



How to Renew Your Medicaid Coverage

Everyone enrolled in an Iowa Medicaid program has to renew their coverage at least every 12 months. Your Medicaid coverage is not continued automatically. Follow these easy steps to complete your renewal with the Department of Human Services (DHS).

Step 1: Watch Your Mail

Iowa Medicaid will mail you a renewal form to complete. This form will be sent up to 60 days before your Medicaid coverage will end.

Tip: Make sure DHS has your current address. If you've moved, call DHS and update your information. To report address changes, call 1-877-347-5678, 7:30 a.m. – 5:30 p.m., M-F.

Step 2: Complete the Renewal Form

Complete the renewal form you receive. The form will ask you about your household circumstances, such as income, where you live, your household members, tax information and if you have other insurance available. Fill out all the information on each page.

Tip: Make sure you sign the last page of the form.

Step 3: Return the Renewal Form

You must return the renewal form to DHS by the due date. A pre-paid, self-addressed envelope is included with your renewal form. You can put the form in this envelope and send it back. If you don't have the envelope, you may return the renewal form to any DHS office.

Tip: Make sure the renewal form is received by DHS by the due date listed on the renewal form. This will help to avoid a gap in coverage.

Step 4: Look for Next Steps in the Mail from DHS

After you turn in the form, watch your mail for more information. If DHS needs extra information to process your form, you will get a letter in the mail asking for the information. After your form is processed, you'll receive a letter from DHS telling you if your coverage will continue.

Questions? Lost form? Contact your local DHS office. If you do not know how to contact of your local DHS office, call the DHS Contact Center at 1-855-889-7985, 7 a.m. – 6 p.m., Monday- Friday.