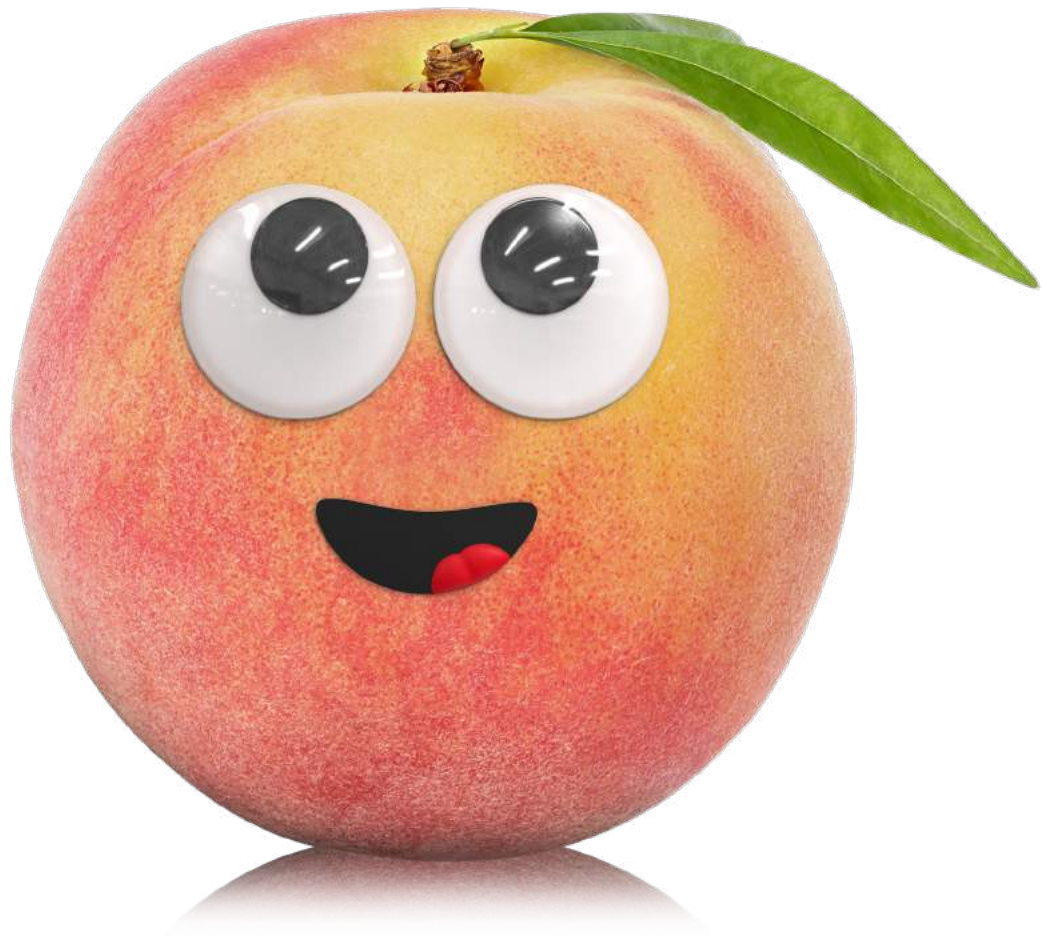




# **Federal Public Health Emergency Medicaid Unwinding Partner Toolkit**



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# 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) and will receive redetermination notices when time for their coverage review commences.

When the federal government ends the PHE, Georgia, and all other states, 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.

In September 2022, 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](https://staycovered.ga.gov), an easy-to-navigate microsite.

Phase 1 is focused on acquiring accurate, updated contact information and an increased preference for e-communications for its Medicaid members in advance of redetermination. Once the PHE expires, Phase 2 will focus on educating members on the ins and outs of the redetermination process. [View the full DHS plan](#) 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.

**To download resources included in this toolkit, visit [dhs.georgia.gov/medicaid-unwinding](https://dhs.georgia.gov/medicaid-unwinding) or [staycovered.ga.gov](https://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](https://dhs.georgia.gov/medicaid-unwinding).

To request permission to co-brand any “Stay Informed. Stay Covered.” materials, please email [staycovered@dhs.ga.gov](mailto: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](https://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](https://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: *Big changes may be coming to your Medicaid coverage.*

Subhead: *Take action to stay in charge of your coverage!*

Body:

*When the federal government ends the COVID-19 public health emergency, Georgia, and all other states, will be required to check who is still eligible to receive Medicaid or PeachCare for Kids® coverage. This is called a “redetermination process.” During this time, Medicaid and PeachCare for Kids® members may be asked to provide more information or complete certain steps. It is very important to respond to these requests that will be sent in the mail or to your email.*

*Visit [staycovered.ga.gov](https://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](https://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

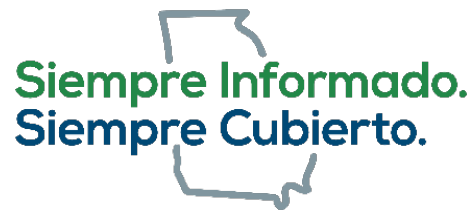


[Download Spanish Logos](#)

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.**  
Big Changes  
May Be Coming  
to Your Medicaid  
Coverage.

**What Should You Do?**  
Update Your Contact Information!  
Let's make sure you stay in charge of your healthcare coverage.

**What to Do First:**  
The best first step is to visit [staycovered.ga.gov](http://staycovered.ga.gov).

**Need help?** We've got you covered. You can schedule an in-person visit for support at your local Division of Family and Children Services office. To find the location and business hours for your local office, visit [dfs.ga.gov/locations](http://dfs.ga.gov/locations).

If you need help reading this information or communicating with us, call 1-877-6A-ONE-GO (1-877-623-4362). 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).

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.**  
When the federal government ends the COVID public health emergency, every state, including Georgia, will be required to check who is still eligible to receive Medicaid or PeachCare for Kids® coverage. This is called a "redetermination process." During this time, Medicaid and PeachCare for Kids® members may be asked to provide more information or complete certain steps. It is very important to respond to these requests that will be sent in the mail or to your email.

**Who May Be Affected?**

**People Enrolled in Medicaid or PeachCare for Kids® Coverage.**  
Since the pandemic was considered a public health emergency, most did not have their Medicaid or PeachCare for Kids® eligibility reviewed during that time. But that will soon be changing. Here's some good news: if you or your family have been receiving Medicaid or PeachCare for Kids® benefits and haven't taken other steps, you may still have coverage! Now is the perfect time to update your information so you can stay informed.

**People Who Are Not Sure if They Are Enrolled in Medicaid or PeachCare for Kids® Coverage.**  
If you think you or your family may be enrolled in Medicaid or PeachCare for Kids® coverage, but you aren't sure, now is the time to take action to learn your status.

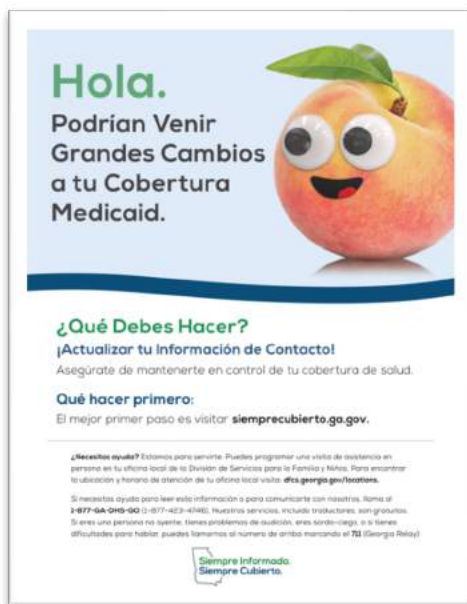
**Get Started Today**

- Visit [staycovered.ga.gov](http://staycovered.ga.gov) to update 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.

The redetermination process does not guarantee any person's eligibility for Medicaid or other public coverage.

Stay Informed.  
Stay Covered.

## Spanish Flyer (Front)



**Hola.**  
Podrían Venir  
Grandes Cambios  
a tu Cobertura  
Medicaid.

**¿Qué Debes Hacer?**  
¡Actualizar tu Información de Contacto!  
Asegúrate de mantenerte en control de tu cobertura de salud.

**Qué hacer primero:**  
El mejor primer paso es visitar [siemprecubierto.ga.gov](http://siemprecubierto.ga.gov).

**¿Necesitas ayuda?** Estamos para servirte. Puedes programar una visita de asistencia en persona en tu oficina local de la División de Servicios para la Familia y Niños. Para encontrar la ubicación y horarios de atención de tu oficina local visita [dfs.ga.gov/locations](http://dfs.ga.gov/locations).

Si necesitas ayuda para leer esta información o para comunicarte con nosotros, llama al 1-877-6A-ONE-GO (1-877-623-4362). Nuestros servicios, incluido intérpretes, 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 servicio al cliente 711 (Georgia Relay).

Siempre Informado.  
Siempre Cubierto.

## Spanish Flyer (Back)



**Aquí Tienes Más Información,  
Especiallymente Para Ti**

**¿Por Qué Es Importante Actuar Ahora?**

**Para Mantenerse en Control de tu Cobertura de Salud.**  
Cuando el gobierno federal ponga fin a la emergencia de salud pública del COVID, todos los estados, incluido Georgia, deberán confirmar quiénes son aún elegibles para recibir cobertura de Medicaid o de PeachCare for Kids®. A esto se le llama "proceso de redeterminación." Durante este tiempo, se le pedirá actualizar a los afiliados a Medicaid y PeachCare for Kids® que proveen mayor información a sus datos personales. Es muy importante responder a estas solicitudes que serán enviadas por correo postal o electrónico.

**¿Quién Podría Verse Afectado?**

**Personas que Están Afiliadas a la Cobertura de Medicaid o PeachCare for Kids®.**  
Desde que la pandemia fue considerada como emergencia de salud pública, si la mayoría de las personas no se les ha revisado su elegibilidad para Medicaid o PeachCare for Kids®, pero eso cambiará pronto. Aquí tienes una buena noticia: si tú o tu familia han estado recibiendo beneficios de Medicaid o PeachCare for Kids® y no han dado otros pasos, aún pueden tener cobertura! Hoy es el momento perfecto para actualizar su información y mantenerse informado.

**Personas que no Están Seguras si Están Afiliadas a la Cobertura de Medicaid o PeachCare for Kids®.**  
Si piensas que tú o tu familia podrían estar afiliadas a la cobertura de Medicaid o PeachCare for Kids®, pero no tienes la certeza, ahora es el momento de actuar y conocer tu situación.

**Comienza Hoy Mismo**

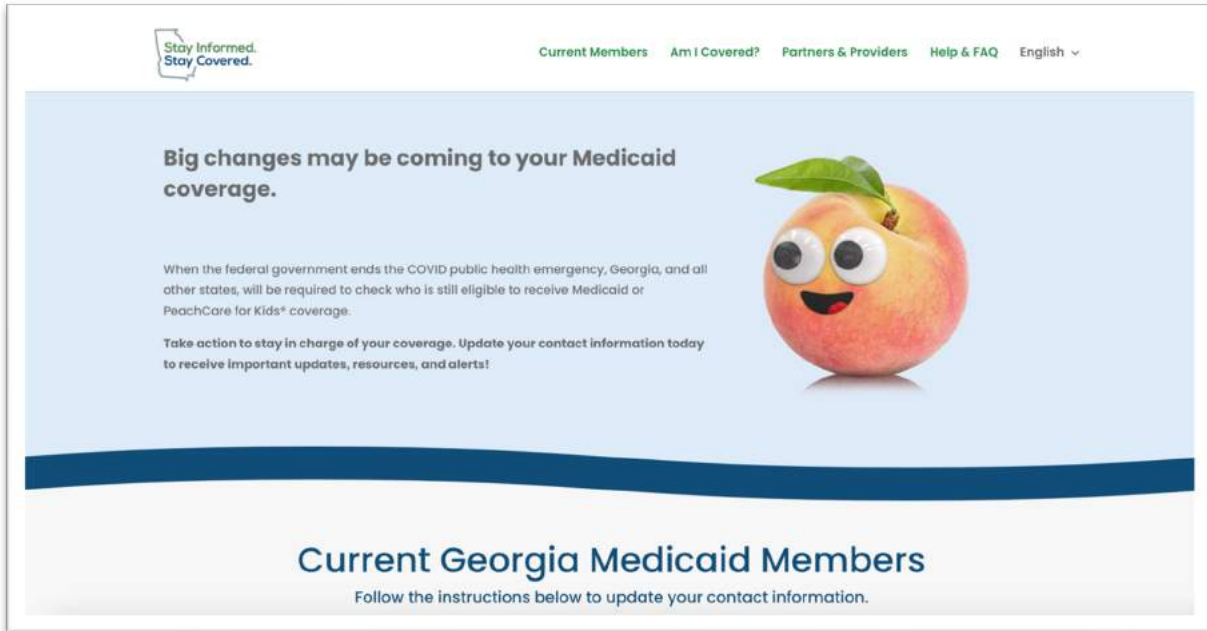
- Visita [siemprecubierto.ga.gov](http://siemprecubierto.ga.gov) para actualizar tu información de contacto y mantenerte en control del cuidado de tu salud.
- Después de proporcionar información de contacto actualizada podrás recibir actualizaciones, recursos y alertas relacionadas con tu situación.

El proceso de redeterminación no garantiza la elegibilidad de ninguna persona para Medicaid o otras coberturas de salud.

Siempre Informado.  
Siempre Cubierto.

## 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](http://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](http://staycovered.ga.gov) for more information and instructions on navigating Gateway.

English QR Code



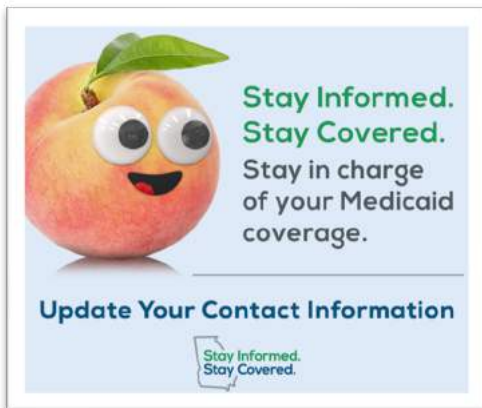
Spanish QR Code



## Campaign Ads

These are examples of campaign ads.

### Digital Banner Ads



### Newspaper Ad

A newspaper advertisement with a light blue background. At the top left, the headline "Big Changes May Be Coming to Your Medicaid Coverage" is written in a large, bold, black font. Below the headline, the text "Update Your Contact Information to Stay in the Know" is written in a smaller, bold, blue font. Below that, the text "Visit [staycovered.ga.gov](https://staycovered.ga.gov) today!" is written in a smaller, bold, blue font. On the right side, there is a large cartoon peach character with a smiling face, large eyes, and a green leaf on top. At the bottom left, there is a section titled "Need Help?" in bold, blue font, followed by a bulleted list of instructions: "Visit your local Division of Family & Children Services office." and "If you need help reading this information or communicating with us, ask us or call 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)." In the bottom right corner, there is a small version of the Georgia state outline logo with the text "Stay Informed. Stay Covered." in green.

## Videos

[Share these streaming videos](#) on social media, [embed them](#) on your website, or play them in your waiting room.

### [Download English Videos](#)

#### Download: The Park



#### Download: The Grocery Store



### [Download Spanish 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](#)

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### Text for Post

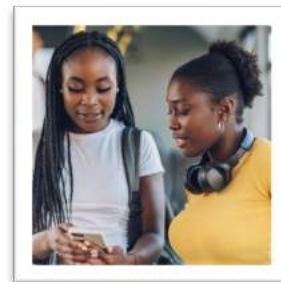
### Image for Post

Big changes may be coming to your Medicaid and PeachCare for Kids® coverage! Update your contact information at [staycovered.ga.gov](http://staycovered.ga.gov) to stay informed and stay covered.



DHS Social Images\_Facebook-Insta 01.png

Medicaid and PeachCare for Kids® changes may come soon! Stay informed. Stay covered. Go to [staycovered.ga.gov](http://staycovered.ga.gov) to update your contact information.



DHS Social Images\_Facebook-Insta 14.png

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## Text for Post

## Image for Post

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🔔 Medicaid & PeachCare for Kids® coverage alert! 🔔

Your coverage may be changing. Stay informed by updating your contact information! Visit [staycovered.ga.gov](https://staycovered.ga.gov)



DHS Social Images\_Facebook-Insta 06.png

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MEDICAID AND PEACHCARE FOR KIDS® ALERT: Your benefits could change when the federal public health emergency ends. Update your contact information and stay in charge of your coverage. [staycovered.ga.gov](https://staycovered.ga.gov)



DHS Social Images\_Facebook-Insta 10.png

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Georgia officials will review Medicaid and PeachCare for Kids® eligibility soon! Be sure your contact information is updated to get the latest alerts and stay in charge of your coverage. [staycovered.ga.gov](https://staycovered.ga.gov)



DHS Social Images\_Facebook-Insta 02.png

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Attention Medicaid or PeachCare for Kids® recipients: Visit [staycovered.ga.gov](https://staycovered.ga.gov) to sign up for email alerts for the fastest way to be updated on your coverage. Stay informed. Stay covered.



DHS Social Images\_Facebook-Insta 07.png

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## Text for Post

## Image for Post

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Medicaid or PeachCare for Kids® recipients: Visit [staycovered.ga.gov](https://staycovered.ga.gov) to learn how you can get important updates on your coverage! Stay informed. Stay covered.



DHS Social Images\_Facebook-Insta 03.png

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Did you know changes may be coming to your Medicaid or PeachCare for Kids® coverage? Update your information at [staycovered.ga.gov](https://staycovered.ga.gov).



DHS Social Images\_Facebook-Insta 04.png

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Have you moved? Now is the time to update your Medicaid contact information. Stay informed. Stay covered. Visit [staycovered.ga.gov](https://staycovered.ga.gov).



DHS Social Images\_Facebook-Insta 09.png

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Are you enrolled in Medicaid or PeachCare for Kids® coverage? You need to confirm your contact information! Update now to make sure you get the information you need because changes may be coming soon. [staycovered.ga.gov](https://staycovered.ga.gov)



DHS Social Images\_Facebook-Insta 13.png

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### Text for Post

### Image for Post

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Not sure if you're still eligible for Medicaid or PeachCare for Kids® benefits or not? Visit [staycovered.ga.gov](https://staycovered.ga.gov) to check your status and sign up to get updates on your coverage.



DHS Social Images\_Facebook-Insta 11.png

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Is your Medicaid or PeachCare for Kids® contact information up to date? Step one is to visit [staycovered.ga.gov](https://staycovered.ga.gov). Get updated for important alerts, resources, and support.



DHS Social Images\_Facebook-Insta 05.png

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Have you or your family been receiving Medicaid or PeachCare for Kids® benefits? Changes to your coverage may be coming. Now is the perfect time to update your information so you can stay informed and stay covered. Visit [staycovered.ga.gov](https://staycovered.ga.gov) to update your contact information.



DHS Social Images\_Facebook-Insta 12.png

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Are you a Medicaid member? Let's make sure you stay in charge of your healthcare coverage. Head to [staycovered.ga.gov](https://staycovered.ga.gov) to update your contact information.



DHS Social Images\_Facebook-Insta 08.png

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# Frequently Asked Questions

Below are frequently asked questions (FAQs) in both English and Spanish. These FAQs can also be found at [staycovered.ga.gov](http://staycovered.ga.gov) and [siemprecubierto.ga.gov](http://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 the Office of Child Support Services is a requirement for receiving certain types of Medicaid

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

## Is Medicaid ending?

No. Before the COVID-19 pandemic, Medicaid member eligibility had to be redetermined each year. During the pandemic, the federal government declared a federal public health emergency (PHE). This emergency and changes in federal law allowed all Medicaid members to remain enrolled without checking their eligibility for benefits. The federal COVID-19 PHE is ending soon, which means that eligibility will once again need to be redetermined for all Medicaid members.

## When will the federal government end the COVID-19 public health emergency?

In October 2022, the federal government officially renewed the public health emergency declaration, extending it through January 15, 2023. If the federal government does not renew the federal public health emergency on or before January 15, 2023, Georgia will begin the redetermination process starting in February to check who is still eligible to receive Medicaid coverage. It is important that you update your contact information on [gateway.ga.gov](https://gateway.ga.gov) so you can receive updates and communications about your coverage no matter when the federal COVID-19 public health emergency ends.

## What is Medicaid redetermination?

Redetermination or renewal is the process that Georgia must follow to make sure all Medicaid 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 based on your case.

## 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 through the federal marketplace. The first step is to update your contact information at [gateway.ga.gov](https://gateway.ga.gov) so that you can receive this important information.

## What is the deadline to update my contact information?

It is important to update your contact information at [gateway.ga.gov](https://gateway.ga.gov) as soon as possible. When the federal government ends the federal COVID-19 public health emergency, every state, including Georgia, will be required to check who is still eligible to receive Medicaid coverage. In October 2022, the federal government

officially renewed the federal public health emergency declaration, extending it through January 15, 2023. If the federal government does not renew the federal public health emergency on or before January 15, 2023, Georgia will begin the redetermination process starting in February to check who is still eligible to receive Medicaid coverage. It is important that you update your contact information right away so that you can receive updates and communications about your coverage no matter when the federal public health emergency ends.

### **How do I apply to keep my Medicaid coverage?**

The first step is to update your contact information at [gateway.ga.gov](https://gateway.ga.gov). You will then receive instructions to re-confirm your eligibility so we can determine whether or not you are still eligible.

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

Yes. Anyone covered by Medicaid, including PeachCare for Kids®, will have to resume regular renewals which includes redeterminations for eligibility.

## **Gateway Website**

### **What if I cannot log into my online account?**

Go to [gateway.ga.gov](https://gateway.ga.gov), click on "Help" at the top of the page, and follow the instructions given. If you are still having trouble with your online account, we can help you in-person at one of our local Division of Family & Children Services offices or by phone. Visit [dfcs.georgia.gov/locations](https://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 (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).

### **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](https://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 & Children Services office. To find the location and business hours for your local office, visit: [dfcs.georgia.gov/locations](https://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). 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).

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

If you have issues accessing [gateway.ga.gov](https://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 & Children Services office. To find the location and business hours for your local office, visit: [dfcs.georgia.gov/locations](https://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). 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).

### **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](https://gateway.ga.gov), you will receive a confirmation “T number” (tracking number) in your 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 on [gateway.ga.gov](https://gateway.ga.gov).

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

Yes. Creating an account at [gateway.ga.gov](https://gateway.ga.gov) is the easiest and fastest way for Medicaid representatives to contact you about your benefits. Instructions for how to link your account to your current benefits are [here](#).

# 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 mayor información. Para averiguar si cumples con los requisitos, crea una cuenta en [gateway.ga.gov](https://gateway.ga.gov).

## ¿Medicaid se está terminando?

No. Antes de la pandemia del COVID los afiliados a 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 a Medicaid permanecer inscritos sin la necesidad de confirmar su elegibilidad para recibir beneficios. La emergencia de salud pública federal del COVID terminará pronto, lo que significa que los afiliados a Medicaid deberán reconfirmar su elegibilidad nuevamente.

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

En octubre de 2022, el gobierno federal renovó oficialmente la declaración de la emergencia de salud pública, extendiéndola hasta el 15 de enero de 2023. Si el gobierno federal no renueva la emergencia de salud pública el 15 de enero de 2023, Georgia iniciará el proceso de redeterminación a partir de febrero para confirmar quiénes son aún elegibles para recibir cobertura de Medicaid. Es importante que actualices tu información de contacto en [gateway.ga.gov](https://gateway.ga.gov) para que puedas recibir actualizaciones y comunicaciones acerca de tu cobertura, sin importar cuándo termine la emergencia de salud pública federal.

## ¿Qué es la redeterminación de Medicaid?

Redeterminación o renovación es el proceso que Georgia deberá seguir para asegurarse de que todos los afiliados a Medicaid aún sean elegibles para recibir cobertura. Conlleva 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.

## ¿Qué sucede si ya no soy elegible para Medicaid?

Si ya no eres elegible para Medicaid, serás conectado con otras opciones de salud a través del mercado federal. El primer paso es actualizar tu información de contacto en [gateway.ga.gov](https://gateway.ga.gov) para que puedas recibir esta importante información.

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

Es importante que actualices tu información de contacto en [gateway.ga.gov](https://gateway.ga.gov) lo antes posible. Cuando el gobierno federal ponga fin a la emergencia de salud pública del COVID, todos los estados, incluido Georgia, deberán confirmar quiénes son aún elegibles para recibir cobertura de Medicaid. En octubre de 2022, el gobierno federal

renovó oficialmente la declaración de la emergencia de salud pública extendiéndola hasta el 15 de enero de 2023. Si el gobierno federal no renueva la emergencia de salud pública el 15 de enero de 2023 o antes, Georgia iniciará el proceso de redeterminación a partir de febrero para confirmar quiénes son aún elegibles para recibir cobertura de Medicaid. Es importante que actualices tu información de contacto de inmediato para que puedas recibir actualizaciones y comunicaciones acerca de tu cobertura, sin importar cuándo termine la emergencia de salud pública federal.

### **¿Cómo hago la solicitud para conservar mi cobertura Medicaid?**

El primer paso es actualizar tu información de contacto en [gateway.ga.gov](https://gateway.ga.gov). Luego recibirás instrucciones para reconfirmar tu elegibilidad, de manera que podamos determinar si aún eres elegible.

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

Sí. Todas personas cubiertas por Medicaid, incluyendo PeachCare for Kids®, deberá efectuar renovaciones regulares, las que incluyen redeterminaciones de elegibilidad.

## **Sitio Web de Gateway**

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

Visita [gateway.ga.gov](https://gateway.ga.gov), haz clic en "Ayuda" en la parte superior de la página y sigue las instrucciones. 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](https://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). 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).

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

Si intentaste ingresar 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](https://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 un 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](https://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](https://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” en [gateway.ga.gov](https://gateway.ga.gov).

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

Sí. Crear una cuenta en [gateway.ga.gov](https://gateway.ga.gov) es la manera más fácil y rápida para que los representantes de Medicaid te contacten acerca de tus beneficios. Las instrucciones para asociar tu cuenta a tus beneficios actuales están [aquí](#).

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

Si necesitas ayuda adicional, puedes programar una visita de apoyo en persona en tu oficina local de la División de Servicios para Familias y Niños. Para obtener la ubicación y horarios de atención de tu oficina local, visita [dfcs.georgia.gov/locations](https://dfcs.georgia.gov/locations). Si necesitas ayuda para leer esta información o para comunicarte con nosotros, pregúntanos o 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).