



SNAPSHOT

As of January 31, 2024, overall 78% (447,460) of the 575,836 individuals included in the January 2024 Cohort have renewed their coverage across NY State of Health (78%) and the Local Departments of Social Services (LDSS) (77%). This includes individuals enrolled in Medicaid, Child Health Plus, and Essential Plan with January 31st renewal dates.



Data within this report reflects renewal status, demographics, and program transitions for individuals in the January 2024 Cohort as of January 31, 2024.



Because New York permits late renewal, data in this report does not provide final outcomes for the January 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

January 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."

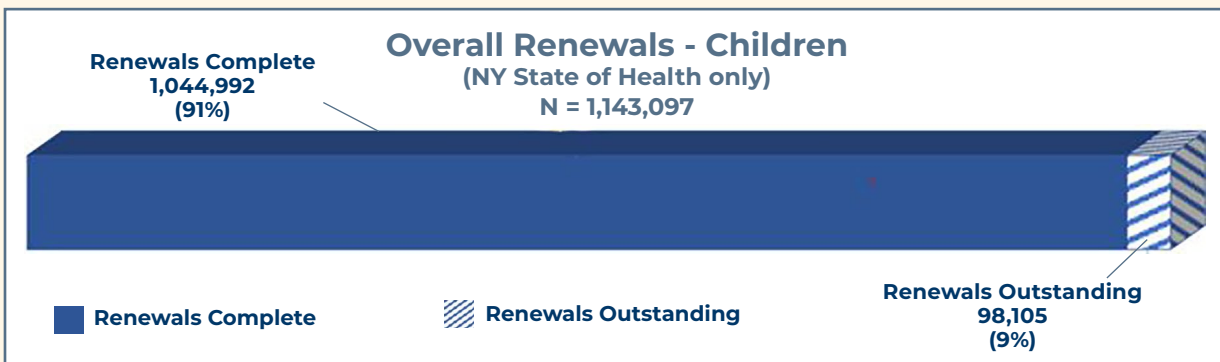
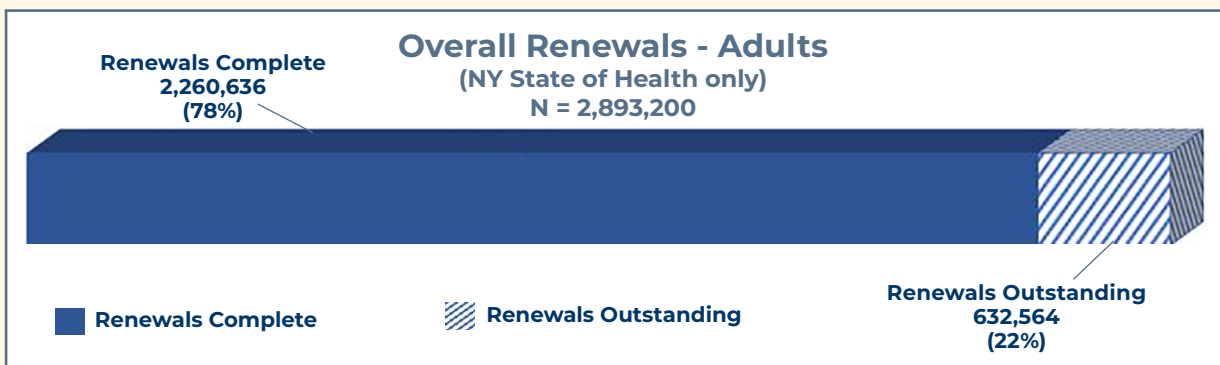
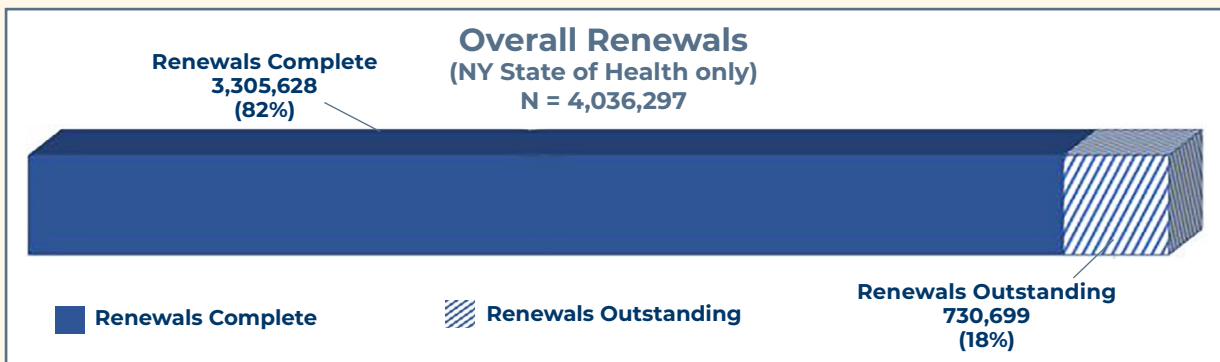
New York State began sending renewal notices in the early spring to enrollees in Medicaid, CHPlus, and EP with June 30, 2023 coverage end dates. This process will continue each month until every renewal cycle of enrollees, referred to as a cohort, has had their eligibility redetermined.

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 January, New York is two thirds of the way through the public health emergency unwind. Between June 2023 and January 2024, **over 4 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 - January Renewal Tracking

January 2024 Cohort

Total renewed:(N= 447,460)

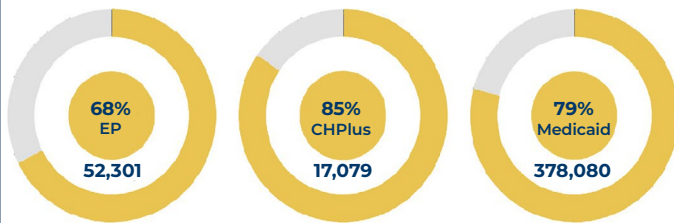
Total renewed: 78%

PHE Unwind - January Renewal Tracking

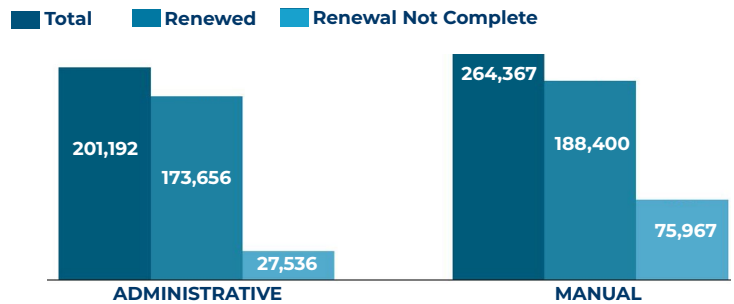
■ Renewal Cohort ■ Renewal Complete



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

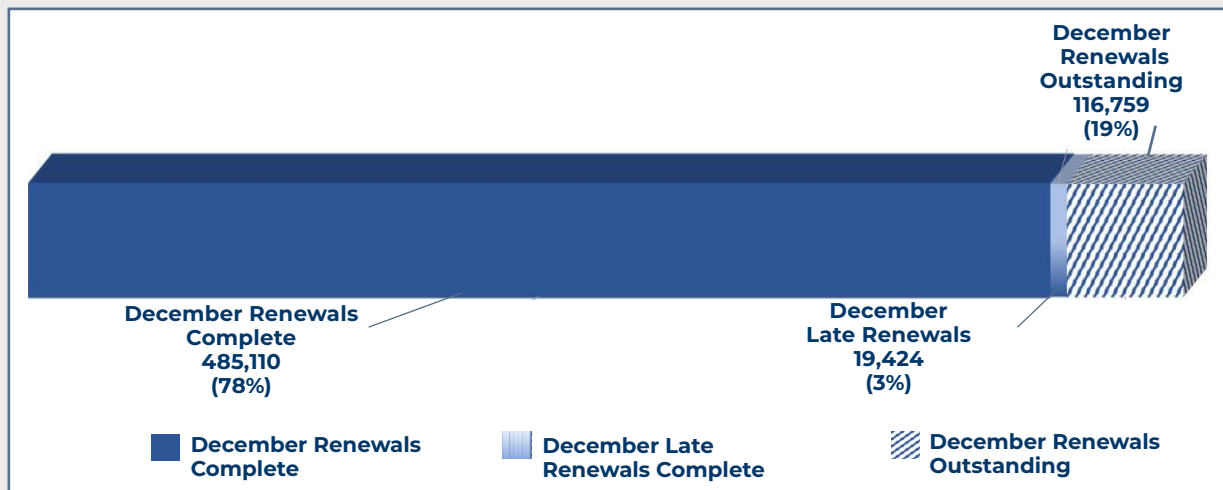
RENEWAL TRACKING

The total number of individuals up for renewal in the January 2024 Cohort across NY State of Health and the LDSSs is 575,836, of which 447,460 have successfully renewed and 128,376 are still outstanding (meaning that individuals have not yet returned or enrolled with a health plan). Because New York permits late renewal through February 28, 2024 for the January 2024 Cohort, the total number of individuals in this cohort completing their renewal is expected to increase through the end of February.

DECEMBER RENEWAL TRACKING LOOKBACK

This section highlights the final renewal outcomes for the December 2023 Cohort. As New York permits late renewal, eligible individuals were able to come back to make changes to their insurance status until January 31, 2024.

December Renewal Lookback (NY State of Health only) N=621,293



Customer Service Center January 2024

Type	Total
Calls Received	718,252
Call Center Wait Time	3m 05s
Abandoned Call Rate	10.7%

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.

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

Program Transitions for those Completing Renewals (N= 447,460)

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 (17,079)	88%	0%	11%	0%	0%	0%	1%	100%
Essential Plan (52,301)	0%	68%	22%	4%	4%	<1%	1%	100%
Medicaid (378,080)	4%	8%	85%	<1%	<1%	<1%	2%	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.

January 2024 Cohort (NY State of Health only)					
Written Language	Renewal Complete	% Renewal Complete	Written Language	Renewal Complete	% Renewal Complete
Albanian	73	78%	Korean	803	78%
Arabic	348	75%	Nepali	51	77%
Bengali	251	84%	Polish	108	78%
Burmese	115	75%	Russian	3,349	79%
Chinese	14,893	88%	Somali	4	57%
English	266,255	76%	Spanish	74,474	81%
French	463	69%	Swahili	20	87%
French Creole	74	69%	Tagalog	4	57%
Greek	26	84%	Tigrinya	3	100%
Haitian Creole	322	70%	Traditional Chinese	75	91%
Hindi	53	78%	TWI	3	100%
Italian	49	75%	Urdu	52	75%
Japanese	48	81%	Vietnamese	68	84%
Karen	41	87%	Yiddish	31	86%
Total			362,056 78%		

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

January 2024 Cohort (NY State of Health only)

Race	Renewal Complete	% Renewal Complete
African	1,273	70%
American Indian/ Alaskan Native	1,558	69%
Asian Indian	8,076	76%
Bangladeshi	1,774	86%
Black/African American	44,657	73%
Burmese	61	80%
Chinese	21,736	87%
Filipino	1,396	74%
Guamanian/ Chamorro	189	79%
Haitian	618	71%
Jamaican	834	75%
Japanese	361	74%
Korean	1,934	78%
Middle Eastern/ North African	1,313	78%
Native Hawaiian	61	64%
Other	35,792	79%
Other Asian	11,045	77%
Other Pacific Islander	673	75%
Pakistani	369	85%
Samoan	62	81%
Taiwanese	35	76%
Unknown	130,430	78%
Vietnamese	619	79%
White	106,374	78%
Total*	371,240	78%

RACE AND ETHNICITY DATA

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

January 2024 Cohort (NY State of Health only)

Hispanic	Renewal Complete	% Renewal Complete
Yes	100,458	78%
No	198,138	77%
Unknown	63,460	79%
Total	362,056	78%

*** 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.

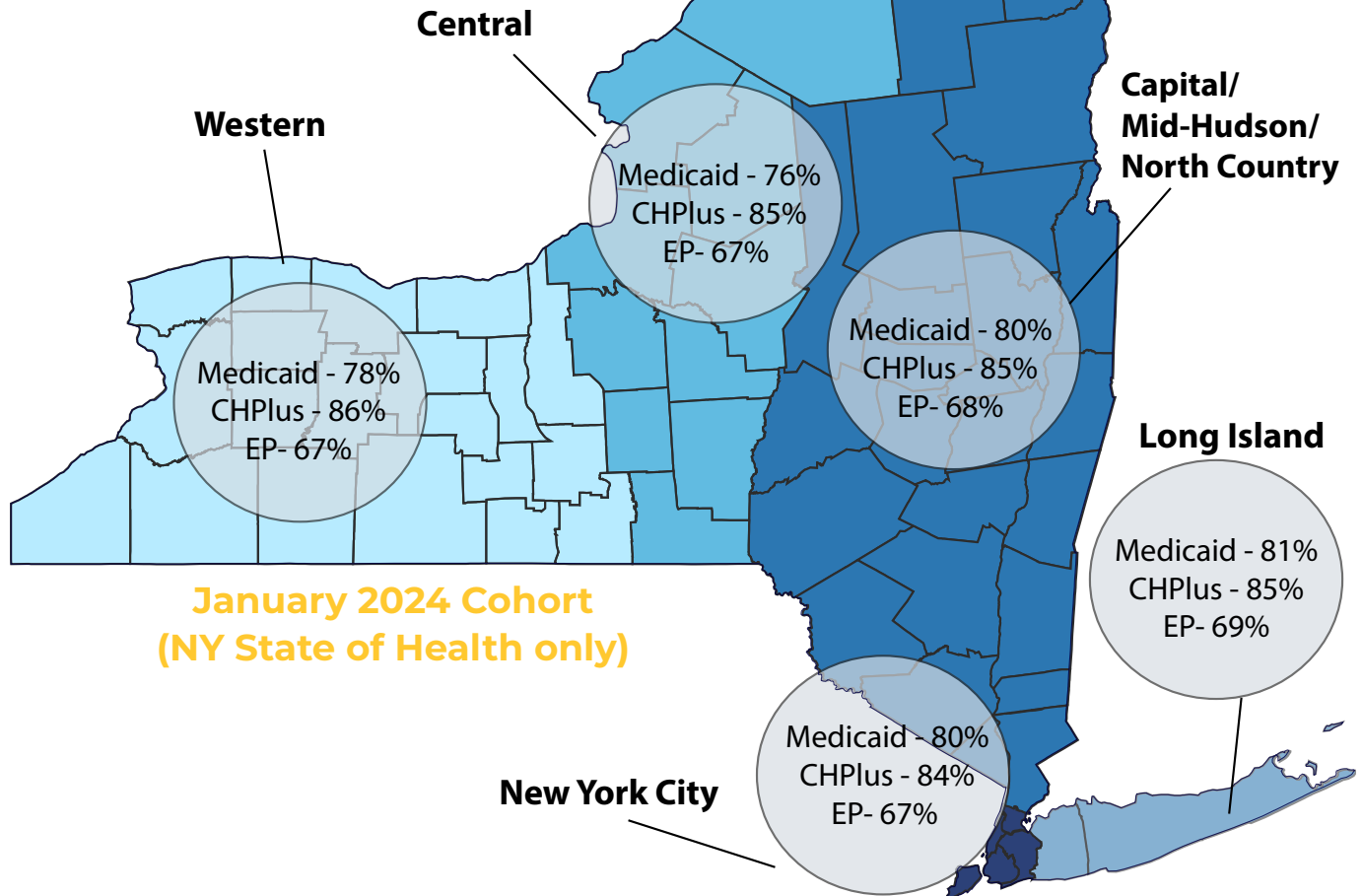
AGE DATA

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

January 2024 Cohort (NY State of Health only)		
Age Group	Renewal Complete	Completion Rate
00-17	105,525	84%
18-25	46,358	72%
26-34	57,937	71%
35-44	56,998	76%
45-54	45,896	79%
55-64	43,323	83%
65+	6,019	63%
Total	362,056	78%

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.

January 2024 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Albany	3,869	76%
Allegany	611	78%
Bronx	38,374	77%
Broome	2,751	75%
Cattaraugus	1,165	77%
Cayuga	1,009	77%
Chautauqua	2,069	79%
Chemung	1,206	76%
Chenango	732	75%
Clinton	968	76%
Columbia	843	77%
Cortland	656	77%
Delaware	595	79%
Dutchess	3,654	77%
Erie	12,875	77%
Essex	463	75%
Franklin	597	74%
Fulton	926	77%
Genesee	713	77%
Greene	660	76%
Hamilton	44	76%

COUNTY DATA

Continued

January 2024 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Herkimer	952	75%
Jefferson	1,474	77%
Kings	64,802	78%
Lewis	451	77%
Livingston	756	79%
Madison	795	76%
Monroe	11,086	75%
Montgomery	842	75%
Nassau	19,561	78%
New York	19,747	75%
Niagara	2,981	76%
Oneida	3,757	78%
Onondaga	6,327	73%
Ontario	1,243	75%
Orange	7,627	81%
Orleans	670	76%
Oswego	1,840	75%
Otsego	752	77%
Putnam	1,065	82%
Queens	64,482	78%
Rensselaer	1,971	76%

January 2024 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Richmond	8,748	79%
Rockland	8,595	84%
Saratoga	2,109	75%
Schenectady	2,576	77%
Schoharie	488	80%
Schuyler	240	71%
Seneca	454	73%
St. Lawrence	1,374	74%
Steuben	1,448	80%
Suffolk	24,091	79%
Sullivan	1,724	81%
Tioga	607	77%
Tompkins	942	76%
Ulster	2,510	79%
Warren	930	76%
Washington	970	78%
Wayne	1,255	75%
Westchester	14,250	79%
Wyoming	460	76%
Yates	324	80%
Total	362,056	78%

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

JANUARY

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 2/12/24 (data as of 1/31/24)	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

JANUARY

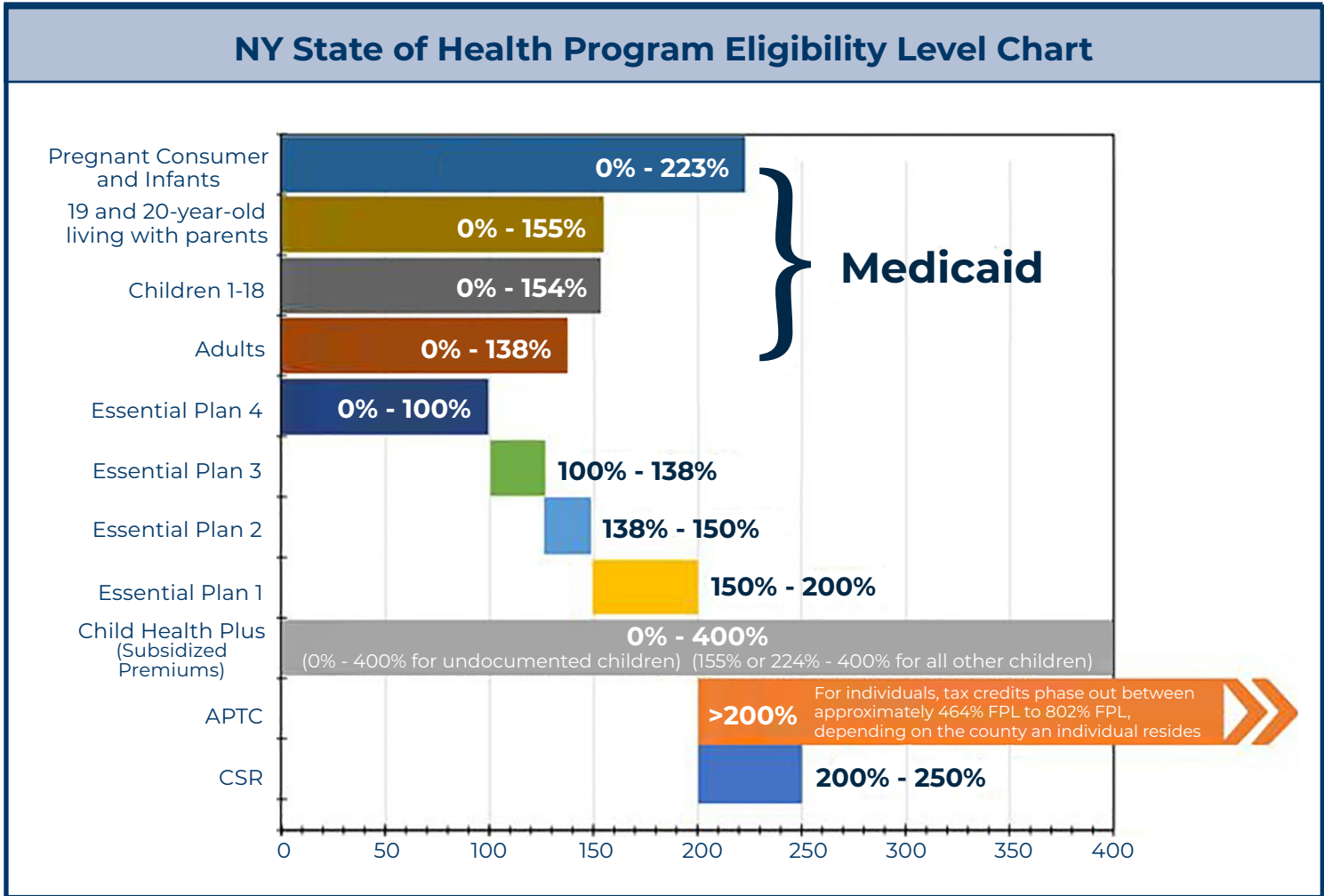
MONTHLY REPORTING

Continued

RENEWALS INITIATED		
4. Total beneficiaries for whom a renewal was initiated in the reporting period	537,158	Reflects beneficiaries initiated during January 2024. Excludes Essential Plan.
RENEWALS AND OUTCOMES		
5. Total beneficiaries due for renewal in the reporting period (5a+5b+5c+5d)	498,441	Excludes Essential Plan
5a. Of the beneficiaries included in Metric 5, the number renewed and retained in Medicaid or CHPlus (those who remained enrolled) [5a(1)+5a(2)]	354,758	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	213,865	
5a(2) Number of beneficiaries renewed using a pre-populated renewal form	140,887	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)	66,916	
5c. Of the beneficiaries included in Metric 5, the number terminated for procedural reasons (i.e. failure to respond)	59,595	
5d. Of the beneficiaries included in Metric 5, the number whose renewal was not completed	17,178	Beneficiaries are still being extended manually as part of the mitigation plan
6. Month in which renewals due in the reporting month were initiated	October, November & December 2023	*Renewals due during January 2024 were initiated in October, November and December 2023
7. Number of beneficiaries due for renewal since the beginning of New York's unwinding period whose renewal has not yet been completed	55,771	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	7,772	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.