



Scripted assistance for interactions with Medicaid recipients

Have you been contacted by Public Assistance about renewing your Medicaid?

- a. **Yes:** “Did Public Assistance ask for a completed renewal form or any verification?”
 - i. Yes: “Have you returned it?” (Offer encouragement, support as needed.)
 - ii. No: “I would encourage you to send it in as soon as you can so that they can make a determination for you. Even if the deadline on the letter has passed, you can still turn it in, and Public Assistance will see if you are still eligible for Medicaid. There are many categories of Medicaid, so don’t assume you are no longer eligible. Let Public Assistance see if anyone in your household still qualifies for Medicaid benefits.”
- b. **No:** “Have you made sure they have your current contact information?”
 - i. Yes: “Great, be sure to watch your mail for any letters from Public Assistance and respond.”
 - ii. No: “It is very important that you do. You can scan this QR code to update it online or call **833-441-1870**. The wait times are usually short on this dedicated phone line. You can go to [Medicaidrenewals.alaska.gov](https://www.medicaidrenewals.alaska.gov) to find out more information.”
- c. **I’m not sure:** “Here’s a QR code you can scan to update it online without waiting on hold with the Virtual Contact Center, or you can call 833-441-1870. The wait times are usually short on this dedicated phone line. If you are unsure, there’s no harm in submitting it more than once.”