



Georgia Medicaid Redetermination Communications Toolkit

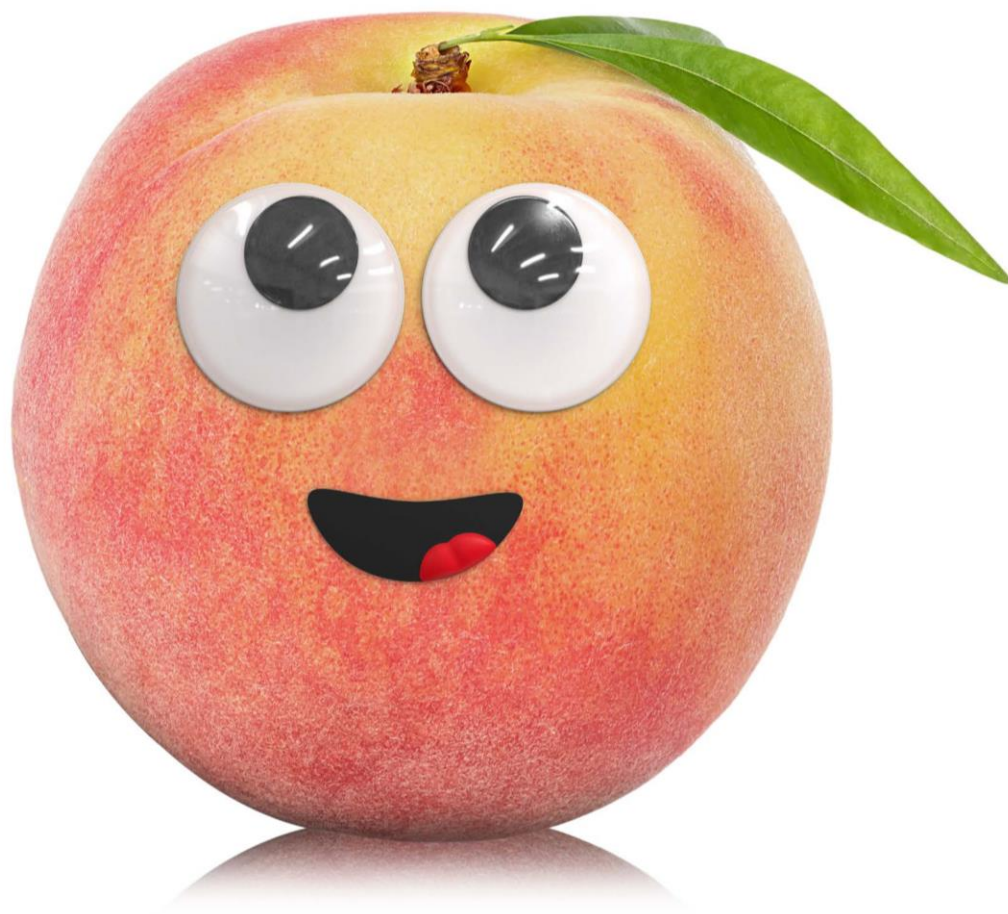


Table of Contents

A Message to Partners and Stakeholders.....	1
Communication Tools & Templates.....	2
Medicaid Member Messaging.....	2
Logos.....	4
Flyer.....	6
Microsite.....	7
QR Codes.....	11
Campaign Ads.....	12
Videos.....	13
Social Media Posts.....	15
Frequently Asked Questions.....	20
Medicaid, PeachCare for Kids®, and Redetermination.....	20
Gateway Website.....	22

A Message to Partners and Stakeholders

Community partners, stakeholders, and advocates play an important role in supporting Medicaid and PeachCare for Kids® members in Georgia. The purpose of this toolkit is to provide resources, including messaging and various digital and printable templates, to partner organizations as the state prepares to return to the pre-pandemic Medicaid redetermination process.

In response to the COVID-19 pandemic, the U.S. Congress passed the Families First Coronavirus Response Act (FFCRA) in March 2020. Under the FFCRA, Georgia Medicaid members have been eligible for continuous coverage during the federal public health emergency (PHE).

In December 2022, the federal government passed a federal spending bill that permits states to begin Medicaid redetermination on April 1, 2023, regardless of the PHE end date. At that time, Georgia will be required to redetermine eligibility for approximately 2.6 million Medicaid and PeachCare for Kids® members. Every Georgia Medicaid member has a right to continue receiving uninterrupted health benefits, if eligible, however, they must respond to requests for required information in a timely manner to avoid a gap in coverage.

The Georgia Department of Human Services (DHS) and Georgia Department of Community Health (DCH) launched “Stay Informed. Stay Covered.” —a multi-phase public service campaign. This multichannel public service message is designed to reach Georgians where they are, in English and Spanish, through social media, advertising, grassroots efforts, and staycovered.ga.gov, an easy-to-navigate microsite.

The first phase of the initiative focused on acquiring accurate, updated contact information and an increased preference for e-communications for its Medicaid members in advance of redetermination. Once redetermination begins, Phase 2 will focus on educating members on the ins and outs of the redetermination process for unwinding continuous Medicaid coverage.

This toolkit will be updated as new guidance, information, and resources become available. Please use these resources when communicating with Medicaid and PeachCare for Kids® members in person and online. [View the full DHS plan](#) for unwinding continuous Medicaid coverage.

To download resources included in this toolkit, visit dhs.georgia.gov/medicaid-unwinding or staycovered.ga.gov for additional information.

Thank you for your support.

Communication Tools & Templates

The following outreach and marketing resources are available for partners to use to encourage Georgia Medicaid members to update their contact information and choose e-communications. Additional resources will be included as they become available.

Downloadable files are available at: dhs.georgia.gov/medicaid-unwinding.

To request permission to co-brand any “Stay Informed. Stay Covered.” materials, please email staycovered@dhs.ga.gov with the piece(s) of collateral you would like to use. Co-brand requests should also include a high-resolution version of your organization’s logo.

Medicaid Member Messaging

Encourage your Medicaid members and partner networks to read and share messages and resources from the Georgia Department of Human Services (DHS) about the redetermination process.

Sample In-Person Messages

The below messages can be used for talking points when speaking to Medicaid members or can be printed and displayed in offices, waiting rooms, etc.

- *Every Georgia Medicaid member has a right to continue receiving uninterrupted health benefits, if eligible, however, they must respond to requests for required information in a timely manner to avoid a gap in coverage.*
- *Visit staycovered.ga.gov to make sure your contact information is up to date, including phone number, address, job or income, and number of people in your household. Go ‘paperless’ and select the email communication option for the fastest alerts about coverage.*
- *You can also schedule an in-person visit for support at your local Division of Family & Children Services office. To find the location and business hours for your local office, visit: dfcs.georgia.gov/locations.*
- *If you need help reading or communicating, call 1-877-GA-DHS-GO (1-877-423-4746). Services, including interpreters, are free. If you are deaf, hard of hearing, deaf-blind, or have difficulty speaking, you can call the number above by dialing 711 (Georgia Relay).*

IMPORTANT NOTE: Please encourage members to use the online option for updating their contact information.

Sample Newsletter/Website/Email Content

Use this content when communicating with Medicaid and PeachCare for Kids® members digitally.

Headline: *Update Your Medicaid Information Before It's Too Late*

Subhead: *Medicaid redetermination is coming soon.*

Body:

On April 1, 2023, Georgia will begin checking who is still eligible to receive Medicaid or PeachCare for Kids® coverage. This is called a “redetermination process.” During this time, families across Georgia will receive notifications in their email inbox or mailbox. Medicaid and PeachCare for Kids® members may be asked to respond to requests for information that will be used to determine their Medicaid status.

Visit staycovered.ga.gov to update your contact information today to receive important updates, resources, and alerts!

Need help? You can schedule an in-person visit for support at your local Division of Family & Children Services office. To find the location and business hours for your local office, visit: dfcs.georgia.gov/locations.

If you need help reading this information or communicating with us, call 1-877-GA-DHS-GO (1-877-423-4746). Our services, including interpreters, are free. If you are deaf, hard of hearing, deaf-blind or have difficulty speaking, you can call us at the number above by dialing 711 (Georgia Relay).

Logos

Use the following [logos](#) in context with the “Stay Informed. Stay Covered.” campaign to help circulate information about Medicaid redetermination and emphasize the importance of updating contact information.

Logo Usage Guidelines

Consistent, proper use of the “Stay Informed. Stay Covered” logo will help maintain brand integrity and communicate a cohesive message to Medicaid members. The logo should be used appropriately and in strict accordance with the usage specifications outlined below. Deviation from these guidelines is not allowed.

The logo shown below (horizontal) is the preferred primary logo format. Use the horizontal version whenever possible. Use the vertical version when space is plentiful and/or the layout requires a center-aligned logo.

To maintain maximum legibility and exposure, it is important that an area of clearance from other elements be established on all sides of the logo. This area is equal to the height of the type (both lines).

For proper legibility, the logo should never be used at a size smaller than .75 inches or 54 pixels wide. Use the DHS logo at any size smaller than this and the logo will not be legible. [Download logos here.](#)

Preferred Primary Logos



Download English Logos

Color Horizontal



Color Vertical



White Horizontal



White Vertical



Download Spanish Logos

Color Horizontal



Color Vertical



White Horizontal



White Vertical



When to Use Each File Type

We have included several different file types for each version of the logo so that they can be used in a variety of different mediums. [Download logos here.](#)

- JPG: used for web and print; white background
- PNG: used for web and print; transparent background
- SVG: vector file for web publishing

Flyer

This one-page flyer provides information regarding updating contact information for Medicaid redetermination. Please click the images below to download.

English Flyer (Front)

Hey.
Medicaid redetermination is coming soon.

What does that mean for me?
You should update your contact information to stay informed about your family's Medicaid status.

What to Do Right Now:
Visit staycovered.gov before Apr 1, 2023!

Need help? We've got you covered. You can reach our live chat or call our support center. Visit staycovered.gov or call 1-877-6A-DRS-00 (1-877-627-3772). Our website is always open 24/7. If you are hard of hearing, deaf, or have a TDD, please call us at 1-877-6A-DRS-00 (1-877-627-3772) for more information. We are here to help you every step of the way. 711 Georgia Relay.

Stay Informed. Stay Covered.

English Flyer (Back)

Here Are More Facts, Just for You

Why Is It Important to Act Now?

To Stay in Charge of Your Healthcare Coverage.
In December 2022, the Georgia Department of Community Health approved the Georgia Department of Community Health's Medicaid redetermination Act of 2023. Effective January 1, 2023, you will need to update your contact information to stay informed about your family's Medicaid status. It is important to act now to ensure you are up to date on your contact information. It is very important to report to these changes as soon as possible. Please visit staycovered.gov.

Who May Be Affected?

People Enrolled in Medicaid or PeachCare for Kids® Coverage.
Medicaid eligibility rules were revised for Medicaid and PeachCare for Kids® members under the 2023 Act. If you are currently enrolled in Medicaid or PeachCare for Kids® coverage, you will need to update your contact information to stay informed about your family's Medicaid status. It is important to act now to ensure you are up to date on your contact information. It is very important to report to these changes as soon as possible. Please visit staycovered.gov.

People Who Are Not Sure if They Are Enrolled in Medicaid or PeachCare for Kids® Coverage.
If you are not currently enrolled in Medicaid or PeachCare for Kids® coverage, you will need to update your contact information to stay informed about your family's Medicaid status. It is important to act now to ensure you are up to date on your contact information. It is very important to report to these changes as soon as possible. Please visit staycovered.gov.

Get Started Today

- Visit staycovered.gov and confirm your contact information and stay in control of your healthcare.
- After providing updated contact information, you can receive updates, resources, and alerts related to your status.

Stay Informed. Stay Covered.

Spanish Flyer (Front)

Hola.
La redeterminación de Medicaid llegará pronto.

¿Qué significa eso para mí?
Debes actualizar tu información de contacto para mantenerte informado sobre el estatus Medicaid de tu familia.

Lo que Debes Hacer Ahora Mismo:
Visita siemprecubierto.gov antes del 1 de abril de 2023.

¿Necesitas ayuda? Podemos ayudarte. Puedes preguntarnos o hablar con nosotros en persona en tu oficina de atención de la salud para ti. También puedes llamar al número de atención al cliente o visitar siemprecubierto.gov.

Siempre informado. Siempre Cubierto.

Spanish Flyer (Back)

Aquí Tienes Más Información, Especialmente Para Ti

¿Por Qué Es Importante Actuar Ahora?

Para Mantenerse en Control de tu Cobertura de Salud.
En diciembre de 2022, el gobierno estatal aprobó el proyecto de ley de la Ley de Redeterminación de Medicaid y PeachCare for Kids® de 2023. A partir del 1 de enero de 2023, necesitarás actualizar tu información de contacto para mantenerte informado sobre el estatus Medicaid de tu familia. Es importante actuar ahora para asegurarse de que tu información de contacto esté actualizada. Es muy importante reportar estos cambios tan pronto como sea posible. Por favor, visita siemprecubierto.gov.

¿Quién Podría Verse Afectado?

Personas que Estén Afiliadas a la Cobertura de Medicaid o PeachCare for Kids®.
Las reglas de elegibilidad para Medicaid y PeachCare for Kids® se actualizaron a partir de 2023. Si ya estás inscrito en Medicaid o PeachCare for Kids®, necesitarás actualizar tu información de contacto para mantenerte informado sobre el estatus Medicaid de tu familia. Es importante actuar ahora para asegurarse de que tu información de contacto esté actualizada. Es muy importante reportar estos cambios tan pronto como sea posible. Por favor, visita siemprecubierto.gov.

Personas que no Están Seguras si Están Afiliadas a la Cobertura de Medicaid o PeachCare for Kids®.
Si no estás inscrito en Medicaid o PeachCare for Kids®, necesitarás actualizar tu información de contacto para mantenerte informado sobre el estatus Medicaid de tu familia. Es importante actuar ahora para asegurarse de que tu información de contacto esté actualizada. Es muy importante reportar estos cambios tan pronto como sea posible. Por favor, visita siemprecubierto.gov.

Comienza Hoy Mismo

- Visita siemprecubierto.gov y actualiza tu información de contacto y mantenerte en control de la salud de tu familia.
- Después de proporcionar información de contacto actualizada, podrás recibir actualizaciones, recursos y alertas relacionadas con tu situación.

Siempre informado. Siempre Cubierto.

Infographics

These infographics are a visually appealing way provide helpful information to members about the following topics: the three methods one can use to update contact information, exactly how to make those updates in Gateway, and the benefits of choosing e-communications. Please click the images below to download.

English Infographic #1 (portrait)

5 Steps to Get Medicaid Updates

Everyone enrolled in Medicaid or PeachCare for Kids® will be receiving important messages about their future eligibility, so update your contact info now!

- 1. Log into Gateway or create an account**
All it takes is a username and password.
- 2. Accept confidentiality agreement**
Your information is private and secure.
- 3. Confirm you can access your linked case**
So we can link your email to your case in our system.
- 4. Select notification preferences**
You pick how and when we can reach you!
- 5. Accept terms and update**
Standard email rules apply.

Why Choose Medicaid Email Messages?

- 1. It's faster!**
They don't call it's still mail for nothing, email delivers your healthcare ASAP!
- 2. It's available 24/7**
Get information about your family's Medicaid status, anytime, anywhere.
- 3. It's easier to track your status**
With email, you can get important notices and track them in real-time.
- 4. No delays**
This is about your family's health, don't risk delayed or lost mail.

Ready to stay informed and get the information you need? Opt into email communications now!

English Infographic #1 (landscape)

5 Steps to Get Medicaid Updates

Everyone enrolled in Medicaid or PeachCare for Kids® will be receiving important messages about their future eligibility, so update your contact info now!

- 1. Log into Gateway or create an account**
- 2. Accept confidentiality agreement**
- 3. Confirm you can access your linked case**
- 4. Select notification preferences**
- 5. Accept terms and update**

Why Choose Medicaid Email Messages?

- 1. It's faster!**
- 2. It's available 24/7**
- 3. It's easier to track your status**
- 4. No delays**

Ready to stay informed and get the information you need? Opt into email communications now!

English Infographic #2 (portrait)

3 Ways to Stay Informed About Your Medicaid Status

By law, Georgia will soon be redetermining everyone's eligibility.
Here are 3 reliable ways to update your contact information before it's too late!

1.

Online

HOW: Log in and update your contact information at Georgia Gateway.
Available 24/7. This is the fastest way to stay informed.

2.

In-Person

HOW: Schedule an appointment at your local Division of Children and Families Office (DFCS) and we'll help you get updated.
Case managers are available by appointment only.

3.

By Phone

HOW: Update your contact information by calling 1-877-GA-DHS-GO (1-877-423-4748)
OR dial 711 if you are deaf, hard-of-hearing, deaf-blind, or have problems with speech.
Available for those who need extra support.

Take advantage of these options to stay informed about your Medicaid status now and in the future.

*Information provided is for informational purposes only. For more information, visit www.ga.gov/gateway or call 1-877-GA-DHS-GO (1-877-423-4748).

English Infographic #2 (landscape)

3 Ways to Stay Informed About Your Medicaid Status

By law, Georgia will soon be redetermining everyone's eligibility.
Here are 3 reliable ways to update your contact information before it's too late!

<p style="font-size: 24px; font-weight: bold; margin: 0;">1.</p> <div style="display: flex; align-items: center;"> <div> <p style="font-size: 24px; font-weight: bold; margin: 0;">Online</p> <p style="font-size: 10px; margin: 0;">HOW: Log in and update your contact information at Georgia Gateway. Available 24/7. This is the fastest way to stay informed.</p> </div> </div>	<p style="font-size: 24px; font-weight: bold; margin: 0;">2.</p> <div style="display: flex; align-items: center;"> <div> <p style="font-size: 24px; font-weight: bold; margin: 0;">In-Person</p> <p style="font-size: 10px; margin: 0;">HOW: Schedule an appointment at your local Division of Children and Families Office (DFCS) and we'll help you get updated. Case managers are available by appointment only.</p> </div> </div>	<p style="font-size: 24px; font-weight: bold; margin: 0;">3.</p> <div style="display: flex; align-items: center;"> <div> <p style="font-size: 24px; font-weight: bold; margin: 0;">By Phone</p> <p style="font-size: 10px; margin: 0;">HOW: Update your contact information by calling 1-877-GA-DHS-GO (1-877-423-4748) OR dial 711 if you are deaf, hard-of-hearing, deaf-blind, or have problems with speech. Available for those who need extra support.</p> </div> </div>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Take advantage of these options to stay informed about your Medicaid status now and in the future.

*Information provided is for informational purposes only. For more information, visit www.ga.gov/gateway or call 1-877-GA-DHS-GO (1-877-423-4748).

Spanish Infographic #1 (portrait)

5 Pasos para Recibir Actualizaciones de Medicaid

Todos los afiliados a Medicaid o PeachCare for Kids® recibirán importantes mensajes acerca de su elegibilidad futura, así que actualiza tu información de contacto ahora.

- 1. Ingresa a Gateway o crea una cuenta**
Solo necesitas un nombre de usuario y contraseña.
- 2. Acepta el acuerdo de confidencialidad**
Tu información es privada y segura.
- 3. Confirma que tu cuenta esté asociada**
Para que asociemos tu email con tu caso en nuestro sistema.
- 4. Selecciona tus preferencias de notificaciones**
¡Tú eliges cómo y cuándo podemos contactarte!
- 5. Acepta los términos y actualiza**
Aplican reglas de email estándar.

Verifica la seguridad de tu correo electrónico. ¡Solo se puede utilizar una dirección de correo electrónico para cada usuario!

¿Por Qué Elegir los Mensajes por Email de Medicaid?

- 1. ¡Es más rápido!**
¡El email te entrega el cuidado de tu salud al instante!
- 2. Está disponible 24/7**
Obtén información acerca de estatus Medicaid de tu familia en cualquier momento y lugar.
- 3. Es más fácil seguir tu estatus**
Con email, puedes recibir información crucial y seguirlos en tiempo real.
- 4. No hay demoras**
Se trata de la salud de tu familia. No te atrasques con correos atrasados o extravíos.

¿Listo para estar informado y obtener la información que necesitas?
¡Acepta recibir comunicaciones via email ahora!

Spanish Infographic #1 (landscape)

5 Pasos para Recibir Actualizaciones de Medicaid

Todos los afiliados a Medicaid o PeachCare for Kids® recibirán importantes mensajes acerca de su elegibilidad futura, así que actualiza tu información de contacto ahora.

- 1. Ingresa a Gateway o crea una cuenta**
- 2. Acepta el acuerdo de confidencialidad**
- 3. Confirma que tu cuenta esté asociada**
- 4. Selecciona tus preferencias de notificaciones**
- 5. Acepta los términos y actualiza**

Verifica la seguridad de tu correo electrónico. ¡Solo se puede utilizar una dirección de correo electrónico para cada usuario!

¿Por Qué Elegir los Mensajes de Email de Medicaid?


- 1. ¡Es más rápido!**
- 2. Está disponible 24/7**
- 3. Es más fácil seguir tu estatus**
- 4. No hay demoras**

¿Listo para estar informado y obtener la información que necesitas?
¡Acepta recibir comunicaciones via email ahora!


Spanish Infographic #2 (portrait)

3 Maneras para Estar Informado Sobre tu Estatus de Medicaid


Por ley, Georgia pronto estará redeterminando la elegibilidad de todos. Aquí tienes 3 formas confiables para actualizar tu información de contacto antes de que sea demasiado tarde.

- 

1. En Línea

CÓMO: Ingresa a Georgia Gateway y actualiza tu información de contacto. Disponible 24/7. Es la manera más fácil de mantenerte informado.
- 

2. En Persona

CÓMO: Programa una cita en tu oficina local de la División de Servicios para la Familia y Niños (DFCS) y te ayudaremos a actualizarlo. Los funcionarios están disponibles solo para citas programadas.
- 

3. Por Teléfono

CÓMO: Actualiza tu información de contacto llamando al 1-877-GA-DHS-GO (1-877-423-4746). O marca el 711 si eres no oyente, tienes problemas de audición, eres sordo-ciego o si tienes dificultades para hablar. Disponible para aquellos que necesitan ayuda extra.




Aprovecha estas opciones para mantenerte informado acerca de tu estatus Medicaid ahora y en el futuro.

Thank you for staying informed. Information is confidential. Call Georgia Gateway at 1-877-GA-DHS-GO (1-877-423-4746) for more information. If you are deaf or hard of hearing, call 711. If you are deaf-blind, call 1-877-423-4746. If you are blind or visually impaired, call 1-877-423-4746. If you are deaf-blind and have a hearing aid, call 1-877-423-4746. If you are deaf-blind and have a hearing aid, call 1-877-423-4746.

Spanish Infographic #2 (landscape)

3 Maneras para Estar Informado Sobre tu Estatus de Medicaid

Por ley, Georgia pronto estará redeterminando la elegibilidad de todos afiliados con Medicaid. Aquí tienes 3 formas confiables para actualizar tu información de contacto antes de que sea demasiado tarde.

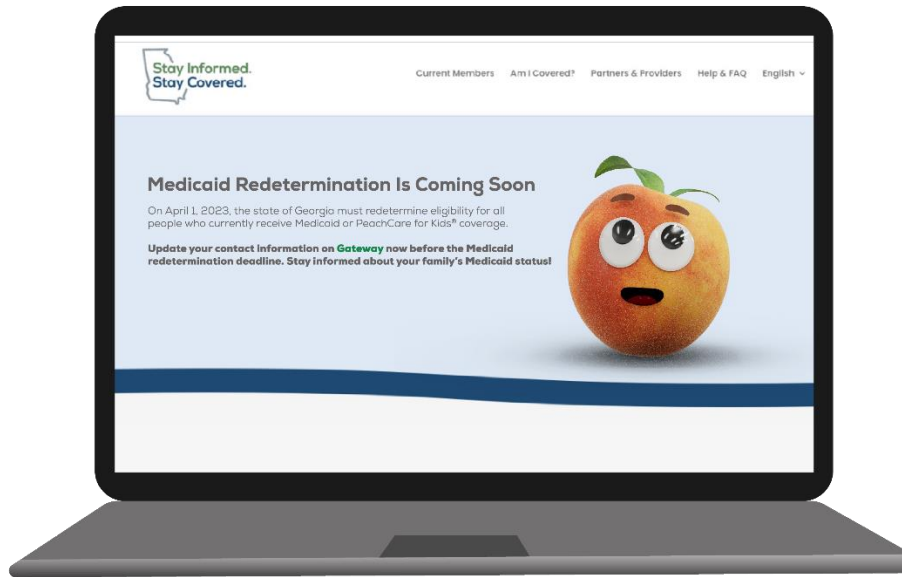
<ol style="list-style-type: none"><h4>1. En Línea</h4><p>CÓMO: Ingresa a Georgia Gateway y actualiza tu información de contacto. Disponible 24/7. Es la manera más fácil de mantenerte informado.</p>	<ol style="list-style-type: none"><h4>2. En Persona</h4><p>CÓMO: Programa una cita en tu oficina local de la División de Servicios para la Familia y Niños (DFCS) y te ayudaremos a actualizarlo. Los funcionarios están disponibles solo para citas programadas.</p>	<ol style="list-style-type: none"><h4>3. Por Teléfono</h4><p>CÓMO: Actualiza tu información de contacto llamando al 1-877-GA-DHS-GO (1-877-423-4746). O marca el 711 si eres no oyente, tienes problemas de audición, eres sordo-ciego o si tienes dificultades para hablar. Disponible para aquellos que necesitan ayuda extra.</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Aprovecha estas opciones para mantenerte informado acerca de tu estatus Medicaid ahora y en el futuro.

Thank you for staying informed. Information is confidential. Call Georgia Gateway at 1-877-GA-DHS-GO (1-877-423-4746) for more information. If you are deaf or hard of hearing, call 711. If you are deaf-blind, call 1-877-423-4746. If you are blind or visually impaired, call 1-877-423-4746. If you are deaf-blind and have a hearing aid, call 1-877-423-4746. If you are deaf-blind and have a hearing aid, call 1-877-423-4746.

Microsite

The “Stay Informed. Stay Covered.” microsite is an informational site to answer questions about Medicaid redetermination and encourage current members to update their information at gateway.ga.gov. We are asking partners, advocates, providers, and friends to help spread the word so members stay informed and covered. You can direct Medicaid members to the microsite and remind them to update their contact information, choose e-communications and sign up for text alerts.



QR Codes

These QR codes can be added to various collateral given to Medicaid members. When scanned with a smart phone, the QR codes will direct users to staycovered.ga.gov for more information and instructions on navigating Gateway.

English QR Code



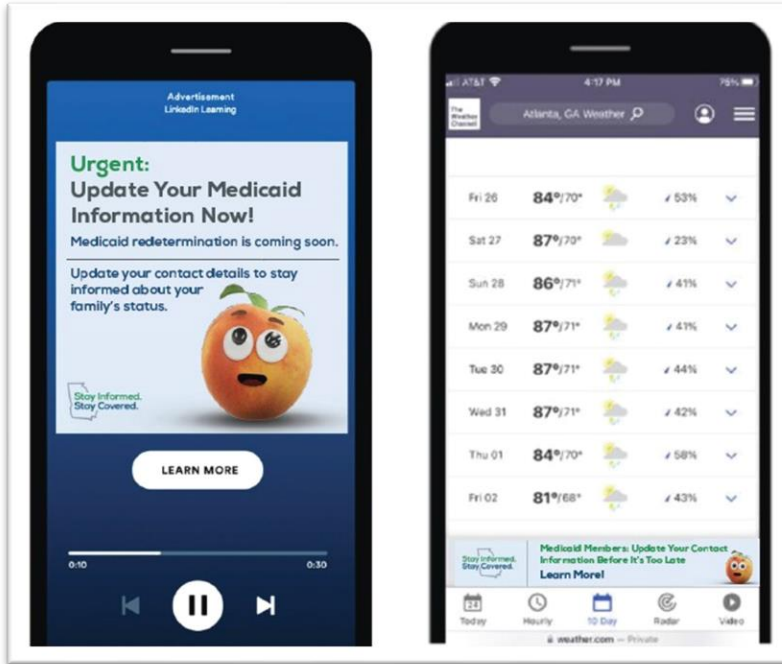
Spanish QR Code



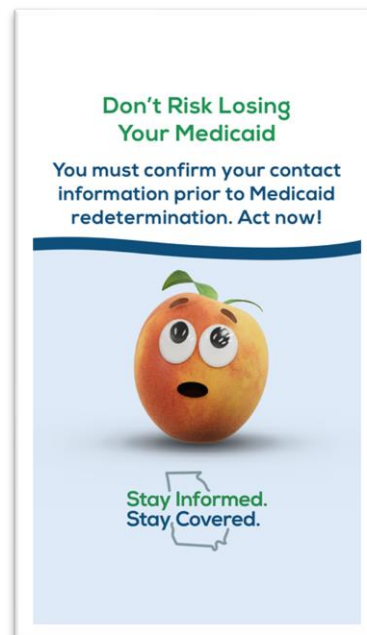
Campaign Ads

These are examples of campaign ads.

Digital Ads



Social Media Ads



Videos

[Share these streaming videos](#) on social media, [embed them](#) on your website, or play them in your waiting room. There are multiple versions of each video, including different languages, captions, and subtitles.

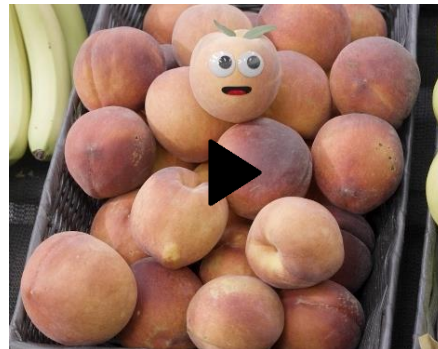
Social Media Videos (1:1 aspect ratio)

[Download English Social Media Videos](#)

Download: The Park



Download: The Grocery Store



[Download Spanish Social Media Video](#)

Download: El Parque



Fullscreen Website/Waiting Room Videos (16:9 aspect ratio)

[Download English Fullscreen Videos](#)

Download: The Park



Download: The Grocery Store



[Download Spanish Fullscreen Video](#)

Download: El Parque



Social Media Posts

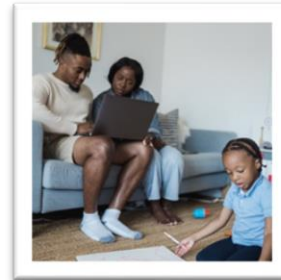
Below are sample social media posts created specifically for partner organizations to use on their own social media accounts. To post:

1. [Download social media images here](#) and choose the one that corresponds with your post.
2. Copy and paste the text into the corresponding platform (Facebook, Instagram, Twitter).
3. Upload the saved image to your draft post.
4. Tag Georgia Department of Human Services and Georgia Department of Community Health.
 - a. Facebook: [Georgia Department of Human Services](#); [Georgia Department of Community Health](#)
 - b. Instagram: [Georgia DHS \(@ga_dhs\)](#)
 - c. Twitter: [Georgia DHS \(@GADHS\)](#); [Georgia DCH \(@GADCH\)](#)
 - d. LinkedIn: [Georgia Department of Human Services](#); [Georgia Department of Community Health](#)

Text for Post

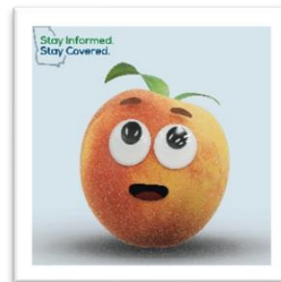
Image for Post

Big changes are coming soon to Medicaid and PeachCare for Kids® coverage! Update your contact information now at staycovered.ga.gov to stay informed and stay covered.



19 GDHS Organic Social.jpg

Hey! Do you have Medicaid or PeachCare for Kids® coverage? Make sure we can reach you about changes that are coming April 1, 2023! Update your contact information here: staycovered.ga.gov.



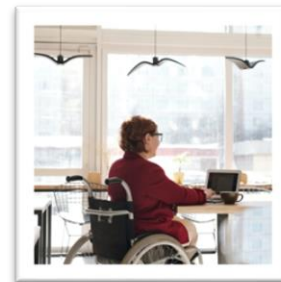
29 GDHS Organic Social.jpg

Medicaid and PeachCare for Kids® coverage will soon be redetermined for nearly 2.6 million Georgians. Update your contact information now before April 1, 2023. Stay in charge of your healthcare coverage. Visit staycovered.ga.gov



27 GDHS Organic Social.jpg

MEDICAID AND PEACHCARE FOR KIDS® ALERT: Your benefits could change when Medicaid redetermination begins on April 1, 2023. Update your contact information before it's too late to stay in charge of your coverage. staycovered.ga.gov

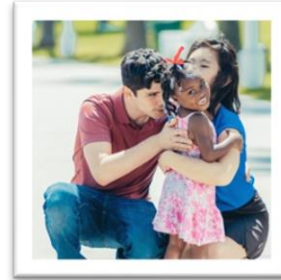


24 GDHS Organic Social.jpg

Text for Post

Image for Post

Heads up! Big changes are coming soon that may impact your Medicaid or PeachCare for Kids® coverage. Update your contact information by April 1, 2023. Stay informed and stay in charge of your benefits. staycovered.ga.gov



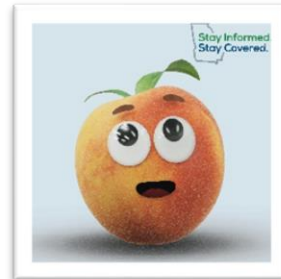
20 GDHS Organic Social.jpg

Are you enrolled in Medicaid or PeachCare for Kids® coverage? Changes are coming April 1, 2023, so you need to update your contact information before it's too late! Update now to stay informed about your family's status. staycovered.ga.gov



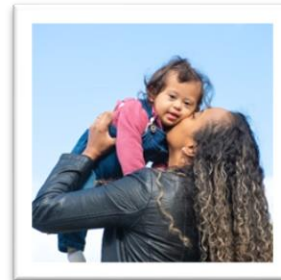
14 GDHS Organic Social.jpg

Hey! Here's a tip, just for you. Now is the time to take charge of your Medicaid or PeachCare for Kids® coverage. Visit staycovered.ga.gov to update your contact information by April 1, 2023. Stay informed and stay covered.



32 GDHS Organic Social.jpg

Have a few minutes? Update your Medicaid or PeachCare for Kids® contact information today, before it's too late! Changes are coming April 1, 2023, so be sure you're receiving the latest resources and alerts and stay in charge of your benefits. staycovered.ga.gov.



11 GDHS Organic Social.jpg

Text for Post

Image for Post

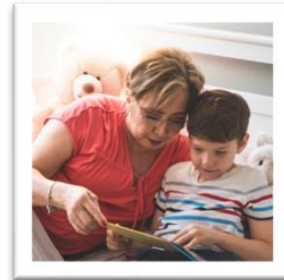
Due to the pandemic, Medicaid and PeachCare for Kids® eligibility has remained the same since 2020—but redetermination is coming April 1, 2023. Update your contact information now so you can receive the latest alerts about your coverage!

Stay informed. Stay covered.
staycovered.ga.gov.



26 GDHS Organic Social.jpg

Did you know there are big changes coming soon to Medicaid and PeachCare for Kids® that could impact your family's coverage? 🤔



23 GDHS Organic Social.jpg

Not sure if you're still eligible for Medicaid or PeachCare for Kids® coverage? Sign up at staycovered.ga.gov. Update your account now to check your status and get alerts because changes are coming April 1, 2023.



13 GDHS Organic Social.jpg

Text for Post

Image for Post

Your health is our number one priority. Stay in charge of your coverage—update your Medicaid or PeachCare for Kids® contact information before it's too late. Visit staycovered.ga.gov.



28 GDHS Organic Social.jpg

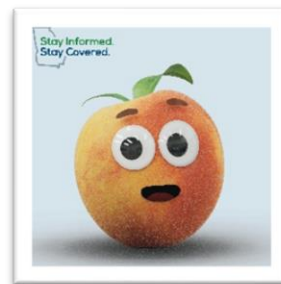
Prefer to update your Medicaid or PeachCare for Kids® contact information in person? You can schedule a visit to your local Division of Family and Children Services office. Please note that this requires more time, so it is important to reach out ASAP. Click below to find the location and business hours for your local office.



25 GDHS Organic Social.jpg

dfcs.georgia.gov/locations

Hey there—now is the time to update your Medicaid or PeachCare for Kids® account information because changes are coming April 1, 2023! Head to staycovered.ga.gov to make sure you stay informed and in charge of your coverage.



31 GDHS Organic Social.jpg

Frequently Asked Questions

Below are frequently asked questions (FAQs) in both English and Spanish. These FAQs can also be found at staycovered.ga.gov and siemprecubierto.ga.gov.

Medicaid, PeachCare for Kids® and Redetermination

What is Medicaid?

Medicaid is a program that provides health care services to individuals who meet the requirements for income, resources, and citizenship. Coverage categories include those for low-income families with children under age 19 and adults who are age 65 or over, blind, or disabled.

Who is eligible for Medicaid?

Basic requirements to determine eligibility under any Aged Blind Disabled (ABD) Medicaid program include:

- Aged (65 or older), blind, or disabled
- Application for other benefits
- Citizenship/Qualified Alien status
- Valid social security number
- Residency
- Assignment of medical benefits to the Division of Medical Assistance (DMA)

Basic requirements to determine eligibility under a Family Medicaid program include:

- Age
- Application for other benefits
- Citizenship/Qualified Alien status
- Cooperation with Child Support Service (CSS)
- Valid social security number
- Residency
- Assignment of medical benefits to Division of Medical Assistance (DMA)
- Living with a Specified Relative (For Low Income Medicaid (LIM) and Newborn only).
- Cooperation with Office of Child Support Services is a requirement of receiving certain types of Medicaid.

Visit the [Georgia Department of Human Services website](#) for more information. To find out if you meet the requirements, create an account at [gateway.ga.gov](#).

Is my Medicaid coverage ending?

Not necessarily, but your eligibility may change. You must update your contact information now to stay informed about your Medicaid status. Before the COVID pandemic, Medicaid member eligibility had to be redetermined each year. During the pandemic, the federal government declared a public health emergency. This emergency and changes in federal law allowed all Medicaid members to remain enrolled without redetermining their eligibility for benefits. Based on new changes in federal law as of December 2022, Medicaid redetermination will begin in April 2023, regardless of whether or not the public health emergency ends. Eligibility will once again need to be redetermined for all Medicaid members beginning on April 1, 2023.

What is Medicaid redetermination?

Redetermination is the process that Georgia must follow to make sure current Medicaid and PeachCare for Kids® members are still eligible for coverage. It involves collecting and verifying information, including income and contact details, as well as other requested information or documents related to determining eligibility.

The State of Georgia will have 14 months from April 1, 2023, to review all Medicaid and PeachCare for Kids® members' cases to determine who is still eligible to receive coverage.

When will Medicaid redetermination begin?

In December 2022, Congress passed a federal spending bill that permits states to begin Medicaid redetermination on April 1, 2023. At that time, Georgia will check who is still eligible to receive coverage. It is important that you update your contact information on [gateway.ga.gov](#) so you can receive timely updates and communications about your coverage.

What happens if I am no longer eligible for Medicaid?

If you are no longer eligible for Medicaid, you will be connected with other healthcare options. It is very important for you to update your contact information at [gateway.ga.gov](#) so you can receive this information.

When is the deadline to update my contact information?

It is important that you update your contact information at gateway.ga.gov before April 1, 2023, so you can receive the information you need about your Medicaid status. Your individual redetermination process may begin anytime during the 14-month redetermination period, from April 1, 2023, to May 31, 2024. Do not be alarmed if you do not receive a notification during the first few months – just make sure you have the correct contact information in Gateway and wait patiently for your notification.

How do I apply to keep my Medicaid coverage?

The most important step right now is to update your contact information at gateway.ga.gov as soon as possible. You will then receive further instructions via email or U.S. mail when your case has been opened for redetermination.

My children have health insurance through PeachCare for Kids®. Does this redetermination process affect them?

Yes. Anyone covered by Medicaid, including PeachCare for Kids®, must be redetermined for eligibility once redetermination begins on April 1, 2023.

Gateway Website

What if I cannot log into my online account?

Follow the instructions at the top of this page in the section called “HELP! I am having trouble signing in or creating an account.” If you are still having trouble with your online account, we can help you in-person at one of our offices or by phone. Visit dfcs.georgia.gov/locations to find the location and business hours for your local office. If you need help reading this information or communicating with us, call [1-877-GA-DHS-GO](tel:1-877-GA-DHS-GO) (1-877-423-4746). Our services, including interpreters, are free. If you are deaf, hard of hearing, deaf-blind, or have difficulty speaking, you can call us at the number above by dialing [711](tel:711) (Georgia Relay).

I am locked out of Georgia Gateway. Who do I contact?

If you entered the wrong username or password too many times, the system may temporarily lock you out. From the [login page](#) at gateway.ga.gov, select “Forgot User

ID” or “Forgot Password” to receive a one-time PIN delivered to your mobile phone or email to recover your username or password.

If you need additional support, you can schedule an in-person appointment for support at your local Division of Family and Children Services office. To find the location and business hours for your local office, visit: dfcs.georgia.gov/locations. If you need help reading this information or communicating with us, ask us or call [1-877-GA-DHS-GO \(1-877-423-4746\)](tel:1-877-GA-DHS-GO). Our services, including interpreters, are free. If you are deaf, hard of hearing, deaf-blind, or have difficulty speaking, you can call us at the number above by dialing [711](tel:711) (Georgia Relay).

The Georgia Gateway site is not working for me. What should I do?

If you have issues accessing gateway.ga.gov, it may be because the site is down for scheduled maintenance. Please visit the site again later to update your contact information.

If you need additional support, you can schedule an in-person appointment for support at your local Division of Family and Children Services office. To find the location and business hours for your local office, visit: dfcs.georgia.gov/locations. If you need help reading this information or communicating with us, ask us or call [1-877-GA-DHS-GO \(1-877-423-4746\)](tel:1-877-GA-DHS-GO). Our services, including interpreters, are free. If you are deaf, hard of hearing, deaf-blind, or have difficulty speaking, you can call us at the number above by dialing [711](tel:711) (Georgia Relay).

How do I know if I have entered my information correctly?

When you have successfully created a profile or updated your information at gateway.ga.gov, you will receive a confirmation “T number” (tracking number) in your customer Georgia Gateway account. Remember to write it down for later use. If needed, you can retrieve your “T number” from the “[Manage My Account](#)” page of the Georgia Gateway.

I filled out a paper application for Medicaid and have never used the website. Should I still create an account?

Yes, right away! Creating an account at gateway.ga.gov is the easiest and fastest way for Medicaid representatives to contact you about your coverage.

Ayuda y Preguntas Frecuentes

Medicaid, PeachCare for Kids® y Redeterminación

¿Qué es Medicaid?

Medicaid es un programa que provee servicios de salud a individuos que cumplen con los requisitos de ingresos, recursos y ciudadanía. Las categorías de cobertura incluyen a aquellas familias de bajos ingresos con hijos menores de 19 años y adultos que tengan 65 años o más, o sean no videntes o discapacitados.

¿Quién es elegible para Medicaid?

Los requisitos básicos para determinar la elegibilidad bajo cualquier programa Edad Ceguera Discapacidad (ABD, por sus siglas en inglés) de Medicaid, incluyen:

- Edad (65 años o más), no vidente o discapacitado
- Solicitud de otros beneficios
- Ciudadanía / Estatus Extranjero que Califique
- Número de seguro social válido
- Domicilio
- Asignación de beneficios médicos a la División de Asistencia Médica (DMA, por sus siglas en inglés)

Los requisitos básicos para determinar la elegibilidad bajo un programa Medicaid Familiar, incluyen:

- Edad
- Solicitud de otros beneficios
- Ciudadanía / Estatus Extranjero que Califique
- Cooperación con el Servicio de Ayuda a Niños (CSS, por sus siglas en inglés)
- Número de seguro social válido
- Domicilio
- Asignación de beneficios médicos a la División de Asistencia Médica (DMA, por sus siglas en inglés)
- Vivir con un Pariente Específico (solo para Medicaid de Bajos Ingresos (LIM) y Recién Nacidos).
- La cooperación con la Oficina de Servicios de Ayuda a Niños es un requisito para recibir ciertos tipos de Medicaid.

Visita el [sitio web del Departamento de Servicios Humanos de Georgia](#) para más información. Para averiguar si cumples con los requisitos, crea una cuenta en [gateway.ga.gov](#).

¿Mi cobertura Medicaid se está terminando?

No necesariamente, pero tu elegibilidad podría cambiar. Debes actualizar tu información de contacto ahora para mantenerte informado de tu situación de Medicaid. Antes de la pandemia del COVID los afiliados de Medicaid tenían que reconfirmar su elegibilidad cada año. Durante la pandemia, el gobierno federal declaró una emergencia de salud pública. Esta emergencia y cambios en la ley federal permitieron a todos los afiliados de Medicaid permanecer inscritos sin la necesidad de confirmar su elegibilidad para recibir beneficios. De acuerdo a nuevos cambios en la ley federal de diciembre de 2022, la redeterminación de Medicaid iniciará en abril de 2023, sin importar si la emergencia de salud pública termina o no. La elegibilidad de todos los afiliados de Medicaid deberá ser reconfirmada nuevamente a partir del 1 de abril de 2023.

¿Cuándo terminará el gobierno federal la emergencia de salud pública federal del COVID?

En diciembre de 2022, el gobierno federal aprobó el proyecto de ley de asignación presupuestaria general, permitiendo oficialmente a los estados iniciar la redeterminación el 1 de abril de 2023. En dicha fecha, Georgia confirmará quiénes son aún elegibles para recibir cobertura. Es importante que actualices tu información de contacto en [gateway.ga.gov](#) para que puedas recibir actualizaciones y comunicaciones acerca de tu cobertura.

¿Qué es la redeterminación de Medicaid y cuándo ocurrirá?

Redeterminación es el proceso que Georgia deberá seguir para asegurarse de que los afiliados de Medicaid y PeachCare for Kids® aún sean elegibles para recibir cobertura. Lleva la recolección y verificación de información, incluyendo ingresos y detalles de contacto, así como otra información solicitada o documentos relacionados con la determinación de la elegibilidad basado en tu caso.

El Estado de Georgia dispondrá de 14 meses a partir del 1 de abril de 2023 para revisar todos los casos de afiliados a Medicaid y PeachCare for Kids® para redeterminar quiénes son aún elegibles para recibir cobertura.

¿Qué sucede si ya no soy elegible para Medicaid?

Si ya no eres elegible para Medicaid, serás conectado con otras opciones de salud. Es muy importante que actualices tu información de contacto en gateway.ga.gov para que puedas recibir esta información.

¿Cuál es la fecha límite para actualizar mi información de contacto?

Es importante que actualices tu información de contacto en gateway.ga.gov antes del 1 de abril de 2023, para que puedas recibir la información que necesitas acerca de tu situación de Medicaid. Tu proceso de redeterminación individual podría comenzar en cualquier momento dentro del período de redeterminación de 14 meses, desde el 1 de abril de 2023 hasta el 31 de mayo de 2024. No te alarmes si no recibes una notificación durante los primeros meses – solo asegúrate de tener la información de contacto correcta en Gateway y espera con paciencia tu notificación.

¿Cómo solicito mantener mi cobertura Medicaid?

El paso más importante en este momento es que actualices tu información de contacto en gateway.ga.gov lo más antes posible. Luego recibirás más instrucciones por email o correo postal cuando tu caso haya sido abierto para la redeterminación.

Mis hijos tienen seguro de salud a través de PeachCare for Kids®. ¿Les afecta a ellos este proceso de redeterminación?

Sí. Todas las personas cubiertas por Medicaid, incluyendo PeachCare for Kids®, deben redeterminar su elegibilidad cuando comience la redeterminación el 1 de abril de 2023.

Sitio Web de Gateway

¿Qué sucede si no puedo ingresar a mi cuenta en línea?

Sigue las instrucciones al inicio de esta página en la sección llamada “¡AYUDA! Estoy teniendo problemas para ingresar o crear una cuenta.” Si continúas teniendo problemas con tu cuenta en línea, te podemos asistir en persona en una de nuestras oficinas o por teléfono. Visita dfcs.georgia.gov/locations para encontrar la ubicación y horario de atención de tu oficina local. Si necesitas ayuda para leer esta información o para comunicarte con nosotros, llama al [1-877-GA-DHS-GO \(1-877-423-4746\)](tel:1-877-GA-DHS-GO). Nuestros servicios, incluyendo traductores, son gratuitos. Si eres una persona no

oyente, tienes problemas de audición, eres sordo-ciego o si tienes dificultades para hablar, puedes llamarnos al número de arriba marcando el [711](#) (Georgia Relay).

Mi acceso a Georgia Gateway está bloqueado. ¿A quién debo contactar?

Si intentaste un nombre de usuario o contraseña equivocados muchas veces, puede que el sistema te bloquee temporalmente. En la [página de ingreso](#) en [gateway.ga.gov](#), selecciona “Olvidé mi ID de Usuario” u “Olvidé mi Contraseña” para recibir un PIN único en tu teléfono móvil o email para recuperar tu nombre de usuario o contraseña. Si necesitas ayuda adicional, puedes programar una cita de asistencia en persona en tu oficina local de la División de Servicios para la Familia y Niños. Para encontrar la ubicación y horario de atención de tu oficina local visita: [dfcs.georgia.gov/locations](#). Si necesitas ayuda para leer esta información o para comunicarte con nosotros, llama al [1-877-GA-DHS-GO \(1-877-423-4746\)](#). Nuestros servicios, incluyendo traductores, son gratuitos. Si eres una persona no oyente, tienes problemas de audición, eres sordo-ciego o si tienes dificultades para hablar, puedes llamarnos al número de arriba marcando el [711](#) (Georgia Relay).

El sitio de Georgia Gateway no me funciona. ¿Qué debo hacer?

Si tienes problemas para acceder a [gateway.ga.gov](#), puede que el sitio esté en mantenimiento. Por favor visita el sitio otra vez más tarde para actualizar tu información de contacto.

Si necesitas ayuda adicional, puedes programar una cita de asistencia en persona en tu oficina local de la División de Servicios para la Familia y Niños. Para encontrar la ubicación y horario de atención de tu oficina local visita: [dfcs.georgia.gov/locations](#). Si necesitas ayuda para leer esta información o para comunicarte con nosotros, llama al [1-877-GA-DHS-GO \(1-877-423-4746\)](#). Nuestros servicios, incluido traductores, son gratuitos. Si eres una persona no oyente, tienes problemas de audición, eres sordo-ciego o si tienes dificultades para hablar, puedes llamarnos al número de arriba marcando el [711](#) (Georgia Relay).

¿Cómo sé si ingresé mi información correctamente?

Al crear un perfil o actualizar tu información satisfactoriamente en [gateway.ga.gov](#), recibirás un “número T” de confirmación (número de rastreo) en tu cuenta de Georgia Gateway. Recuerda anotarlo para su uso futuro. Si lo requieres, puedes recuperar tu “número T” en la página [“Administrar mi Cuenta”](#) de Georgia Gateway.

**Completé una solicitud de Medicaid impresa y nunca he usado el sitio web.
¿Igual debo crear una cuenta?**

Sí, ¡de inmediato! Crear una cuenta en gateway.ga.gov es la manera más fácil y rápida para que los representantes de Medicaid te contacten acerca de tu cobertura.