**Health Care Renewal Notice Returned with No Forwarding Address**

If the mail is returned with no forwarding address, workers must:

* Follow the process outlined in Process Help 3.16.2 to find a new address for the member and update the address (including a temporary mailing address) and take the appropriate actions to update the case based on the programs open on the case, including following the process for required verification for other programs.
* If a new address is found, resend the renewal notice (Process Help 58.3.2 Correspondence History Search Results Page and 58.4, how do I Send a Duplicate Notice).
* If no new address is found, the worker must **check case comments** to see if member received health care renewal notification via at least **two other methods**. Alternate methods include **text** **message, email message, or member viewed renewal notice in their ACCESS account**. Case comments will contain information about successful delivery of renewal text message and email messages and when a member views their renewal notice in their ACCESS account.
  + If the member did receive notification via at least two other methods, no further action is needed.
* If member did **not** receive health care renewal notification via two other methods, the worker must call the member using each of the phone numbers listed on the case at least once.
* If the member answers, attempt to complete the healthcare renewal over the phone.
  + If the member cannot complete their health care renewal over the phone but gives an updated address, workers must send a duplicate renewal notice to the new mailing address for the member (Process Help 58.3.2 and 58.4).
  + Take the appropriate actions to update the case based on the programs open on the case, including following the process for required verification for other programs.
  + Document actions taken in case comments
* If the member does not answer, leave a voicemail for member when possible. Document the phone call in case comments, and clearly state that the call was about a health care renewal with returned mail.
  + If member returns the call, attempt to complete the renewal over the phone.
  + If the member cannot complete a renewal over the phone, send a duplicate renewal notice to the member’s new mailing address (Process Help 58.3.2 and 58.4).

If the **Verification checklist (VCL)** related to the health care renewal is returned with no forwarding address, refer to instructions above and Process Help 3.16.2.

If member provides the new address, or if the workers finds a new address:

* Update the address in CARES,
* Extend the VCL due date by 20 days,
* Send a new VCL and
* Document in case comments.

**If the verification is not provided, do not confirm the health care negative action**. This will ensure that the member’s eligibility is systematically extended by one month at adverse action to allow them time to complete the renewal.  If the renewal is not completed by the end of the month of the extension, CARES will close the case for failure to renew instead of denying for failure to verify address.