



# U.S. Digital Service – Medicaid Renewals Playbook

## Background

This playbook was created by the U.S. Digital Service as a rapid-response guide for civic technologists providing direct technical assistance to states during the COVID-19 Public Health Emergency (PHE) Unwinding. The content in this playbook focuses on strategies to rapidly decrease the burden of Medicaid renewals on members of the public and state staff.

***This playbook is **\*\*NOT\*\*** a source of authoritative, legal, or regulatory guidance and has not been officially endorsed by the Center for Medicaid and CHIP Services (CMCS). It is advisory only, and should be adapted appropriately for each state and scenario. Ultimately, it is the responsibility of state Medicaid officials to ensure that implementation of any project is compliant with federal Medicaid statute and regulations. Refer to CMCS's [website](#) for up to date official guidance.***

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### How to run a state engagement:

- [Framing](#): Some advice on how to frame the work both internally and externally
- [Plays and Resources](#): How to approach the work, engage with state partners, and operate in an impactful way
- [Logistics](#): The details; who should be on the team, what the schedule should look like, which meetings to run, and how to run them

### Common challenges:

Ex-parte renewal challenges	Manual renewal challenges
<a href="#">Overview</a>	<a href="#">Overview</a>
<a href="#">Income data hierarchy challenges</a>	<a href="#">Outreach and messaging</a>
<a href="#">Individualized eligibility</a>	<a href="#">Completing a renewal</a>
<a href="#">Social security number challenges</a>	<a href="#">Getting help and troubleshooting</a>
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