

Ontario County Fact Sheet: Unwinding the Public Health Emergency

Important changes are coming. New federal rules will require New York State to begin redetermining eligibility for public program enrollees in the Spring of 2023. Enrollees in Medicaid, Child Health Plus and the Essential Plan have not had to renew their health insurance since early 2020 due to the COVID-19 Public Health Emergency (PHE) continuous coverage requirements.

In Spring 2023, NY State of Health will begin sending renewal notices to enrollees in these programs. Each month between May 2023 and April 2024, a group of enrollees will receive their renewal notices, depending on their enrollment end date. **Renewal notices will include their deadline to take action to renew their insurance or risk having a gap in coverage.**

In Ontario County:

4,510 gained coverage throughout the PHE.

There are currently **22,860** individuals in Ontario County enrolled in Medicaid, Child Health Plus and the Essential Plan through NY State of Health.

MEDICAID	CHILD HEALTH PLUS	ESSENTIAL PLAN
18,030	2,224	2,606

Statewide:



6,726,247

individuals are enrolled in Medicaid, Child Health Plus and the Essential Plan through NY State of Health.

MEDICAID	CHILD HEALTH PLUS	ESSENTIAL PLAN
78% 5,214,626	5% 378,499	17% 1,133,122

Key Steps Your Constituents Can Take To Prepare

Sign up to receive text alerts from NY State of Health

Text "START" to 1-866-988-0327 to receive important updates about their health insurance, like when they need to renew. Constituents can sign up for text alerts in Spanish by texting "INICIAR" to the same number.

Provide NY State of Health with updated contact information

Constituents should keep their address, phone number, and email address up to date to help ensure renewal information sent by NY State of Health reaches them. They can update their contact information in the following ways:

- By logging into their [NY State of Health account](#).
- With the help of an enrollment assistor. Find one [here](#).
- By calling NY State of Health at 1-855-355-5777 (TTY: 1-800-662-1220)

If a constituent is enrolled in Medicaid through their county's Medicaid office or through New York City's Human Resources Administration, they should contact that office to update their address and contact information.

Stay informed!

The most up-to-date information is always available [here](#).

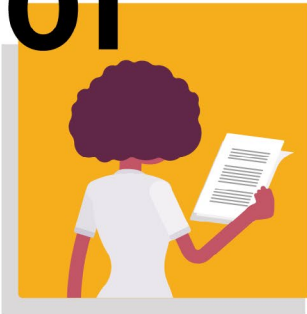
Additionally, there are resources in the online [Communications Tool Kit](#) that can be used to share information with your constituents.

Any questions?

If constituents still have questions, they can call NY State of Health at 1-855-355-5777 (TTY: 1-800-662-1220) or contact an enrollment assistor (Find one [here](#)). Constituents enrolled through their county's Medicaid office or through New York City's Human Resources Administration should [contact their county's office](#).

HOW TO RENEW YOUR NY STATE OF HEALTH INSURANCE WITH MICHELLE

01



Michelle received her renewal notice in the mail. Her notice stated she must take action and renew by a specific date.



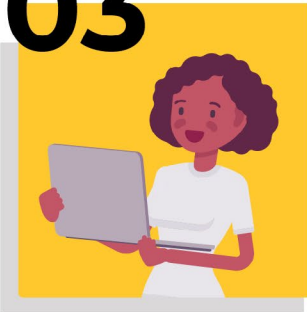
02



Her notice detailed different ways to renew, such as logging in to her account at nystateofhealth.ny.gov, speaking with a Certified Enrollment Assistor, or calling [1-855-355-5777](tel:1-855-355-5777).



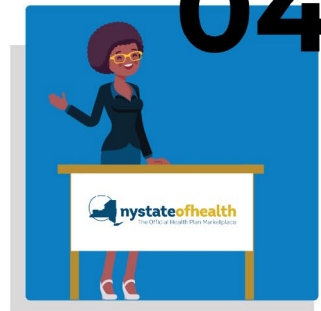
03



Michelle needed to update her account with any changes that may affect her health insurance coverage - like income, family or address.



04



She visited nystateofhealth.ny.gov and clicked the 'Get Enrollment Help' button to find a Certified Enrollment Assistor. The assistor provided her with free renewal support.



05



Michelle was able to renew her Medicaid health plan and avoid a gap in coverage.

