



Extra Inning
**Retaining Current Players:
2015 Coverage Renewal**

The Webinar will begin at 10:00am
Participant Dial In Number: 1-855-897-5763

Today's Webinar

- Dial in to the audio portion of the webinar using the telephone number on the Audio tab. Audio is transmitted through the telephone only, not through computer speakers.
- All participants will remain muted for the duration of the program.
- Questions can be submitted using the Q&A tab on your Webex control panel; we will pause at the end to take questions.
- A recording of the webinar and any related materials will be available online and emailed to all registrants.

Agenda

- Welcome
 - Donna Frescatore, Executive Director, NY State of Health
- Recap of Inning #7, Part 1 (Young Adults)
- Retaining Current Players: 2015 Coverage Renewal
- Questions & Answers
- Conclusion

Inning #7: Know Who You're Pitching To, Part 1 (Young Adults) Evaluation Survey Results

Here's what you said:

More than 90% said it "increased my knowledge of the topic(s)."

Nearly 89% said "there was sufficient information shared to enable me to successfully enroll young adults into coverage through the Marketplace."

"I've been impressed with the depth of coverage for each topic."

"This has been the best webinar so far; great facilitators; easy and functional information. Well done."

"Keep examples specific to New York State."

Complete the evaluation survey of today's webinar immediately following the program.

Presenters

Today's Presenters:

Ruchika Bajaj

Office of Health Insurance Programs

Division of Eligibility and Marketplace Integration

Lisa Sbrana

NY State of Health

Types of Renewals

- Full Administrative Renewal
 - Eligibility
 - Enrollment
- Partial Administrative Renewal
 - Eligibility
 - Plan selection required
- Manual Renewal
 - Information required for eligibility determination
 - Plan selection required

Timeline for Renewals

MID OCTOBER 2014

Renewal notices sent to:

- QHPs (includes Full Pay QHP, APTC, APTC CSR, and APTC PP)
- Medicaid and Child Health Plus coverage ending on 12/31/14

** Annual renewal notices for Medicaid and Child Health Plus will be sent on a rolling schedule*

NOVEMBER 16, 2014 – DECEMBER 15, 2014

- No action needed if consumer agrees with eligibility and plan
- Select a new plan
- Update application

JANUARY 1, 2015

COVERAGE CONTINUES!

Full Administrative Renewal

Who is included:

- Program eligibility stays the same from 2014 to 2015 AND
- Plan is available in 2015

When:

- Eligibility and enrollment will be effective January 1, 2015

Next Steps:

- No action is needed if consumer agrees with information in their notice. Consumer will receive notice with enrollment information – including APTC applied – before the end of the year

Full Administrative Renewal Notice

APTC – CHP household

Full Administrative Renewal


- Renewal To-Do List tells consumers that their renewal is complete
- If a consumer wants to select a different plan, they can change their plan without going through application
- Information in the “Application”, “Eligibility”, and “Plans” tabs are for the upcoming year
- Any changes made to application will affect coverage for upcoming year

Logged in as rgardinia_demo Account Sign Out

Rosie Gardinia
Edit Account Information

Mailing Address:
90 Church
New York NY
10007
Primary Phone:
(212) 444-5855

OPTIONS

Update Application 

Manage Broker/Navigator

Overview Application Account Eligibility Plans Inbox Documents Appeals

Overview

It is important that you tell us about any changes so that the Marketplace can make sure that you and your family are getting the best coverage available. You should tell us about changes such as a pregnancy, death in family, marriage or divorce, a move, recent unemployment, change in job, loss of health coverage. You are required to report any changes that may affect your health insurance. If you are enrolled in Medicaid, Child Health Plus, or are receiving tax credits, you also need to report income changes. Some changes may affect what levels of financial assistance you qualify for.

Status of Your Renewal

Congratulations! We've enrolled everyone in their health plan for another year and you don't have to do anything more.

If anything has changed in your life that would affect how you are covered and what you pay for health insurance next year, click **Update Application**. If you would like to pick a different plan than the one that you are enrolled in for next year, click **Pick a New Plan**.

Your eligibility is effective starting on the date listed in the table below.

To make changes to your current coverage, call NY State of Health at 1-855-355-5777.

[Update Application](#) [Pick a New Plan](#)

Renewal To-Do List

Click on a household member to see what still must be done to renew that person's coverage.

Rosie Gardinia		Renewal Completed
Program Eligibility	Eligibility Effective Date	Marketplace ID
Advance Premium Tax Credit	01/01/2015	HX0000015491
Rosie's renewal is complete. She does not need to do anything at this time.		
Avitus Bluebell		Renewal Completed
Program Eligibility	Eligibility Effective Date	Marketplace ID
Advance Premium Tax Credit	01/01/2015	HX0000001284
Avitus's renewal is complete. He does not need to do anything at this time.		

Partial Administrative Renewal

Who is included:

- Plan not available in 2015
- Changes in program eligibility from 2014 to 2015
- Age out of current health plan

When:

- Eligibility will be effective January 1, 2015
- Enrollment is effective after consumer selects a plan

Next Steps:

- Select a plan
 - Plan must be selected between November 16th and December 15 for coverage to be effective January 1, 2015
 - Open enrollment for QHPs is November 15, 2014 – February 15, 2015

Partial Administrative Renewal Notice

Renewal with Change in Program

Partial Administrative Renewal

- Renewal To-Do List tells consumers that their renewal is not complete
 - Consumer needs to pick a plan
 - Consumer can select a plan without going through application
- Information in the “Application” and “Eligibility” tabs are for the upcoming year
- Any changes to the application will affect coverage for upcoming year

Logged in as DuringEmma Account Sign Out

Emma During
Edit Account Information

Mailing Address:
22 River rd
Glenmont NY
12077
Primary Phone:
(555) 555-5555

OPTIONS

- Update Application
- Manage Broker/Navigator

Overview Application Account Eligibility Plans Inbox Documents Appeals

Overview

It is important that you tell us about any changes so that the Marketplace can make sure that you and your family are getting the best coverage available. You should tell us about changes such as a pregnancy, death in family, marriage or divorce, a move, recent unemployment, change in job, loss of health coverage. You are required to report any changes that may affect your health insurance. If you are enrolled in Medicaid, Child Health Plus, or are receiving tax credits, you also need to report income changes. Some changes may affect what levels of financial assistance you qualify for.

Status of Your Renewal

Congratulations! You or members of you household can still get help paying for you health coverage through NY State of Health. You need to pick a plan for coverage to continue next year.

To pick a plan for next year, click **Pick a New Plan**. If anything has changed in your life that would affect how you are covered and what you pay for health insurance next year, Click **Update Application**.

Your eligibility is effective starting on the date listed in the table below.

To make changes to your current coverage, call customer service at 1-855-355-5777.

[Update Application](#) [Pick a New Plan](#)

Renewal To-Do List

Click on a household member to see what still must be done to renew that person's coverage.

Emma During CIN:BA05952K		Renewal Not Completed
Program Eligibility	Eligibility Effective Date	Marketplace ID
Advance Premium Tax Credit with cost-sharing reductions	01/01/2015	HX0000029925

Emma must enroll in a plan by 12/15/2014 to have coverage on 01/01/2015. Click **Pick a Plan** to shop for coverage.

Manual Renewal

Who is included:

- Data from federal and state data sources not available to make an eligibility determination
- Currently temporarily eligible or pended

When:

- Eligibility effective date is dependent on when application is updated
- Enrollment is effective after plan has been selected

Next Steps:

- Log into account and update application between November 16th and December 15th for eligibility to begin on January 1st
 - Financial assistance may end if application is not updated by due date

Manual Renewal Notice

Manual Renewal

- Renewal To-Do List tells consumers that their renewal is not complete
 - Consumer cannot select a plan without updating application
- Consumer must update their application in order to have eligibility determined for the upcoming year
- Information in the “Plans” and “Application” tab are for the current year

Rosie Gardinia

[Edit Account Information](#)

Mailing Address:
90 Church
New York NY
10007

Primary Phone:
(212) 444-5855

OPTIONS

[Update Application](#) ⓘ

[Manage Broker/Navigator](#)

Overview Application Account Eligibility Plans Inbox Documents Appeals

Overview

It is important that you tell us about any changes so that the Marketplace can make sure that you and your family are getting the best coverage available. You should tell us about changes such as a pregnancy, death in family, marriage or divorce, a move, recent unemployment, change in job, loss of health coverage. You are required to report any changes that may affect your health insurance. If you are enrolled in Medicaid, Child Health Plus, or are receiving tax credits, you also need to report income changes. Some changes may affect what levels of financial assistance you qualify for.

Status of Your Renewal

NY State of Health did not have enough information from state and federal data sources to determine if you can get help paying for your insurance or what coverage you can have next year.

You must provide more information on your application by 12/15/2014 so you will be covered in the upcoming year. To continue from where you left off in the application, click **Update Application**.

To make changes to your current coverage, call NY State of Health at 1-855-355-5777.

[Update Application](#)

Renewal To-Do List

Click on a household member to see what still must be done to renew that person's coverage.

<input checked="" type="radio"/> Rosie Gardinia	<input checked="" type="radio"/> Renewal Not Completed
To renew Rosie's coverage, you must update the application by 12/15/2014. Click Update Application to start.	
<input checked="" type="radio"/> Avitus Bluebell	<input checked="" type="radio"/> Renewal Not Completed
To renew Avitus's coverage, you must update the application by 12/15/2014. Click Update Application to start.	

Communication from NY State of Health [Go to Inbox](#)

You have 9 new messages waiting for you in your inbox.

nystateofhealth.ny.gov

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Eligibility Results for Manual Renewal

- Due date for updating required information displayed to consumer
- Financial assistance may end for QHPs and coverage may end for Medicaid and Child Health Plus if application is not updated by due date

Gail Buster

[Edit Account Information](#)

Mailing Address:
4 Street
Albany NY
12084

Primary Phone:
(518) 522-1241

OPTIONS

[Update Application](#) ?

[Manage Broker/Navigator](#)

Overview
Application
Account
Eligibility
Plans
Inbox
Documents
Appeals

Eligibility Determination

Below are the eligibility results for health coverage for everyone on the application. This tells you what program each person qualifies for and the amount of help paying for health coverage the person can receive, if any.

Call the Marketplace at 1-855-355-5777 (TTY 1-800-662-1220) if you have questions about how your eligibility was determined.

Please update the information on your application by **12/15/2014** so we can make an appropriate decision. If you miss this deadline, your coverage may not be continued next year.

Gail Buster Marketplace ID: HX0000030271

Please return to your account and provide more information so that you will be covered in the upcoming year. Click on "Update Application" to tell us if anything has changed in your life that would affect how you are covered and what you pay for health insurance

Danielle Buster Marketplace ID: HX0000030273

Please return to your account and provide more information so that you will be covered in the upcoming year. Click on "Update Application" to tell us if anything has changed in your life that would affect how you are covered and what you pay for health insurance

About This Site

This is the official Website of NY State of Health
The Official Health Plan Marketplace

Call our help line

1.855.355.5777

TTY: 1.800.662.1220

Monday - Friday, 8 a.m. - 8

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Voter Registration

If you have a driver's license or ID issued by NYS DMV

[Register to Vote](#)

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Account Dashboard Between 10/1/14 – 11/15/14

- Information about renewal will appear when at least one person in the household is in the renewal period
- Updates made to an application may affect coverage for this year
 - Consumer may have to come back after November 15th to renew eligibility for coverage for January 1st.
- Information in the “Application”, “Eligibility”, and “Plans” tabs are for the current application

Mike Case

[Edit Account Information](#)

Mailing Address:
1 main st
albany NY
12204

Primary Phone:
(555) 555-5555

OPTIONS

[Update Application](#) ●

[Manage Broker/Navigator](#)

[Overview](#) [Application](#) [Account](#) [Eligibility](#) [Plans](#) [Inbox](#) [Documents](#) [Appeals](#)

Overview

It is important that you tell us about any changes so that the Marketplace can make sure that you and your family are getting the best coverage available. You should tell us about changes such as a pregnancy, death in family, marriage or divorce, a move, recent unemployment, change in job, loss of health coverage. You are required to report any changes that may affect your health insurance. If you are enrolled in Medicaid, Child Health Plus, or are receiving tax credits, you also need to report income changes. Some changes may affect what levels of financial assistance you qualify for.

Please Read Carefully!

The NY State of Health website will soon allow you to renew your coverage for **NEXT** year. If you would like to renew your coverage for **NEXT** year, please come back after November 15th. If you make any changes to your information **NOW**, it will affect your coverage for **THIS** year.

Communication from NY State of Health [Go to Inbox](#)

You have 5 new messages waiting for you in your inbox.

Documents You Submitted or Uploaded [Go to Documents](#)

[View Documents](#)

Appeal Eligibility Results [View Status](#)

If you disagree with or think that the Marketplace made a mistake about a health insurance eligibility determination, you can appeal this determination. You have 60 days to make this request. You can also call us at 1-855-355-5777 to discuss your concerns or provide us with new information about your determination before requesting an appeal.

The New York State of Health Marketplace includes protected systems that contain United States (“US”) and New York

nystateofhealth.ny.gov

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“Update Application” between 10/1/14 – 11/15/14

- Pop-up reminder that changes to the application will be applied for this year’s coverage
- Need to mark the check box in order to move forward with Life Status Change

WARNING: Please Read Carefully

The NY State of Health website will soon allow you to renew your coverage for next year. Meanwhile, if you make changes to your information **NOW**, it will affect your coverage for **THIS** year.

If you wish to update your information in order to renew your coverage for **NEXT** year, please return here after November 15th.

I understand that any changes I make to my application will affect my coverage for **THIS** year.

Cancel

Continue

Enrollment Notice

Consumer will receive a notice before the end of the year with information about:

- Amount of APTC applied towards plan for 2015
- New plan rate for 2015
- Consumer's premium responsibility

Questions?

Remaining Webinar Schedule

- **Inning #7, Part 2 – Know Who You’re Pitching To (Cultural Competency)**
 - Wednesday, October 8, 2014, 10am
- **Inning #8, How to Pick the Most Valuable Player (QHP Selection)**
 - Wednesday, October 15, 2014, 10am
- **Inning #9, 2015 Health Plan Lineup (2015 Health Plan Choices)**
 - Wednesday, October 22, 2014, 10am

End of the Inning

- Please complete Extra Inning survey.
- Watch for inning replay to be posted to <http://info.nystateofhealth.ny.gov/SpringTraining>
- Reminders to follow for the remaining webinars. Registration links have already been emailed.