

Changes to the Member Renewal Process

Important Notice

The member renewal process may be changing for some of your Healthfirst patients currently enrolled in Medicaid.

What Healthfirst is doing to help

Our Member Services staff is here to help your patients who are Healthfirst members through the renewal process and answer any questions they may have.

- Check out updates with more information on the renewal process on www.healthfirst.org/MedicaidRenewal
- Visit our [Frequently Asked Questions \(FAQs\)](#) regarding this change

What you can do to help

If you receive inquiries regarding Medicaid insurance renewal, please remind your patients who are Healthfirst members that they can:

- Contact the Healthfirst sales representative who originally enrolled them
- Visit a Healthfirst Community Location at www.healthfirst.org/communityoffices
- Call Healthfirst Member Services at **1-866-463-6743** (TTY 1-888-542-3823), Monday to Friday, 8am–6pm
- Find more information on www.healthfirst.org/MedicaidRenewal