

Return to Renewals: Outreach Worker Script

- I. Are you on a public health insurance program like Medical Assistance (MA) or MinnesotaCare?
 - A. If **YES**:
 - i. Do you know when you need to renew your health insurance coverage?
 1. If **NO**:
 - a. Use the [Renewal Lookup Tool](#) to find their renewal date. Note that both a case number and a member number are needed to use this tool.
 - b. If they do not have their case number or member number, call the county the outreach work is being done in. Most individuals who are houseless will be on MA and the county will be the main contact point.
 - i. A list of phone numbers can be found in the [county and tribal directory](#).
 2. If **YES**, and they are not up for renewal yet:
 - a. Have you updated your address or contact information?
 - i. If they are on MA, they will need to contact the [county or tribe](#).
 - ii. If they are on MinnesotaCare, they will need to contact DHS [Health Care Consumer Support](#).
 - b. Are you interested in signing up for text message alerts?
 - i. If **YES**, they can sign up when updating contact info in the prior step (2a).
 3. If **YES**, and they are past due or due for their renewal:
 - a. Do you have your renewal envelope with the blue dot?
 - i. If **YES**:
 1. Ask if they need assistance with the renewal process.
 2. Help them complete the renewal process if needed and able.
 3. Connect with a [Navigator](#) to get assistance with the application process.
 - ii. If **NO**, they will need to contact their [county or tribe](#) for a replacement.
 - B. If they **do not know**:
 - i. Do you have a card with health insurance information on it?
 1. If **YES**:
 - a. Review the card and use the [Renewal Lookup Tool](#) to find their renewal date. Note that both a case number and a member number will be needed.
 2. If **NO**:
 - a. Call the county the outreach work is being done in. Most individuals who are houseless will be on MA and the county will be the main contact point.
 - i. A list of phone numbers can be found in the [county and tribal directory](#).