



SNAPSHOT

As of July 31, 2023, overall 69% (422,088) of the 613,685 individuals included in the July 2023 Cohort have renewed their coverage across NY State of Health (68%) and the Local Departments of Social Services (LDSS) (73%). This includes individuals enrolled in Medicaid, Child Health Plus and Essential Plan with July 31st renewal dates.



Data within this report reflects renewal status, demographics, and program transitions for individuals in the July 2023 Cohort as of July 31, 2023.



Because New York permits late renewal, data in this report does not provide final outcomes for the July 2023 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

JULY 2023

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.

PHE UNWIND - July Renewal Tracking

Data as of July 31, 2023

Total renewed:(N= 422,088)

Total renewed: 69%

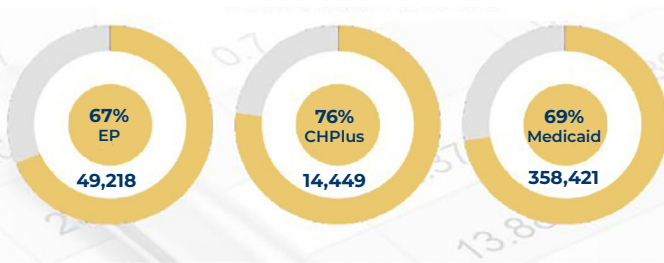
PHE Unwind - July Renewal Tracking

■ Renewal Cohort ■ Renewal Complete

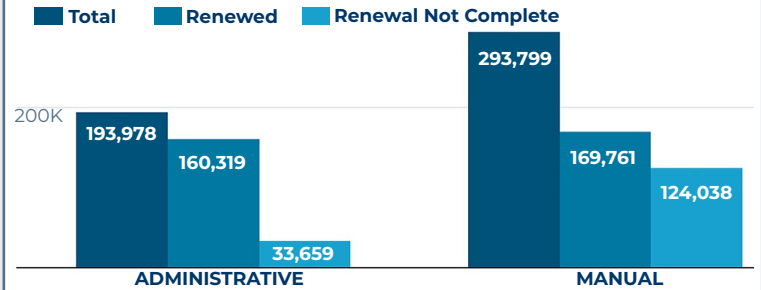


* Approximately 25,000 enrollees are not reflected in 'renewal complete' because their coverage has been extended as part of NY's mitigation plan.

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

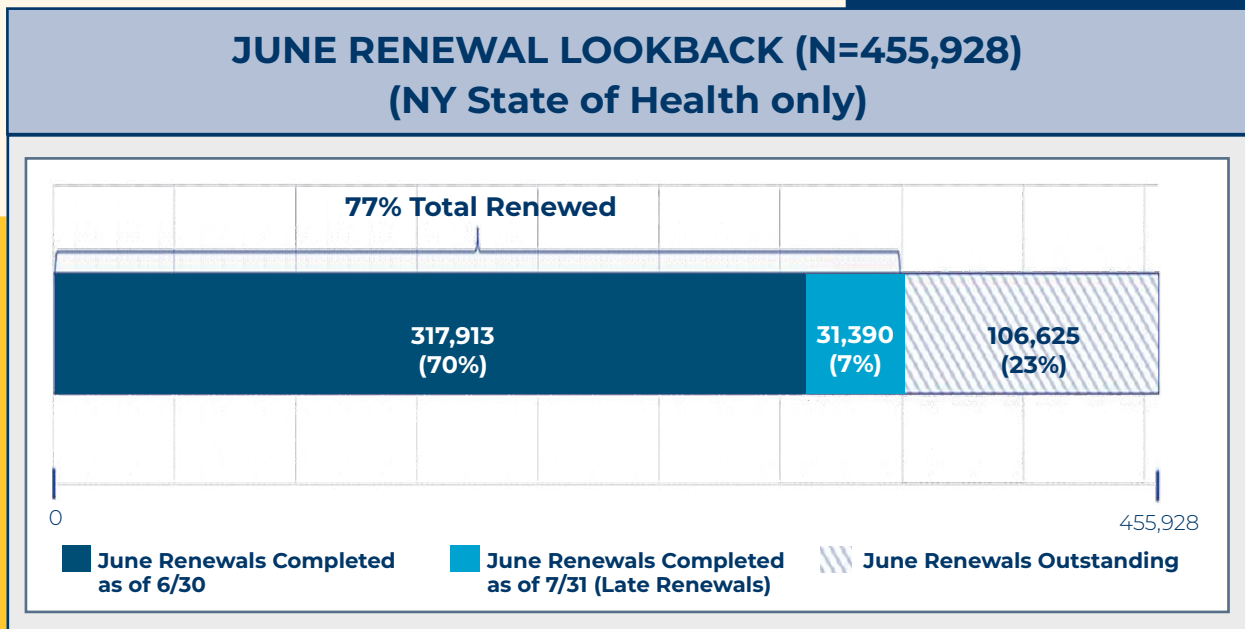
RENEWAL TRACKING

The total number of individuals up for renewal in the July 2023 Cohort across NY State of Health and the LDSSs is 613,685. As of July 31, 2023 422,088 have successfully renewed and 191,597 are still outstanding (meaning that individuals have not yet returned or enrolled with a health plan).

Because New York permits late renewal through August 31, 2023 for the July 2023 Cohort, the total number of individuals in this cohort completing their renewal is expected to increase through the end of August.

JUNE RENEWAL TRACKING LOOKBACK

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



NOTE: At this time, we are not able to show June Renewal Lookback data for LDSSs.

Customer Service Center July 2023

Type	Total
Call Received	613,206
Call Center Wait Time	17s
Abandoned Call Rate	0.9%

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.

July 2023 Cohort (NY State of Health and LDSS data)

Program Transitions for those Completing Renewals (N= 422,088)

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	
CHPlus (14,449)	86%	0%	14%	0%	0%	0%	100%
Essential Plan (49,218)	0%	72%	22%	4%	2%	0%	100%
Medicaid (358,421)	6%	10%	83%	1%	0%	0%	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, except for age which also includes LDSS data.

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.

July 2023 Cohort (NY State of Health only)					
Written Language	Renewal Complete	% Renewal Complete	Written Language	Renewal Complete	% Renewal Complete
Albanian	63	68%	Korean	698	77%
Arabic	253	67%	Nepali	33	70%
Bengali	241	84%	Polish	85	57%
Burmese	78	65%	Russian	3,253	72%
Chinese	15,004	86%	Somali	15	68%
English	243,741	67%	Spanish	65,413	67%
French	388	61%	Swahili	1	13%
French Creole	81	64%	Tagalog	6	75%
Greek	4	20%	Tigrinya	13	87%
Haitian Creole	331	64%	Traditional Chinese	63	80%
Hindi	32	58%	TWI	2	67%
Italian	27	44%	Urdu	49	75%
Japanese	36	65%	Vietnamese	61	76%
Karen	94	83%	Yiddish	15	48%
Total			330,080 68%		

July 2023 Cohort (NY State of Health only)

Race	Renewal Complete	% Renewal Complete
African	687	64%
American Indian/ Alaskan Native	1,418	61%
Asian Indian	7,984	71%
Bangladeshi	241	92%
Black/African American	44,511	66%
Burmese	2	67%
Chinese	20,981	84%
Filipino	1,224	67%
Guamanian/ Chamorro	162	63%
Haitian	388	62%
Jamaican	533	66%
Japanese	335	67%
Korean	1,869	73%
Middle Eastern/ North African	759	68%
Native Hawaiian	76	66%
Other	28,806	70%
Other Asian	11,431	74%
Other Pacific Islander	625	66%
Pakistani	30	86%
Samoan	66	81%
Taiwanese	2	50%
Unknown	122,913	63%
Vietnamese	880	71%
White	135,574	70%
Total*	381,497	68%

RACE AND ETHNICITY DATA

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

July 2023 Cohort (NY State of Health only)

Hispanic	Renewal Complete	% Renewal Complete
Yes	90,660	66%
No	186,341	71%
Unknown	53,079	60%
Total	330,080	68%

*** 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 for LDSS Downstate, LDSS Rest of State, and the NY State of Health Marketplace in the tables shown here. **Note that the 65+ population is part of the beneficiaries being extended as part of NY's mitigation plan.**

July 2023 Cohort LDSS Downstate

Age Group	Renewal Complete	Completion Rate
00-17	11,445	93%
18-25	2,417	79%
26-34	1,544	78%
35-44	2,423	85%
45-54	2,256	89%
55-64	4,101	94%
65+	32,036	99%
Total	56,222	95%

July 2023 Cohort LDSS Rest of State*

Age Group	Renewal Complete	Completion Rate
00-17	3,385	41%
18-25	1,481	43%
26-34	1,312	43%
35-44	1,821	48%
45-54	2,259	52%
55-64	4,849	57%
65+	20,679	56%
Total	35,786	52%

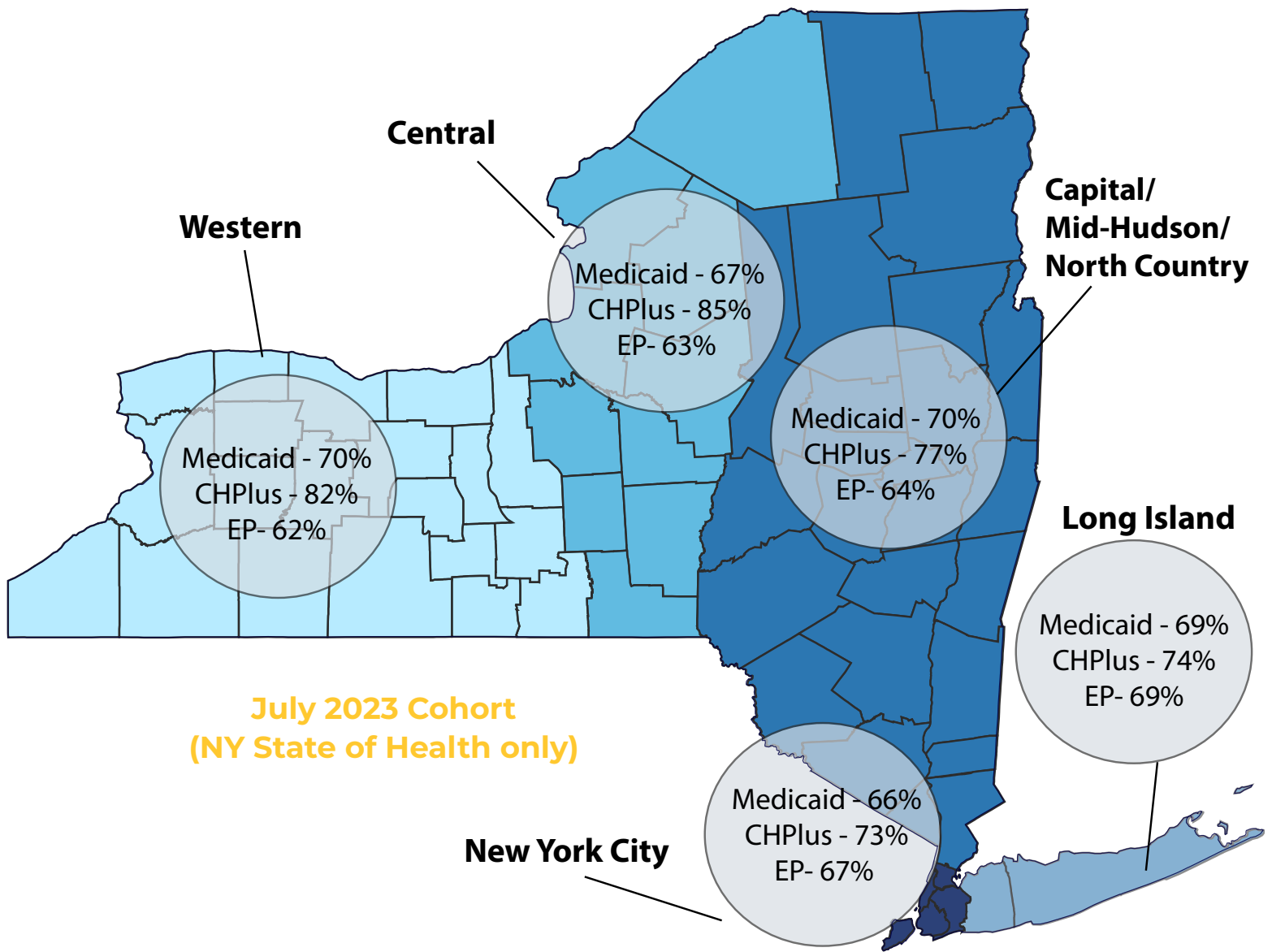
July 2023 Cohort NY State of Health

Age Group	Renewal Complete	Completion Rate
00-17	108,192	76%
18-25	44,050	59%
26-34	52,749	60%
35-44	49,302	64%
45-54	41,261	69%
55-64	34,509	74%
65+	17	40%
Total	330,080	68%

July 2023 Cohort ALL SYSTEMS

Age Group	Renewal Complete	Completion Rate
00-17	123,022	76%
18-25	47,948	60%
26-34	55,605	60%
35-44	53,546	64%
45-54	45,776	69%
55-64	43,459	73%
65+	52,732	76%
Total	422,088	69%

* Approximately 25,000 enrollees are not reflected in 'renewal complete' because their coverage has been extended as part of NY's mitigation plan.



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.

July 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Albany	3,303	67%
Allegany	655	75%
Bronx	35,426	64%
Broome	2,394	66%
Cattaraugus	1,018	66%
Cayuga	895	68%
Chautauqua	1,567	71%
Chemung	1,052	68%
Chenango	728	69%
Clinton	774	65%
Columbia	755	75%
Cortland	641	71%
Delaware	568	69%
Dutchess	3,313	69%
Erie	12,048	70%
Essex	341	66%
Franklin	574	64%
Fulton	798	67%
Genesee	640	67%
Greene	607	74%
Hamilton	32	70%

COUNTY DATA

Continued

July 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Herkimer	890	69%
Jefferson	1,375	70%
Kings	62,028	68%
Lewis	346	72%
Livingston	504	65%
Madison	812	70%
Monroe	9,115	68%
Montgomery	698	67%
Nassau	18,079	68%
New York	18,024	64%
Niagara	2,523	70%
Oneida	3,160	68%
Onondaga	5,552	67%
Ontario	1,066	68%
Orange	7,183	74%
Orleans	501	66%
Oswego	1,453	69%
Otsego	713	69%
Putnam	855	70%
Queens	58,540	67%
Rensselaer	1,585	68%

July 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Richmond	7,822	68%
Rockland	8,319	74%
Saratoga	1,839	66%
Schenectady	2,311	70%
Schoharie	365	71%
Schuyler	240	70%
Seneca	358	67%
St. Lawrence	1,089	63%
Steuben	1,273	69%
Suffolk	22,391	70%
Sullivan	1,522	73%
Tioga	604	68%
Tompkins	778	65%
Ulster	2,301	72%
Warren	742	70%
Washington	744	66%
Wayne	1,158	68%
Westchester	12,409	66%
Wyoming	441	75%
Yates	243	69%
Total	330,080	68%

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

* This number has been updated to reflect health care services related appeals in addition to eligibility-related appeals.

JULY

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 8/12/23 (data as of 7/31/23)	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. 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

JULY

MONTHLY REPORTING

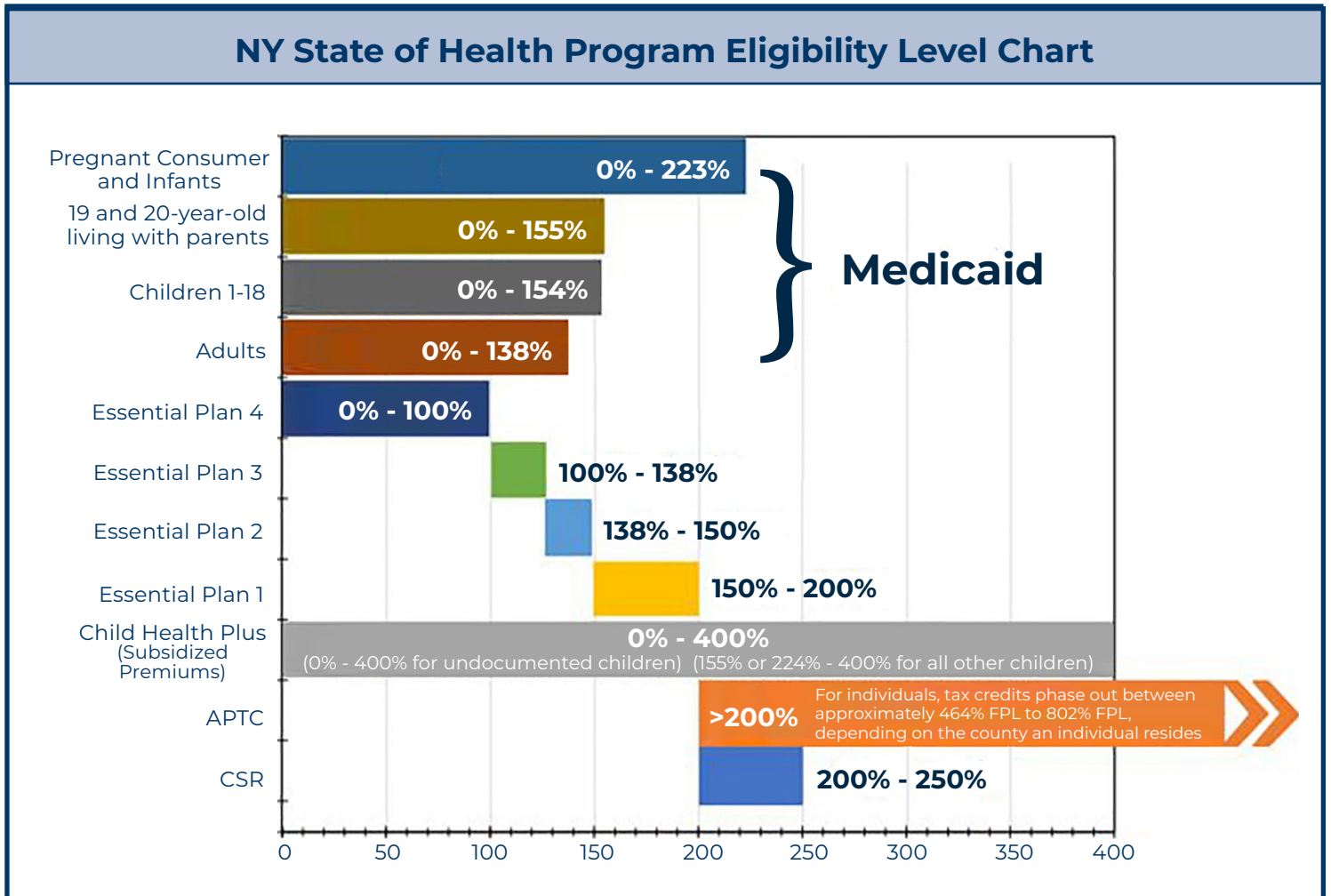
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RENEWALS INITIATED		
4. Total beneficiaries for whom a renewal was initiated in the reporting period	554,046	Reflects beneficiaries initiated during July 2023. Excludes Essential Plan.
RENEWALS AND OUTCOMES		
5. Total beneficiaries due for renewal in the reporting period (5a+5b+5c+5d)	540,118	Excludes Essential Plan
5a. Of the beneficiaries included in Metric 5, the number renewed and retained in Medicaid or CHIP (those who remained enrolled) [5a(1)+5a(2)]	335,846	
5a(1) Number of beneficiaries renewed on an ex parte basis	123,277	
5a(2) Number of beneficiaries renewed using a pre-populated renewal form	212,569	Includes beneficiaries extended as part of the mitigation plan
5b. Of the beneficiaries included in Metric 5, the number determined ineligible for Medicaid or CHIP (and transferred to Marketplace)	84,984	
5c. Of the beneficiaries included in Metric 5, the number terminated for procedural reasons (i.e. failure to respond)	94,086	
5d. Of the beneficiaries included in Metric 5, the number whose renewal was not completed	25,202	Beneficiaries are still being extended manually as part of the mitigation plan
6. Month in which renewals due in the reporting month were initiated	April, May and June 2023	Renewals due during July 2023 were initiated in April, May and June 2023
7. Number of beneficiaries due for renewal since the beginning of New York's unwinding period whose renewal has not yet been completed	28,483	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	7,295*	Represents MA Fair Hearing cases pending more than 90 days

NOTE: MAGI: Modified Adjusted Gross Income

*This number has been updated to reflect health care services related appeals in addition to eligibility-related appeals.

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.