

# Communications toolkit for navigators

## Preparing members for renewals Part 1: Update your address messaging toolkit

### Website, email and newsletter text

#### Headline: Keep your health insurance.

If you have Medical Assistance or MinnesotaCare, it’s important to keep your contact information updated so you can be reached you when it’s time to renew your health insurance. If you’ve moved in the past three years or you will be moving soon, please update your address, phone number and email today.

Visit [mn.gov/dhs/mycontactinfo](https://mn.gov/dhs/mycontactinfo/) to learn how or

[INSERT CORRECT CALL TO ACTION FOR YOUR AGENCY]

* Call us at [INSERT PHONE NUMBER]
* Email us at [INSERT EMAIL ADDRESS]
* Visit us at [INSERT ADDRESS].

#### Hmong

Headline: Khaws koj li kev tuav pov hwm kev noj qab haus huv cia

Yog tias koj muaj Medical Assistance lossis MinnesotaCare, nws yog ib qho tseem ceeb kom khaws koj cov ntaub ntawv tiv tauj tshiab kom koj thiaj li tuaj yeem hu tau rau koj thaum nws txog lub sijhawm rov ua koj daim ntawv pov hwm kev noj qab haus huv. Yog tias koj tau tsiv mus hauv peb lub xyoos dhau los lawm los sis koj puas yuav tsiv sai-sai no, thov hloov kho tshiab koj qhov chaw nyob, tus nab npawb xov tooj thiab tus email hnub no kiag.

Nkagmus saib hauv [mn.gov/dhs/mycontactinfo](https://mn.gov/dhs/mycontactinfo/) los yog:

* Hu rau peb tau ntawm [INSERT PHONE NUMBER]
* Xa email rau peb tau ntawm [INSERT EMAIL ADDRESS]
* Nkag mus saib peb tau ntawm [INSERT WEBSITE ADDRESS].

#### Russian

Headline: Позаботьтесь о своей медицинской страховке!

Если у вас есть страховка Medical Assistance или MinnesotaCare, важно обновлять свою контактную информацию, чтобы с вами можно было связаться, когда придет время продлевать вашу медицинскую страховку. Если за последние три года вы переезжали или собираетесь переезжать в ближайшее время, обновите свой почтовый адрес, номер телефона и адрес электронной почты уже сегодня.

Зайдите на сайт [mn.gov/dhs/mycontactinfo](https://mn.gov/dhs/mycontactinfo/) или:

* Позвоните нам по номеру [INSERT PHONE NUMBER]
* Напишите нам по адресу [INSERT EMAIL ADDRESS]
* Зайдите к нам по адресу [INSERT WEBSITE ADDRESS].

#### Somali

Headline: Ilaalso caymiskaaga caafimaadka

Haddii aad leedahay Medical Assistance ama MinnesotaCare, waxaa muhiim ah in aad xogta xiriirkaaga cusboonaysiiso si laguugula soo xiriiro marka ay tahay wakhtiga aad cusboonaysiinayso caymiskaaga caafimaadka. Haddii aad guurtay saddexdii sano ee la soo dhaafay ama aad goor dhow guuri doonto, fadlan cusboonaysii ciwaankaga, lambarka telefoonkaaga iyo iimaylkaaga maanta.

Booqo [mn.gov/dhs/mycontactinfo](https://mn.gov/dhs/mycontactinfo/) ama:

* Naga soo wac [INSERT PHONE NUMBER]
* Noogu soo dir emailka [INSERT EMAIL ADDRESS]
* Nagu soo booqo [INSERT WEBSITE ADDRESS].

#### Spanish

Headline: Mantenga su seguro médico

Si tiene Medical Assistance o MinnesotaCare, es importante mantener su información de contacto actualizada para que podamos comunicarnos con usted cuando sea el momento de renovar su seguro médico. Si se mudó en los últimos tres años o se mudará pronto, actualice su dirección, número de teléfono y correo electrónico hoy.

Visite [mn.gov/dhs/mycontactinfo](https://mn.gov/dhs/mycontactinfo/) o:

* Llámenos al [INSERT PHONE NUMBER]
* Envíenos un correo electrónico a [INSERT EMAIL ADDRESS]
* Visítenos en [INSERT WEBSITE ADDRESS].

#### Vietnamese

Headline: Giữ bảo hiểm sức khỏe của quý vị

Nếu bạn có Medical Assistance hoặc MinnesotaCare, điều quan trọng là phải cập nhật thông tin liên hệ của bạn để có thể liên hệ với bạn khi đến thời điểm gia hạn bảo hiểm sức khỏe của bạn. Nếu quý vị dời chỗ ở trong ba năm qua hoặc quý vị sắp chuyển chỗ ở, vui lòng cập nhật địa chỉ, số điện thoại và email của quý vị ngay hôm nay.

Vào [mn.gov/dhs/mycontactinfo](https://mn.gov/dhs/mycontactinfo/) hoặc:

* Gọi cho chúng tôi tại số [INSERT PHONE NUMBER]
* Gửi email cho chúng tôi tại [INSERT EMAIL ADDRESS]
* Vào trang mạng của chúng tôi tại [INSERT WEBSITE ADDRESS].

### Phone script

If you have Medical Assistance or MinnesotaCare, it’s important to keep your contact information up to date so you can be reached when it’s time to renew your health insurance. Without your correct contact information, you could have a gap in your health insurance that will affect your ability to access health care.

Can I help you update your contract information today?

[IF YES: Help the enrollee identify whom to call to update their information:

* If they have Medical Assistance, they need to contact their [county](https://edocs.dhs.state.mn.us/lfserver/Public/DHS-8344-ENG) to update their information or their [tribe](https://edocs.dhs.state.mn.us/lfserver/Public/DHS-8343-ENG) if they belong to Red Lake Nation or White Earth Nation. Please use the appropriate list to find the correct county or tribal contact information for the enrollee to connect with to update their address.
* If they have MinnesotaCare, please tell the enrollee to call Health Care Consumer Support at 1-800-657-3672.]

[IF NO]

* If you move and need to update your information down the road, you can visit [mn.gov/dhs/mycontactinfo](https://mn.gov/dhs/mycontactinfo/) to learn how.

### IVR or hold-message script

Have you moved in the past three years or will you be moving soon? Has your address or contact information changed?

If you have Medical Assistance or MinnesotaCare, it’s important to update your address, phone number and email to avoid a sudden loss in your insurance. Visit [mn.gov/dhs/mycontactinfo](https://mn.gov/dhs/mycontactinfo/) to learn more.

### Text message copy

If you have Medical Assistance or MinnesotaCare, it’s important to keep your contact information updated to avoid a sudden loss in your health insurance. Visit [mn.gov/dhs/mycontactinfo](https://mn.gov/dhs/mycontactinfo/) to learn more.