



SNAPSHOT

As of February 29, 2024, overall 79% (485,288) of the 613,723 individuals included in the February 2024 Cohort have renewed their coverage across NY State of Health (80%) and the Local Departments of Social Services (LDSS) (77%). This includes individuals enrolled in Medicaid, Child Health Plus, and Essential Plan with February 29th renewal dates.



Data within this report reflects renewal status, demographics, and program transitions for individuals in the February 2024 Cohort as of February 29, 2024.



Because New York permits late renewal, data in this report does not provide final outcomes for the February 2024 Cohort. Renewal completion rates are expected to rise over the next month.

Additionally, the Department of Health is unable to track enrollment in coverage outside of NY State of Health or LDSSs. For example, a significant number of individuals are estimated to have gained health coverage through an employer, meaning that individuals who do not come back to renew should not be assumed to be uninsured.

New York State Public Health Emergency UNWIND DASHBOARD

February 2024

Tracking the COVID-19 Public Health Emergency Unwind of the Medicaid Continuous Coverage Requirement

INTRODUCTION

Under the Families First Coronavirus Response Act's continuous coverage requirement, New York State Medicaid (MA), Child Health Plus (CHPlus) and Essential Plan (EP) members have not had to renew their health insurance since early 2020. The Consolidated Appropriations Act of 2023 requires states to begin the process of redetermining enrollees in April 2023. This process is also referred to as the "unwind."

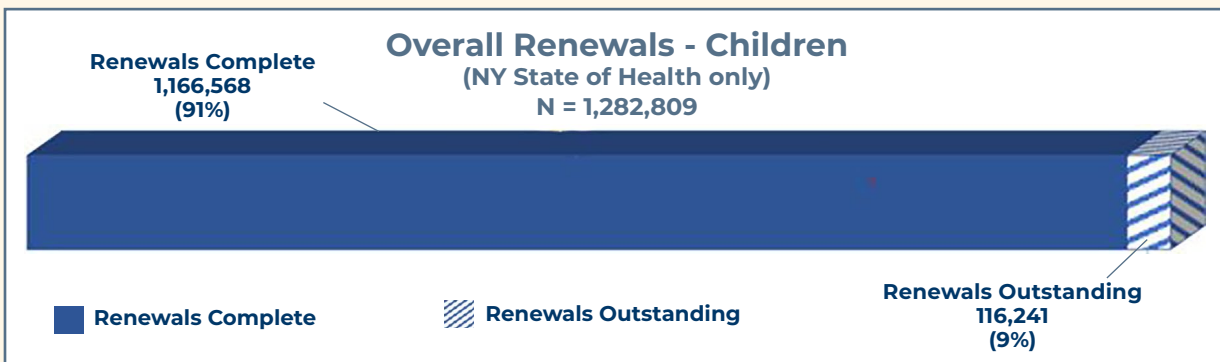
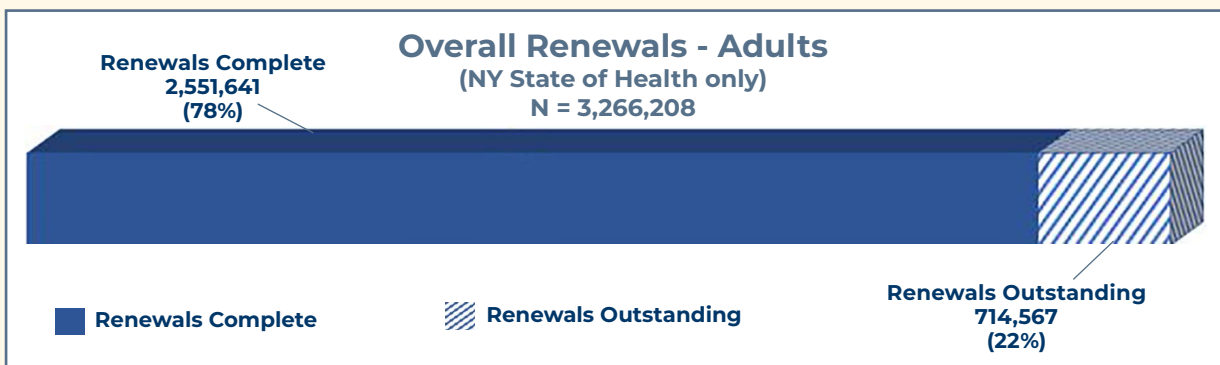
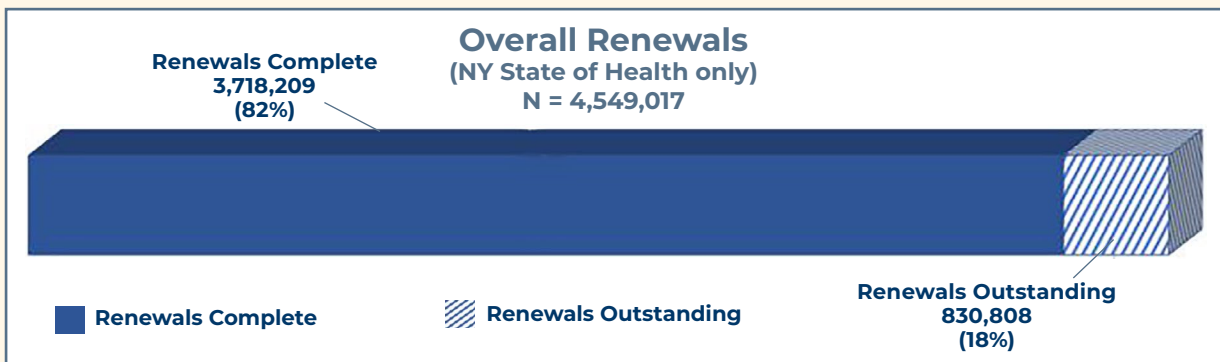
New York State began sending renewal notices in the early spring to enrollees in Medicaid, CHPlus, and EP with June 30, 2023 coverage end dates. This process will continue each month until every renewal cycle of enrollees, referred to as a cohort, has had their eligibility redetermined.

NOTE:

- Unless otherwise noted, data included in this report only includes individuals processed through the NY State of Health Marketplace. Due to limitations in data maintained in the Welfare Management System, individuals processed through LDSSs are not reflected here except for in the Renewal Tracking Section and the Transitions Section.
- Data in this document shows individuals, not households or cases.

PUBLIC HEALTH EMERGENCY PROGRESS IN NY STATE OF HEALTH

As of February, New York is over two thirds of the way through the public health emergency unwind. Between June 2023 and February 2024, **over 4.5 million** renewals have been initiated through NY State of Health. Overall, 82% have been renewed, including 78% of adults and 91% of children. To support unwind progress and keep New Yorkers enrolled in coverage, New York has leveraged available federal flexibilities and implemented a robust outreach and education campaign to ensure as many enrollees as possible renew. New York is ranked among the **top five highest performing states** in keeping families and children enrolled in Medicaid and Children's Health Insurance Program coverage. For more information, please see our recent [press release](#).



PHE UNWIND - February Renewal Tracking

February 2024 Cohort

Total renewed:(N= 485,288)

Total renewed: 79%

PHE Unwind - February Renewal Tracking

■ Renewal Cohort ■ Renewal Complete

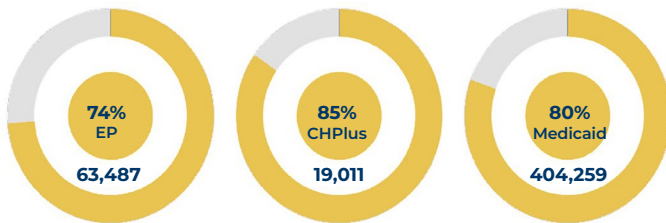
LDSS 60,308
Downstate 56,113

LDSS 40,705
Rest of State 21,414

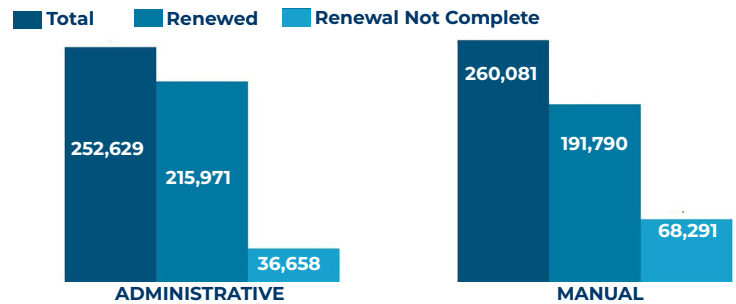
NY State of Health 512,710
407,761

TOTAL 613,723
485,288

Renewal Completed by Program (%) NY State of Health and LDSS Data



NY State of Health Renewal Type (Administrative vs Manual)



NOTE:

- Administrative renewal, also known as “ex parte” renewal, refers to the process of using available data sources to confirm eligibility without the enrollee needing to take any action. Manual renewal enrollees must update their application to stay enrolled in coverage.
- EP: Essential Plan, New York’s Basic Health Program
- CHPlus: Child Health Plus, New York’s Children’s Health Insurance Program

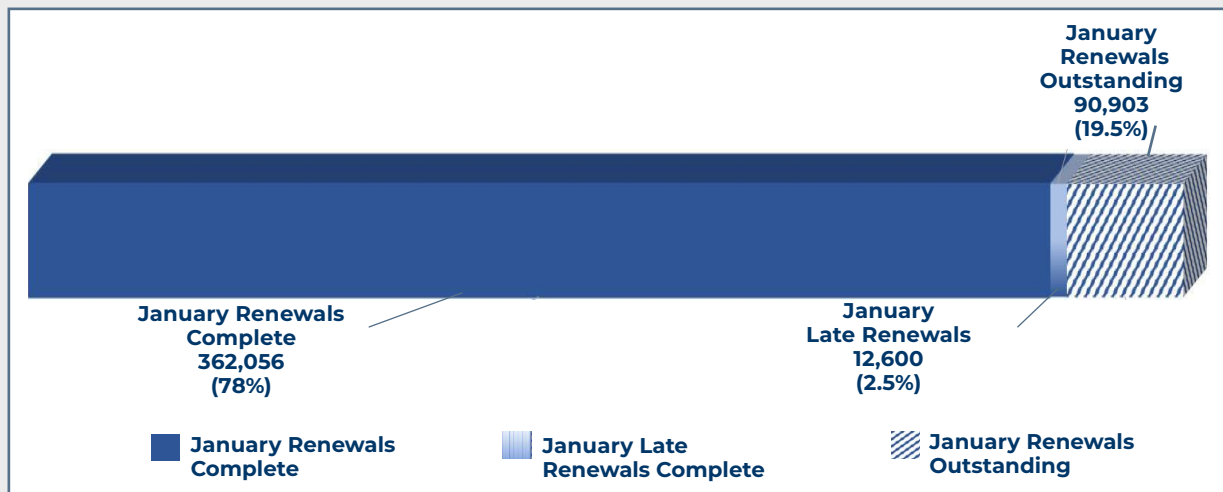
RENEWAL TRACKING

The total number of individuals up for renewal in the February 2024 Cohort across NY State of Health and the LDSSs is 613,723, of which 485,288 have successfully renewed and 128,435 are still outstanding (meaning that individuals have not yet returned or enrolled with a health plan). Because New York permits late renewal through March 31, 2024 for the February 2024 Cohort, the total number of individuals in this cohort completing their renewal is expected to increase through the end of February.

JANUARY RENEWAL TRACKING LOOKBACK

This section highlights the final renewal outcomes for the January 2024 Cohort. As New York permits late renewal, eligible individuals were able to come back to make changes to their insurance status until February, 2024.

January Renewal Lookback (NY State of Health only) N=465,559



Customer Service Center February 2024

Type	Total
Calls Received	666,533
Call Center Wait Time	3m 18s
Abandoned Call Rate	11.7%

CALL CENTER METRICS

Individuals seeking assistance may reach out through the Marketplace Customer Service Center. To the left are key metrics we are tracking to ensure consumers are able to get through to customer service on a timely basis.

TRANSITIONS

This section displays the number of individuals who remained in their prior program or enrolled in other programs within the Marketplace or LDSSs, where the data are available. Additional information on the eligibility levels for each program is available in the Appendix on page 15.

Data reflects enrollment changes within New York State public programs; this data does not reflect individuals who transition to Employer Sponsored Insurance (ESI) or other coverage outside of the Marketplace, have moved out of state, or are no longer seeking coverage in New York for some other reason.

February 2024 Cohort (NY State of Health and LDSS data)

Program Transitions for those Completing Renewals (N= 485,288)

Program Type (prior to renewal)	Program Type (post-renewal)							Total
	CHPlus	Essential Plan	Medicaid	QHP APTC without CSR	QHP APTC with CSR	QHP Full Pay	Ineligible	
CHPlus (19,011)	87%	0%	12%	0%	0%	0%	1%	100%
Essential Plan (63,487)	0%	71%	20%	4%	3%	0%	2%	100%
Medicaid (402,790)	5%	9%	83%	<1%	<1%	<1%	3%	100%

NOTE:

- “Program prior to renewal” is the program an individual was enrolled in prior to unwind and “Program post renewal” is the program in which the individual is enrolled after renewal.
- Acronyms:
 - o QHP: Qualified Health Plan
 - o APTC: Advance Premium Tax Credit
 - o CSR: Cost Sharing Reduction
 - o CHPlus: Child Health Plus
- The Essential Plan is New York’s Basic Health Program

DEMOGRAPHICS

This section provides a view of the most current renewal cohort by various demographics, including race and ethnicity, age, region, county, and preferred written language. All demographic data represents individuals processed through the NY State of Health Marketplace only.

LANGUAGE DATA

Individuals enrolling through NY State of Health must select their preferred written language on their application. The application data informs which language members receive their notices in, and NY State of Health’s overall language access strategy, which includes enrollment assistors who offer assistance in nearly 60 languages. NY State of Health’s Customer Service Center is able to provide assistance in any language, and NY State of Health has consumer education materials in 26 languages.

February 2024 Cohort (NY State of Health only)					
Written Language	Renewal Complete	% Renewal Complete	Written Language	Renewal Complete	% Renewal Complete
Albanian	78	78%	Korean	952	86%
Arabic	428	83%	Nepali	48	76%
Bengali	287	84%	Polish	164	85%
Burmese	97	76%	Russian	3,816	82%
Chinese	16,909	90%	Somali	42	91%
English	296,184	77%	Spanish	87,250	86%
French	502	80%	Swahili	13	52%
French Creole	67	78%	Tagalog	9	100%
Greek	23	96%	Tigrinya	N/A	N/A
Haitian Creole	444	78%	Traditional Chinese	89	92%
Hindi	42	79%	TWI	4	67%
Italian	51	80%	Urdu	58	74%
Japanese	42	86%	Vietnamese	64	88%
Karen	85	85%	Yiddish	13	87%
Total			407,761 80%		

NOTE: The percentage completion rates may be low due to the small size of the population of some languages.

February 2024 Cohort (NY State of Health only)

Race	Renewal Complete	% Renewal Complete
African	1,626	82%
American Indian/ Alaskan Native	1,850	70%
Asian Indian	9,042	77%
Bangladeshi	2,336	90%
Black/African American	51,021	74%
Burmese	89	87%
Chinese	25,520	89%
Filipino	1,437	75%
Guamanian/ Chamorro	217	89%
Haitian	966	81%
Jamaican	981	84%
Japanese	427	78%
Korean	2,310	79%
Middle Eastern/ North African	1,566	85%
Native Hawaiian	84	74%
Other	43,276	83%
Other Asian	13,350	81%
Other Pacific Islander	872	78%
Pakistani	403	86%
Samoan	54	71%
Taiwanese	37	86%
Unknown	147,694	80%
Vietnamese	691	80%
White	116,966	78%
Total*	422,815	80%

RACE AND ETHNICITY DATA

NY State of Health enrollees have the option of selecting their race, ethnicity, or both.

February 2024 Cohort (NY State of Health only)

Hispanic	Renewal Complete	% Renewal Complete
Yes	116,748	81%
No	222,791	78%
Unknown	68,222	80%
Total	407,761	80%

*** NOTE:** Individuals are able to select one or more race categories, including "Don't know" and "Choose not to answer," so some individuals may be counted in more than one category.

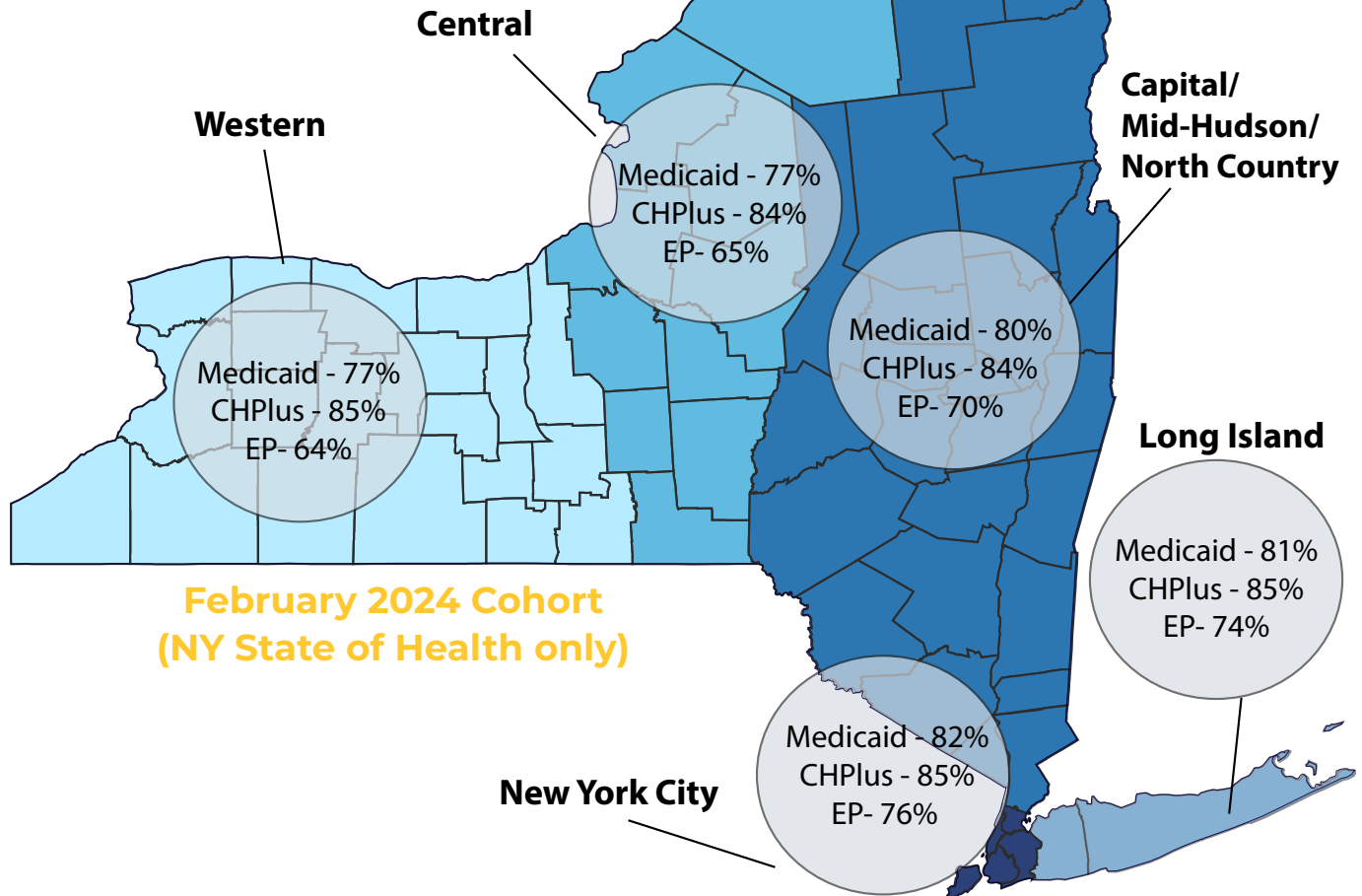
AGE DATA

Renewal outcomes are broken down by age in the tables shown here.

February 2024 Cohort (NY State of Health only)		
Age Group	Renewal Complete	Completion Rate
00-17	113,280	86%
18-25	51,958	76%
26-34	64,197	72%
35-44	65,532	78%
45-54	54,534	81%
55-64	51,582	84%
65+	6,678	66%
Total	407,761	80%

REGIONAL DATA

This map represents the percentage of enrollees in each region who have completed renewal by program for the most recent renewal cohort.



COUNTY DATA

This table demonstrates the number of individuals completing renewals by county for the most recent renewal cohort.

February 2024 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Albany	4,194	76%
Allegany	648	77%
Bronx	45,221	80%
Broome	3,026	78%
Cattaraugus	1,210	73%
Cayuga	1,165	75%
Chautauqua	1,996	77%
Chemung	1,272	75%
Chenango	790	79%
Clinton	1,010	73%
Columbia	992	79%
Cortland	780	76%
Delaware	680	78%
Dutchess	3,897	78%
Erie	14,227	76%
Essex	538	77%
Franklin	700	72%
Fulton	977	76%
Genesee	837	77%
Greene	738	79%
Hamilton	73	84%

COUNTY DATA

Continued

February 2024 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Herkimer	1,030	76%
Jefferson	1,765	78%
Kings	72,049	81%
Lewis	398	78%
Livingston	771	75%
Madison	847	73%
Monroe	11,677	75%
Montgomery	1,040	76%
Nassau	22,213	80%
New York	22,799	79%
Niagara	3,366	76%
Oneida	3,867	76%
Onondaga	6,905	75%
Ontario	1,296	77%
Orange	8,298	81%
Orleans	657	70%
Oswego	1,898	77%
Otsego	832	77%
Putnam	1,094	80%
Queens	75,666	82%
Rensselaer	2,023	76%

February 2024 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Richmond	9,793	81%
Rockland	9,109	85%
Saratoga	2,467	76%
Schenectady	2,934	77%
Schoharie	433	79%
Schuyler	273	76%
Seneca	430	76%
St. Lawrence	1,489	74%
Steuben	1,443	76%
Suffolk	27,229	80%
Sullivan	1,658	78%
Tioga	702	77%
Tompkins	1,068	76%
Ulster	2,867	79%
Warren	943	74%
Washington	1,077	81%
Wayne	1,372	77%
Westchester	16,205	80%
Wyoming	464	76%
Yates	343	79%
Total	407,761	80%

Submissions to Centers for Medicare and Medicaid Services

This section represents New York State data submitted to the Centers for Medicare and Medicaid Services (CMS), which includes both NY State of Health and LDSS data.

BASELINE REPORTING

The baseline report required by CMS is meant to serve as a starting point to track a state's pending eligibility and enrollment actions that the state will need to address when the state begins its unwinding period. New York was required to report summary data on pending applications, renewals, and fair hearings. States will report Medicaid and Children's Health Insurance Program (CHPlus) data in this report. As requested by CMS, this data does not include information regarding enrollees in the Essential Plan, New York's Basic Health Program. Data is not reported separately by program.

While baseline data was submitted in March, New York's first renewal cycle processing began for the June 2023 cohort.

BASELINE REPORTING

Continued

Application Processing	Baseline 3/31/23	Footnote
1. Total pending applications received between March 1, 2020 and the end of the month prior to New York's unwinding period (1a +1b)	0	
1a. Pending MAGI and other non-disability applications	0	
1b. Pending disability-related applications	0	
RENEWALS		
2. Total beneficiaries enrolled as of the end of the month prior to New York's unwinding period	6,839,140	Excludes EP
NEW YORK'S POLICY FOR COMPLETING RENEWALS		
3. New York's timeline for the renewal process	<p>NY State of Health: The expected monthly renewal period is 60 days.</p> <p>LDSS Rest of State: The expected monthly renewal period is 90 days.</p> <p>LDSS Downstate: The expected renewal period is 120 days.</p>	
MEDICAID FAIR HEARINGS		
4. Total number of Medicaid fair hearings pending more than 90 days at the end of the month prior to New York's unwinding period	7,892	Represents MA Fair hearing cases pending more than 90 days

NOTE: MAGI: Modified Adjusted Gross Income

FEBRUARY

MONTHLY REPORTING

The monthly report is designed to support CMS in tracking the state's progress in addressing pending eligibility and enrollment actions when the state's unwinding period begins. New York is required to report summary data on pending and completed applications and renewals and pending fair hearings. States will report Medicaid and CHIP data, but not Basic Health Program (Essential Plan) data, in this report. Data is not reported separately by program.

Application Processing	Submission 3/12/24 (data as of 2/29/24)	Footnote
1. Total pending applications received between March 1, 2020 and the end of the month prior to New York's unwinding period (1a+1b)	0	
1a. Total MAGI and other non-disability applications (2a+3a)	0	
1b. Total disability-related applications (2b+3b)	0	
2. Of those applications included in Monthly Metric 1, the total number of applications completed as of the last day of the reporting period (2a+2b)	0	
2a. Completed MAGI and other non-disability related applications as of the last day of the reporting period	0	
2b. Completed disability-related applications as of the last day of the reporting period	0	
3. Of those applications included in Monthly Metric 1, the total number of applications that remain pending as of the last day of the reporting period (3a+3b)	0	
3a. Pending MAGI and other non-disability applications as of the last day of the reporting period	0	
3b. Pending disability-related applications as of the last day of the reporting period	0	

NOTE: MAGI: Modified Adjusted Gross Income

FEBRUARY

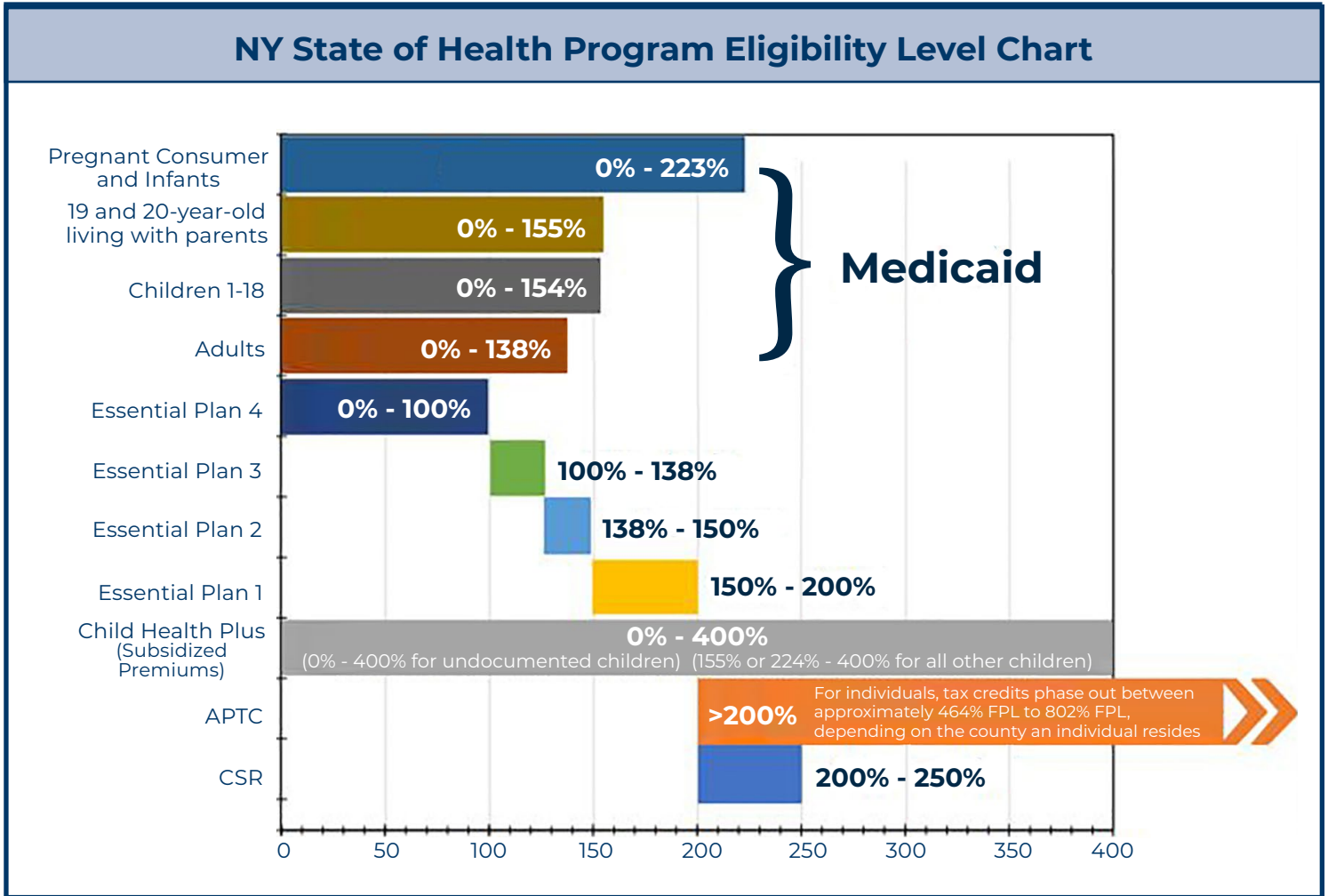
MONTHLY REPORTING

Continued

RENEWALS INITIATED		
4. Total beneficiaries for whom a renewal was initiated in the reporting period	546,224	Reflects beneficiaries initiated during February 2024. Excludes Essential Plan.
RENEWALS AND OUTCOMES		
5. Total beneficiaries due for renewal in the reporting period (5a+5b+5c+5d)	527,727	Excludes Essential Plan
5a. Of the beneficiaries included in Metric 5, the number renewed and retained in Medicaid or CHIPus (those who remained enrolled) [5a(1)+5a(2)]	377,777	Excludes individuals who are now enrolled in a Qualified Health Plan or Essential Plan
5a(1) Number of beneficiaries renewed on an ex parte basis	247,045	
5a(2) Number of beneficiaries renewed using a pre-populated renewal form	130,732	Includes beneficiaries extended as part of the mitigation plan for the LDSS and NYSOH
5b. Of the beneficiaries included in Metric 5, the number determined ineligible for Medicaid or CHIP (and transferred to Marketplace)	84,865	
5c. Of the beneficiaries included in Metric 5, the number terminated for procedural reasons (i.e. failure to respond)	50,306	
5d. Of the beneficiaries included in Metric 5, the number whose renewal was not completed	14,779	Beneficiaries are still being extended manually as part of the mitigation plan
6. Month in which renewals due in the reporting month were initiated	November and December 2023 and January 2024	*Renewals due during February 2024 were initiated in November and December 2023 and January 2024.
7. Number of beneficiaries due for renewal since the beginning of New York's unwinding period whose renewal has not yet been completed	54,203	Beneficiaries are still being extended manually as part of the mitigation plan
MEDICAID FAIR HEARINGS		
8. Total number of Medicaid fair hearings pending more than 90 days at the end of the reporting period	8,067	Represents MA Fair Hearing cases pending more than 90 days

NOTE: MAGI: Modified Adjusted Gross Income

APPENDIX



NOTE:

- Consumers age 65 and older, who are not parent/caretaker relatives and are ineligible for Medicare and Medicaid, may be eligible for PTC and CSR starting at 100% FPL.
- Parent/caretaker relatives age 65 and older who are not enrolled in Medicare and are ineligible for Medicaid due to being above the Medicaid income threshold, may be eligible for PTC and CSR starting at 138% FPL.