



Public Health Emergency Unwind Renewal Strategies Are Working	PHE Unwind Communications Keep Consumers Informed	NY State of Health Provides New Options to Make Renewals Easier for Consumers	New York Medicaid Telehealth Coverage Remains After PHE Ends	Health Insurance Plans Send Their Proposals to NY State of Health
New Health Resource Materials are Available to Educate Consumers	NY State of Health to Help Consumers with Renewals at the 2023 New York State Fair!	Sign Up to Staff Upcoming Events!	Mobile App Updates Make it Easier for Consumers to Renew!	Reminders for Assistor Agencies
				Assistor Recertification Training

Public Health Emergency Unwind Dashboard Data Indicates Renewal Strategies Are Working!

Thank you for all of your hard work in helping New Yorkers to renew their health insurance. Early data results show that your efforts are working! The New York State Department of Health released the second issue of New York's Public Health Emergency Unwind Dashboard, a monthly report that tracks data on renewal status, demographics, and program transitions for public health insurance enrollees. The report for this second cohort for renewals indicates that roughly 69 percent of New Yorkers enrolled in Medicaid, Child Health Plus or the Essential Plan renewed their coverage before the July deadline to re-enroll and those who haven't still have time to act to avoid potential lapses in coverage. As reported by Kaiser Family Foundation (KFF), the national renewal rate for states reporting data is 63 percent. The Public Health Emergency Unwind Dashboard will be updated monthly and can be found on the [Department of Health's Medicaid website](#). Learn more [here](#).

PHE Unwind Communications Keep Consumers Informed

Keep sharing information with consumers using our regularly updated [Communications Tool Kit on Unwinding from the COVID-19 Public Health Emergency](#), which includes a wide collection of resources to help New Yorkers renew their public health insurance.

- Below are some current resources to help educate consumers about the renewal changes and what they need to do to stay covered.
- NY State of Health video advertisements inform New Yorkers that renewal rules have changed, and action is needed to renew. These videos are available in English, Spanish, Mandarin and Russian, and will continue to run on several advertising platforms through the end of the PHE unwind period. Topics include reminders like "Here to Help," "Don't Forget to Sign Up for Text Alerts," and "Update Your Contact Information."
 - A series of educational videos is also available to help consumers. Videos are available in English, Spanish, Mandarin and Russian. Videos include:
 - "How to" video tutorials providing step-by-step guidance on preparing for renewals including how to [Find Your Enrollment End Date to Prepare for Renewal](#)
 - Videos focused on Medicaid renewals including: [Keep Your Health, Keep Your Coverage](#)
 - [How to Renew Your Insurance through NY State of Health](#), which describes the steps of the renewal process
 - [A Health Insurance Renewal Video Message from Governor Hochul](#)



QUESTIONS ABOUT YOUR MEDICAID RENEWAL?

LET US HELP!
JOIN US FOR A MEMBER WEBINAR FOCUSED ON RENEWING YOUR COVERAGE.

MONDAY, SEPTEMBER 18, 2023
11:00 AM - 12:00 PM

For more information visit: health.ny.gov/medicaid

SCAN NOW TO REGISTER

NY State of Health Provides New Options to Make Renewals Easier for Consumers

In partnership with the New York State Office of Temporary and Disability Assistance (OTDA), NY State of Health is now able to automatically renew individuals who are active SNAP recipients into the Essential Plan and Child Health Plus. This partnership has been approved for the duration of the Public Health Emergency unwind period.

Additionally, NY State of Health can now renew Medicaid eligible individuals 65 and older into Medicaid if determined otherwise eligible. Information about these new options can be found [here](#). Additional New York Medicaid and Child Health Plus enrollment data can be found [here](#).

New York Medicaid Telehealth Coverage Remains After PHE Ends

The New York State Department of Health announced that New York State Medicaid will provide comprehensive coverage of [telehealth](#) benefits past the duration of the [COVID-19 Public Health Emergency \(PHE\)](#) to help consumers continue to get flexible and improved access to care, especially for behavioral and mental health services.



According to a recent survey, over eighty percent of New Yorkers surveyed have used telehealth services in the past two years, citing benefits of lowered travel time and costs, user friendly telehealth applications or software, less anxiety sharing information, and additional privacy with no waiting room or other consumers. Learn more [here](#).

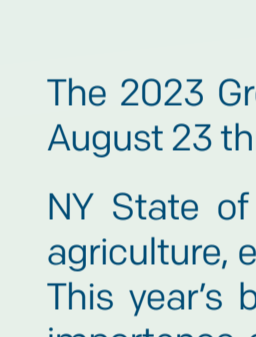
Health Insurance Plans Send Their Proposals to NY State of Health for Participation in the Upcoming Enrollment Year

The 2024 NY State of Health plan invitation was released on May 5, 2023. Plan proposals to participate in the Qualified Health Plan and/or Essential Plan were received by May 26th and are currently under review. This year's invitation outlined details of the proposed 1332 Waiver to expand the current Essential Plan. This expansion is pending approval by CMS, but is expected to be effective for the 2024 Open Enrollment Period, for coverage starting 1/1/2024. The proposal creates a new level of the Essential Plan, "EP 200-250," which will be available to newly eligible consumers with incomes between 200 and 250 percent of the FPL. Newly eligible consumers will have no deductible and low out-of-pocket costs for a monthly \$15 premium. Additionally, the following measures have been approved:

- A cost-sharing reduction for consumers who are enrolled in the Essential Plan with an FPL between 150-200% was approved for 2024. As a result, the maximum out-of-pocket cost for EP will decrease from \$2,000 to \$360.
- Participating NY State of Health plans will be announced later this year. The invitation and related documents can be found [here](#).

New Health Resource Materials are Available to Educate Consumers

The following educational materials have been produced to provide consumers and/or stakeholders with important health resources about health insurance coverage.

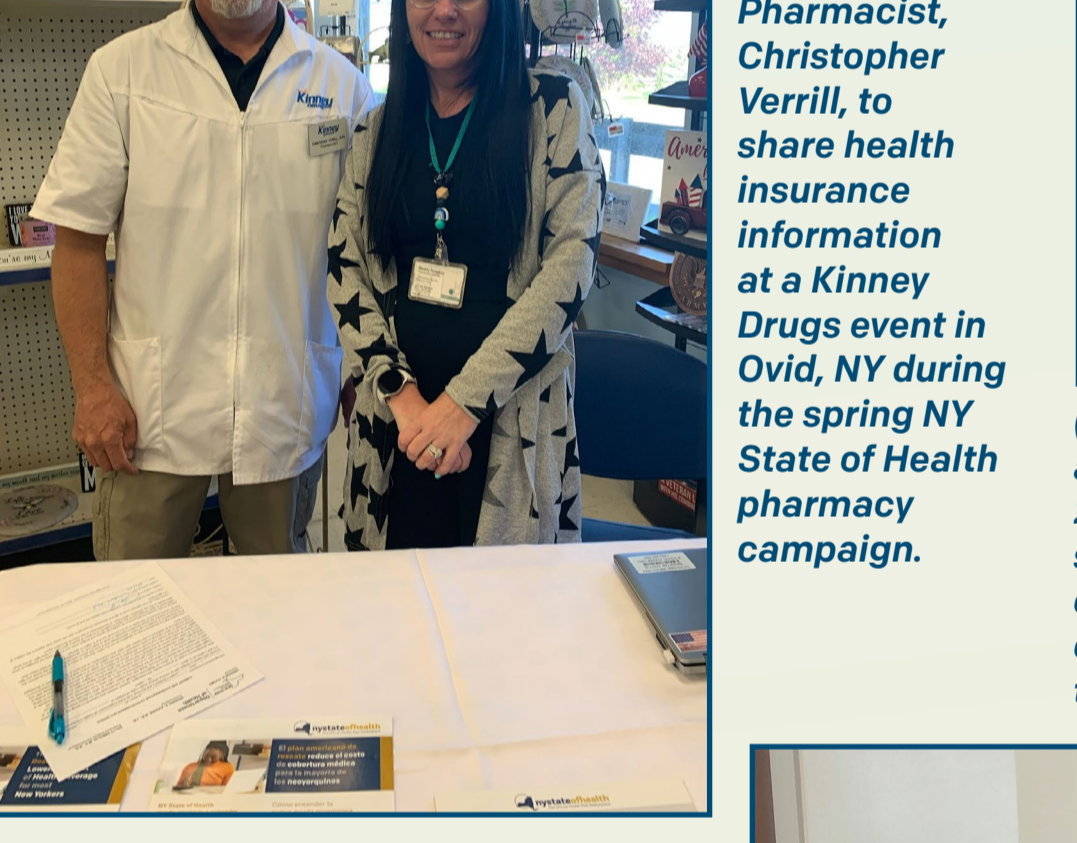


- 2023 [Back-to-School Tool Kit](#) provides prepared messaging for schools, education departments, PTAs and other partner organizations serving children, so families can learn about enrolling in quality, affordable health insurance coverage.
- The health insurance fraud alert flyer informs New Yorkers how to protect themselves from health insurance fraud and is available in English and 13 additional languages. The flyer is posted under the [Resources](#) section of the NY State of Health website and also on the "Sign Up for Text Alerts" section on the consumer [PHE page](#).
- The [Reproductive Health Benefit Fact Sheet](#) lists the comprehensive reproductive health services covered by Qualified Health Plans and Essential Plans.

NY State of Health to Help Consumers with Renewals at the 2023 New York State Fair!

The 2023 Great New York State Fair in Syracuse is running from August 23 through Labor Day on September 4!

NY State of Health will be there along with a variety of other agriculture, entertainment, education, and technology attractions. This year's booth is designed to educate consumers about the importance of renewing their Medicaid, Essential Plan and Child Health Plus health insurance plans.



Renewal rules for health insurance are changing for people currently enrolled in **Medicaid, Child Health Plus, or the Essential Plan.**

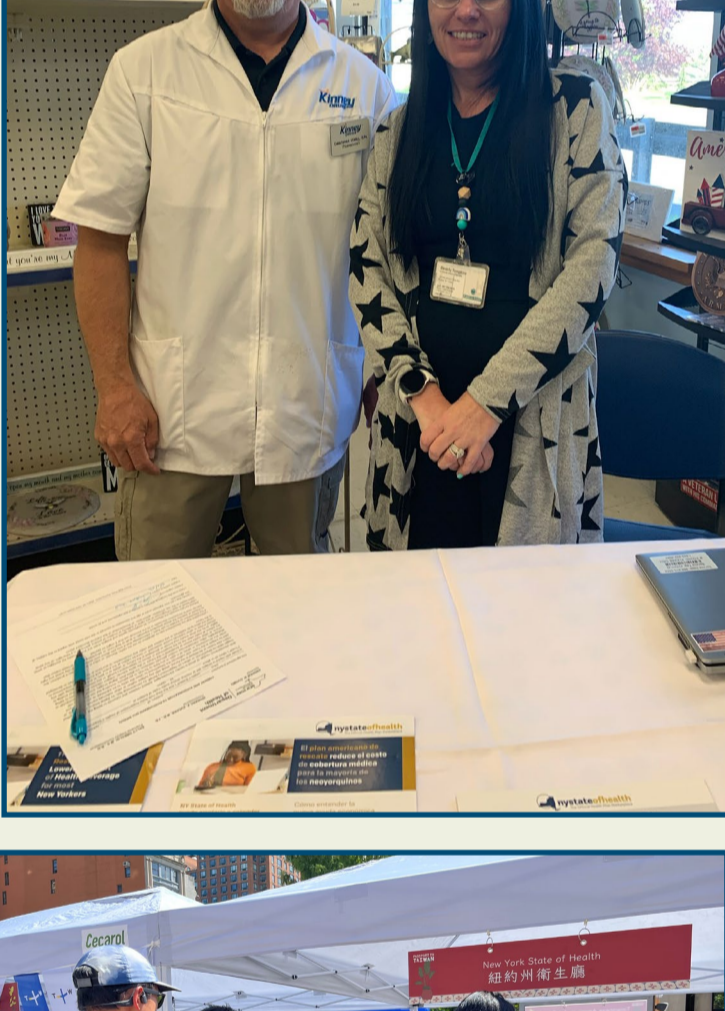
Stay Connected to Your Health Insurance.

hy.stateofhealth.ny.gov
(855) 355-5777

This year's NY State of Health State fair booth will feature renewal messages like the one above.

Sign Up to Help Out at Upcoming Events!

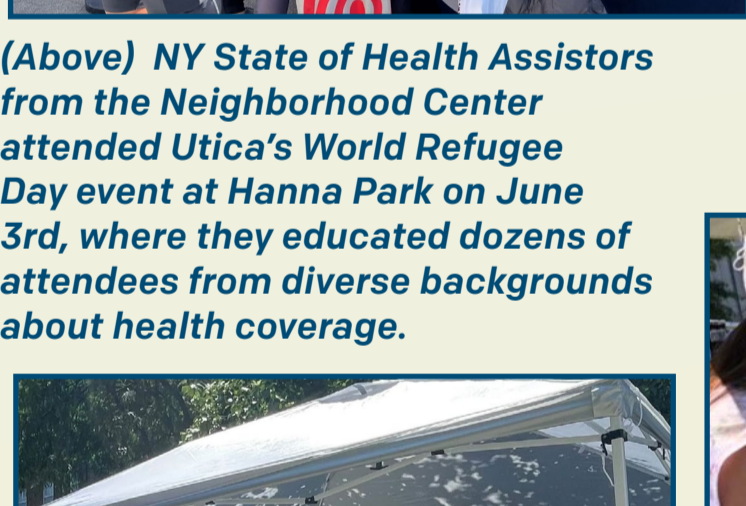
Help New Yorkers to enroll, renew and retain their health insurance coverage at upcoming events. Event staffing opportunities are available on a first come, first serve basis. To help secure your participation, be sure to sign up as soon as the registration invitation comes through. Here's a look at a few recent events staffed by assistors.



(Left) Assistor Beverly Tompkins worked alongside Pharmacist, Christopher Verrill, to share health insurance information at a Kinney Drugs event in Ovid, NY during the spring NY State of Health pharmacy campaign.



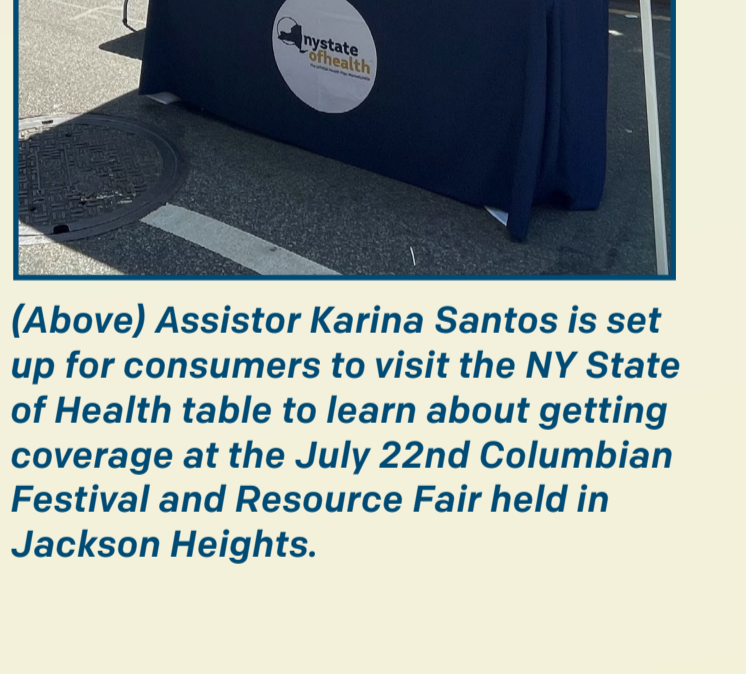
(Above) Thousands of people attended the annual Passport to Taiwan NYC event on May 28th. NY State of Health representatives screened attendees for health insurance coverage needs and connected with non-profit organizations for future partnerships to reach the Asian American community.



(Above) NY State of Health Assistors from the Neighbor's Center attended Utica's World Refugee Day event at Hanna Park on June 3rd, where they educated dozens of attendees from diverse backgrounds about health coverage.



(Above) Assistors Stephanie D'Haiti and Darlyn Vargas represented NY State of Health at a NY State Department of Labor job fair held at the West Babylon Library on June 13th.



(Above) Assistor Karina Santos is set up for consumers to visit the NY State of Health table to learn about getting coverage at the July 22nd Columbian Festival and Resource Fair held in Jackson Heights.



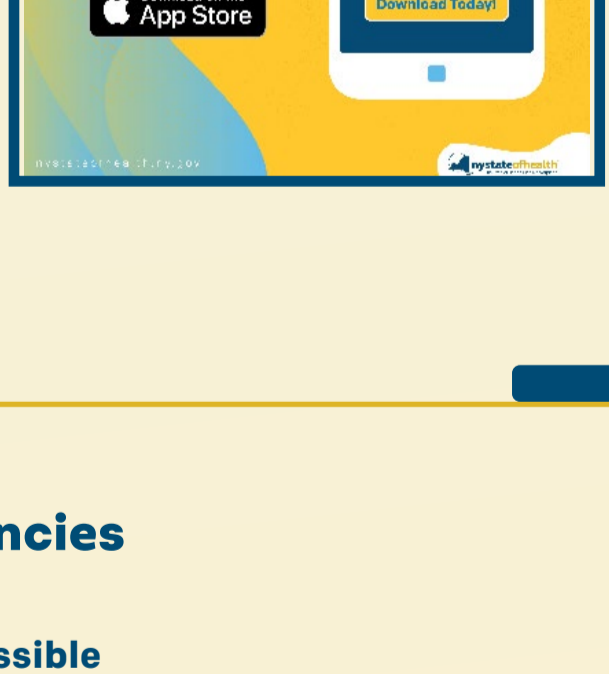
Assistors Christen Anderson and Kaitlin Zimmer shared NY State of Health information with New Yorkers at the 2023 Oswego Harborfest on July 28-30, that attracts over 20,000 people every year.



Mobile App Updates Make It Easier for Consumers to Renew!

App Updates Are Here - Download Now!

Consumers are now able to see when it is their time to renew on the NY State of Health Mobile App. Consumers who log in to their account on the app will see a renewal reminder starting 60 days before their deadline to renew and will be able upload important documents ahead of time, to make the renewal process easier.



Continue to follow, like and share NY State of Health plans to help New Yorkers renew and stay covered!

[Twitter](#)

[Pinterest](#)

[LinkedIn](#)

[Snapchat](#)

[Facebook](#)

[Instagram](#)

[YouTube](#)

[Spotify](#)

Reminders for Assistor Agencies

• Please Submit Your "Contact Information Form" As Soon as Possible

We recently sent all assistor agencies their agency's Contact Information Form to review and return to our office by July 7, 2023. If you haven't already, please return these forms as soon as possible. Maintaining accurate contact information will ensure that the Department is able to inform your agency of important information, including training opportunities, system updates, outreach events, reporting requirements and assistor recertification. If you need to report a change in your agency's contact information, including your list of primary contacts, you may request a new form at any time by emailing Assistor.Admin@health.ny.gov.

• Assistor Agencies Must Report Changes in Assistor Staffing

Additionally, it is the responsibility of each assistor agency to ensure that the list of active assistors for each agency is accurate. Assistor agencies are required to inform the Department of changes in an assistor's employment status, either temporary or permanent, within 48 business hours of such change. If you need to report a change in assistor staffing, or if you have any questions regarding your agency's registered assistors, please contact Assistor.Admin@health.ny.gov. As a reminder, Assistor Oversight Managers (AOMs) can view the list of active assistors for the agency from the "My Assistors" tab of their dashboard. They can also run the "Assistor Profile Details" report which will produce a list of the AOM's assigned assistors, along with the demographic information contained in their profiles.

• Renewals with Plan Selection Needed

After reviewing some preliminary data on renewals, we have noticed that there is a larger-than-expected number of consumers who successfully updated their accounts to renew but failed to select a plan.

Please be sure that if you help them to complete the renewal, and they are eligible for a program that requires plan selection, that you help them to complete the plan selection process.

As a reminder, the "Plan Selection Needed" tab can help you identify these consumers.

Manual Renewal	Verification	Eligibility In-Progress	Plan Selection Needed	Communication Events
Show 10 entries per page				
Individual Account ID	Account Holder Name	Phone Number	Email Address	
AC0000067113	Momma Bear	518-555-5555	Erin.Bachelor@health.ny.gov	
AC0000071137	Jennifer Joseph	518-223-4567		
AC0000071138	Giselle Mincroft	239-867-3450		
AC0000071151	Gary Michelle	518-945-1234		
Results: 2 of 4 of 4				

This table can be found on the assistor's dashboard, under the "Individual Marketplace Overview" section. It includes a list of consumers who have been determined eligible but have not enrolled in a plan.

Assistor Recertification Training

All Assistors and Assistor Oversight Managers who are registered or completed the online Assistor Certification training by October 31, 2023, will be required to view the 2023 recertification webinars. See below for information on recertification trainings, and how to access the recorded versions if you missed the live webinar.

We urge all Assistors to watch these trainings as soon as possible, so they are prepared for the upcoming unwind period.

- **Session 1:** "Unwinding from Continuous Coverage Requirements in NY State of Health, Part One" was held on April 19, 2023.
- **Session 2:** "Unwinding from Continuous Coverage Requirements in NY State of Health, Part Two" was held on April 26, 2023.
- **Session 3:** "What's Coming in NY State of Health" was held on June 21, 2023. This training covered the following topics:
 - Marketplace Facilitated Enrollers (MFEs)
 - Renewals and Late Renewals
 - Child Health Plus Premium Payments
 - 12-Months Continuous Coverage in Essential Plan
 - Consumers 65+ and/or with Medicare
 - Income Verification for Non-Applying Consumers who do not provide Social Security Numbers
 - System Updates for Pregnant Minors
 - Postpartum Coverage for Pregnant Consumers
- **Session 4:** "Privacy and Security" was held on Wednesday July 19, 2023.
- **Session 5:** "Open Enrollment and Renewals" will be held on Wednesday September 27, 2023 from 10:00am - 11:30am.

If you miss or wish to rewatch a live webinar, the video, slides, and other resources are available at: <https://info.nystateofhealth.ny.gov/SpringTraining2023>

If you have any questions or ideas for additional content, please email us at NYSOHOutreach@health.ny.gov.

