Eligibility reviews every 6 months

Toolkit for H.R. 1

Note to customer service and service providers:

With the upcoming H.R. 1 case reviews, many Medicaid members will have questions about their eligibility. To help you manage these difficult conversations, please use the attached scripts and FAQ. Following this wording closely will ensure that all members receive the most accurate guidance regarding the new eligibility review requirements and will help reduce confusion during this transition.

The goal is to maintain a supportive, empathetic tone while providing clear, factual information about eligibility changes effective January 1, 2027.

Letters mailed to members in July 2026:

- **English**
- **Spanish**

Script:

What is changing?

A new federal law called H.R. 1 (OBBBA), was signed on July 4, 2025. This law changes how often some members must renew their eligibility. If this rule applies to you, you will now need to complete an eligibility review (renewal) every 6 months instead of every 12 months.

Do I have to follow these rules?

This new rule only applies to adults in the **Adult Expansion and Targeted Adult Medicaid (TAM) programs.**

This new rule does not apply to you if you are an **American Indian, an Alaskan Native, or enrolled in a different Medicaid program that is not TAM or Adult Expansion.** Your 12-month renewal schedule will stay the same.

What do I need to do now?

You do not need to do anything right now. **These changes do not start until January 1, 2027. We will send you more information and a renewal letter when it is time for you to take action, but please make sure your information is up-to-date.**

- You can check to make sure your information is correct in your **myCase** account.

- You will need to update your information if you moved recently or if any of your contact information has changed (like your phone number or email address).

Pay attention to the deadlines.

You can lose your Medicaid benefits if you don't return forms or miss deadlines. To make sure your information is up-to-date, you can call any of the following to update your information:

- Your health plan
- The Department of Workforce Services at 1-866-435-7414
- A health program representative at 1-866-608-9422

Health plans and state agencies: Would you like me to check to make sure your information is up-to-date? I can update that information for you now if you'd like.

Do you have any questions?

The fastest way to get answers and view "Frequently Asked Questions" is to visit **medicaid.utah.gov/obbba**.

Frequently Asked Questions (FAQ)

What is H.R. 1?

On July 4, 2025, H.R. 1, also known as the One Big Beautiful Bill Act (OBBBA), was signed into law. The bill included more than 21 Medicaid reforms. Most of the provisions in the bill will go into effect beginning in the fall of 2026 or later.

Utah Medicaid is currently reviewing the bill, analyzing it for impacts and estimates, and preparing for future programmatic changes. There are many details that have yet to be defined.

We anticipate that guidance from the Centers for Medicare and Medicaid Services (CMS) will be provided to states over the next several months. This guidance will give Utah further direction from the federal government on how to implement these changes.

What if I'm no longer eligible in 2026?

- There are still ways to get the care you need. For life-threatening emergencies, you can apply for Emergency Medicaid.
- You should also review your status; if it changes, you can try to sign up for Medicaid again. If you lose your plan, there are alternative resources that we can help direct you to such as a Community Health Center. These are local clinics that help people even if they don't have much money or insurance. They will work with you to make sure you can afford your visit.

Provider: What should I tell my patients?

- **Refer to the website:** Direct them to **medicaid.utah.gov/obbba** for the most up-to-date information.
- **No action needed:** Remind them that they do not need to do anything until they receive a personalized letter from DWS.