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Recipients Should Complete Medicaid Renewal Forms

Alabama Medicaid recipients must complete their renewal forms when it is their month to renew!

MONTGOMERY, Ala. - Alabama Medicaid recipients are encouraged to complete their eligibility renewal form when it comes in the mail, even if they think they may not be eligible any longer. If a recipient does not meet the requirements for their current program, they may qualify for other healthcare benefits, such as other Medicaid programs, ALL Kids, or the Federal Marketplace.

The Alabama Medicaid Agency released a video to share with Medicaid recipients which conveys this important message. Medicaid providers and all Medicaid stakeholders are encouraged to share this video in public locations and on websites to spread this message to every corner of the state of Alabama.

Commissioner Stephanie Azar said, “Alabama Medicaid serves the most vulnerable population in our state, and it is vital that Medicaid recipients understand the importance of renewing their coverage by completing their paper form or by filling it out online.”

If someone loses their coverage because they didn’t return the forms, they can reapply within 90 days to have coverage reinstated if they are still eligible.

Recipients should check their mail regularly for important notices from Alabama Medicaid. Contact information must be up to date with the Agency in order to receive the notices. To learn how to update an address, phone number, or email address, recipients may visit https://medicaid.alabama.gov/content/11.0_Recipient/11.10_Update_Address.aspx.

Alabama Medicaid has taken extraordinary efforts to notify recipients when it is time to renew. In addition to renewal notices being mailed, the Agency is contacting recipients by email, text message, and phone to let them know it is time to renew (if they have provided that contact information to the Agency).

Several [outreach resources](#) are available for Medicaid partners to make it simple to share the key messages. Please share the following key messaging from Alabama Medicaid:

- [Public Service Announcement \(PSA\) - Time to Renew – August 29, 2023 \(one-minute video\)](#)
- [Public Service Announcement \(PSA\) - Time to Renew – August 30, 2023 \(30-second video\)](#)
- [How to Update Contact Information with the Agency \(Medicaid Recipients\)](#)
- [Video: Keep Your Coverage](#)
- [Video \(Spanish\): Keep Your Coverage](#)

Medicaid recipients who have questions should call Medicaid’s Recipient Call Center at (800) 362-1504 or visit a Medicaid office in their area. Providers may contact the Provider Assistance Center at (800) 688-7989. Media requests may be emailed to melanie.cleveland@medicaid.alabama.gov.

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