

Agents, Brokers and other Certified Assistant Workers are prohibited from assisting with Medicaid Renewals



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The Change: Due to new regulations in Maryland agents and brokers and other certified assistant workers can no longer remotely assist families with members on Medicaid with their annual renewals over the phone. Renewals can only be done directly by you by logging into your consumer account, by going in person to a local health department office or by calling the Maryland Health Connection call center. All documents must be uploaded to your account by you or turned in at a local office. This is effective immediately.

Who is affected: All families who have 1 or more members on Medicaid and submit your renewals through Maryland Health Connection. If you submit your renewals directly with a local health department in person this does not affect you. Health Insurance renewals can still be submitted by phone if it is not connected to the renewal of a Medicaid application. Medicaid Renewals that occur during Open Enrollment will be affected starting now.

What you need to do:

- **Renew your Medicaid early:** You will receive notices 2 months ahead of your renewal.
- **Create an account with Maryland Health Connection:** If you have a login to your account you can update your account there. If you do not know your login credentials but have access to the email associated with the account select “forgot password” to reset your password.
- **Go to a local health department office near you:** This is a link to local connector entities <https://www.marylandhbe.com/connector-entities/>
- **Call Maryland Health Connection to Renew:** This is the phone number 1-855-642-8572
- **Have your income, immigration and citizenship documents ready:** Having your documents ready and available will prevent delays.

- Once the application is updated I can assist you with picking a plan and answer any questions you have.
- I can help you update your Marketplace application as long as it is not associated with a Medicaid renewal period. There are no restriction on assistance with issues with the insurance company.

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