***Claim During the PHE: Member Correspondence Template***

*Based on HCPF* [*PM 21-002*](https://hcpf.colorado.gov/sites/hcpf/files/HCPF%20PM%2021-002%20Fraud%20Investigations%2C%20Overpayments%2C%20and%20Eligibility%20Terminations%20During%20the%20COVID-19%20Public%20Health%20Emergency.pdf) *and OM 23-046, administrative claims are not to be established against members for overpayments during the Public Health Emergency (PHE) period.*

*This example template is meant to be used for communication with a member who has had a claim established for medical assistance payments during the PHE; its purpose is to inform members the claim has been terminated and any payment received have been refunded.*

*This template is to be used on the county or eligibility site letterhead. These top paragraphs (italicized section) must be removed and any section below with* ***[bold bracket]*** *must be updated with county or eligibility site specific information. Be certain the people at your office are aware of this letter so they are prepared to answer questions if contacted by the member.*

*If you make any changes to this template (adding additional information or removing information), you must submit your changes to the* [*County Relations Team*](https://hcpfccc.my.salesforce-sites.com/HCPFCountyRelations) *for approval prior to sending to members.*

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**[Date]**

**[Member Name]**

**[Member Mailing Address]**

**[Claim Number]**

**[Member Name],**

You have been making payments to us for medical assistance you received. We are writing to let you know we will not collect any more payments from you, and you will get a refund for payments you have already made.

During the COVID-19 public health emergency, the federal government told states to keep Medicaid members covered even if they didn’t qualify for Medicaid. You will receive a refund for payments you already made on your claim for medical assistance received between March 18, 2020 and May 11, 2023 because the claim happened during the COVID-19 public health emergency.

If you have any questions, please contact our office at **[xxx-xxx-xxxx]**.

Sincerely,

**[add signature]**

**[Name and title]**