Health Center – **BES Section**
520 W. Santa Monica Ave.
Dededo, Guam 96929
Tel: (671) 635-7432 / 7485

- iii. **INARAJAN:**
Southern Regional Community Health Center – **BES Section (2nd Floor)**
162 Apman Drive
Inarajan, Guam 96915
Tel: (671) 828-7542
- iv. **MANGILAO:**
Bureau of Health Care Financing Administration (BHFCA)
130 University Drive, **Castle Mall Suite 5 or 7**
Mangilao, Guam 96913
Tel: (671) 735-7475
- v. **TAMUNING:**
Ran Care Building - **BHCFA Section (3rd Floor)**
761 South Marine Corps Drive, Suite C3
Tamuning, Guam 96913
Tel: (671) 300-7330

3. What will happen if I don't update my contact information during the "unwinding" period?

Your Medicaid coverage might be terminated because an Eligibility Specialist (case worker) was unable to contact you.

4. What if my current information status is the same within the past year, do I need to submit an updated contact information form?

Yes, we still require that you fill out and submit the **Updated Contact Information Form** regardless if there were no changes.

5. What will happen if I am no longer eligible for Medicaid due to my income?

Check with your employer on how you can enroll to the group health plan because **losing Medicaid coverage is a "qualifying event"** which allows you to **enroll outside** of the **Open Enrollment Period**.

6. What documents will I need in order to enroll in my employer's group health plan?

DPHSS BES will provide you a **TERMINATION OF COVERAGE** letter that you will need to attach to your employer's group health plan enrollment form.

7. Is there a deadline to enroll in my employer's group health plan?

Yes, you will have to enroll in your employer's group health plan **within 30 days** from the date of termination of your Medicaid coverage.

8. What if I have already submitted the Simplified Renewal Form (SRF) for Cash Assistance and/or Supplemental Nutrition Assistance Program (SNAP), will I need to submit another SRF for Medicaid?

No. Only **one (1) Simplified Renewal Forms (SRF)** is needed if you are receiving Cash Assistance, Supplemental Nutrition Assistance Program (SNAP), and/or Medicaid.

9. If I get terminated for Medicaid, how can I file for an appeal?

You can request a Fair Hearing by calling or visiting:

The Bureau of Management Support (BMS)-Unit #15
130 University Drive
Mangilao, Guam 96913
(671) 735-7344 / 7256

10. Is there a deadline to file an appeal also known as a Fair Hearing?

Yes, you can ask for a fair hearing anytime up to **90 days** following the date of notice.

11. How soon will I be notified about my Medicaid coverage?

As soon as your case is redetermined you will receive a Notice of Action. The redetermination will take place starting May 2023 and continue over the next 12-month unwinding period.

12. If I have unpaid medical bill(s) that I think should be covered by the Medicaid program, who can I contact?

You may drop your unpaid medical bill(s) to the Bureau of Health Care Financing Administration office at their Tamuning location listed below. Upon submission, please provide full name, contact number, case number and date of birth.

Bureau of Health Care Financing Administration
Ran Care Building - **BHCFA Office (3rd Floor)**
761 South Marine Corps Drive, Suite C3
Tamuning, Guam 96913
Tel: (671) 300-7330