



Ending Continuous Medicaid Coverage Key Talking Points

Key Message: Continuous Medicaid coverage has ended and renewals have started.

Ambassador Toolkit

- Based on three key messages that focus on actions members can take now.
- Aim is to increase likelihood of eligible members maintaining coverage and minimize call center volume.

Actions Members Can Take

- Look out for renewal notices mailed in **yellow envelopes that say "Action Required" in red** or sent electronically to members who signed up for electronic notices.
- Complete and return renewal packets and requests for information on time.
- Contact HHSC to report any changes (such as contact information, pregnancy or household changes) as soon as possible.