



SNAPSHOT

As of September 30, 2023, overall 77% (459,463) of the 598,670 individuals included in the September 2023 Cohort have renewed their coverage across NY State of Health (77%) and the Local Departments of Social Services (LDSS) (77%). This includes individuals enrolled in Medicaid, Child Health Plus and Essential Plan with September 30 renewal dates.



Data within this report reflects renewal status, demographics, and program transitions for individuals in the September 2023 Cohort as of September 30, 2023.



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

September 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 - September Renewal Tracking

September 2023 Cohort

Total renewed:(N= 459,463)

Total renewed: 77%

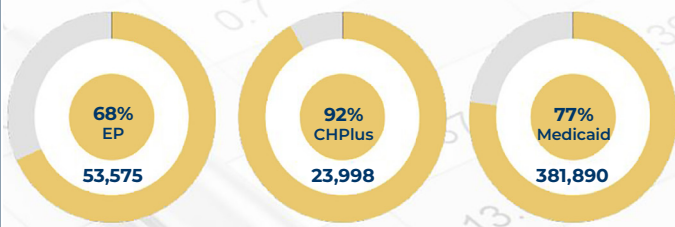
PHE Unwind - September Renewal Tracking

■ Renewal Cohort ■ Renewal Complete

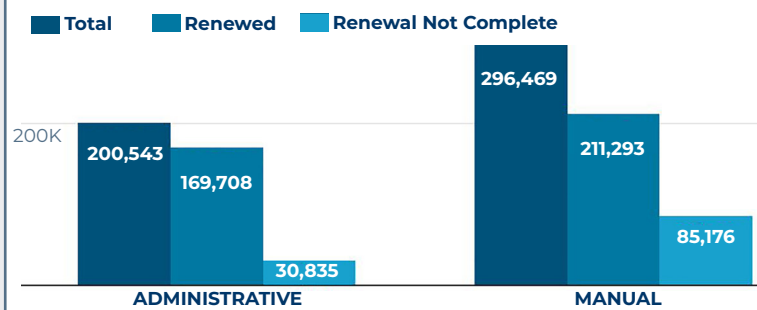


* Approximately 14,000 enrollees in the September Cohort are not reflected in 'renewal complete' because their coverage has been extended as part of NY's mitigation plan.

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



NY State of Health Renewal Type (Administrative vs Manual)



NOTE:

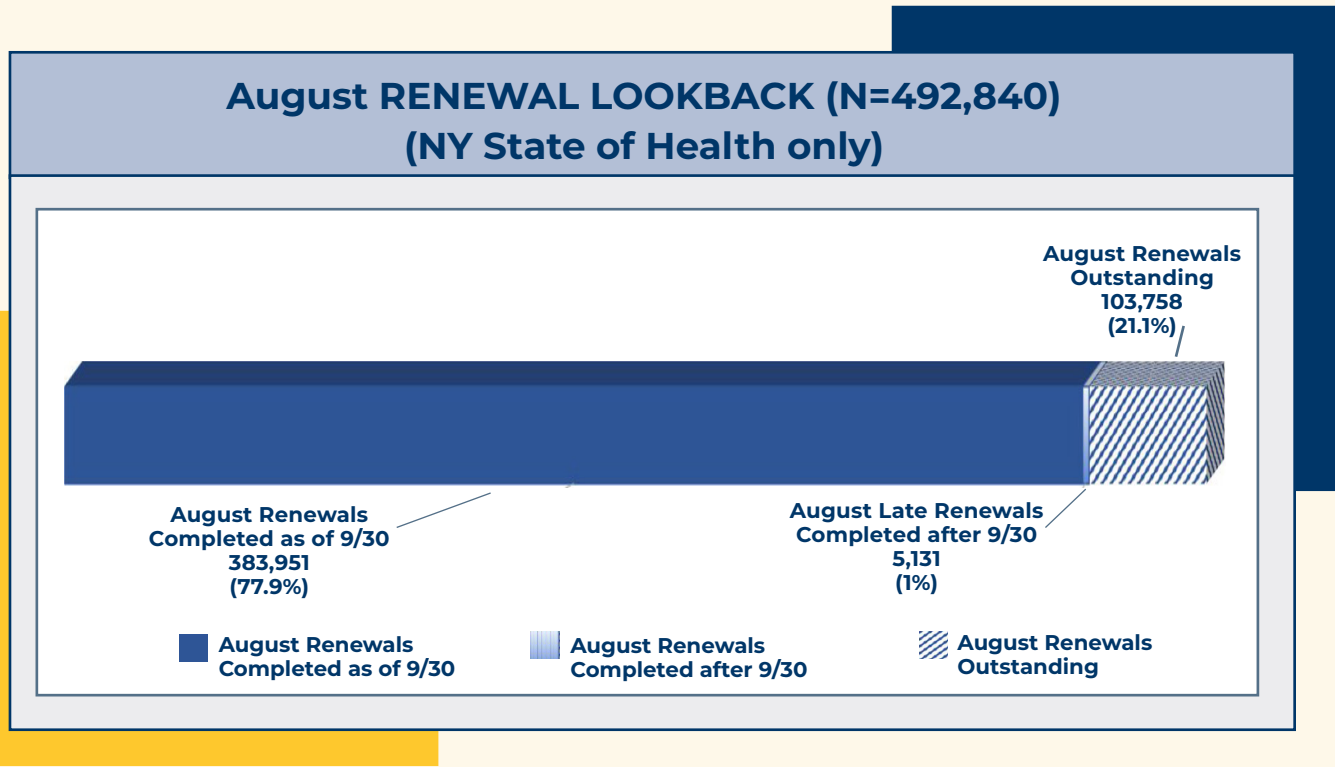
- Administrative renewal, also known as “ex parte” renewal, refers to the process of using available data sources to confirm eligibility without the enrollee needing to take any action. Manual renewal enrollees must update their application to stay enrolled in coverage.
- EP: Essential Plan, New York’s 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 September 2023 Cohort across NY State of Health and the LDSSs is 598,670 of which 459,463 have successfully renewed and 139,207 are still outstanding (meaning that individuals have not yet returned or enrolled with a health plan). Because New York permits late renewal through October 31, 2023 for the September 2023 Cohort, the total number of individuals in this cohort completing their renewal is expected to increase through the end of October.

AUGUST RENEWAL TRACKING LOOKBACK

This section highlights the final renewal outcomes for the August 2023 Cohort. This includes individuals enrolling through late renewal as well as those who were automatically extended as a result of a new federal directive from the Centers for Medicare and Medicaid Services (CMS) that a person's eligibility must be determined at the individual level rather than the household level.



Customer Service Center September 2023

Type	Total
Calls Received	541,050
Call Center Wait Time	18s
Abandoned Call Rate	1.0%

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 14.

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.

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

Program Transitions for those Completing Renewals (N= 459,463)

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 (23,998)	84%	0%	14%	<1%	<1%	<1%	1%	100%
Essential Plan (53,575)	0%	65%	21%	9%	3%	1%	1%	100%
Medicaid (381,890)	5%	8%	82%	2%	<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.

September 2023 Cohort (NY State of Health only)					
Written Language	Renewal Complete	% Renewal Complete	Written Language	Renewal Complete	% Renewal Complete
Albanian	60	76%	Korean	743	83%
Arabic	358	78%	Nepali	56	85%
Bengali	225	83%	Polish	100	66%
Burmese	143	75%	Russian	3,791	80%
Chinese	14,692	88%	Somali	9	56%
English	283,111	77%	Spanish	76,279	74%
French	425	72%	Swahili	22	71%
French Creole	90	68%	Tagalog	4	33%
Greek	11	65%	Tigrinya	6	100%
Haitian Creole	390	72%	Traditional Chinese	71	80%
Hindi	35	60%	TWI	1	33%
Italian	53	72%	Urdu	91	86%
Japanese	65	71%	Vietnamese	64	76%
Karen	96	91%	Yiddish	10	53%
Total			381,001 77%		

September 2023 Cohort (NY State of Health only)

Race	Renewal Complete	% Renewal Complete
African	962	71%
American Indian/ Alaskan Native	1,884	78%
Asian Indian	8,676	79%
Bangladeshi	1,291	89%
Black/African American	49,263	76%
Burmese	40	73%
Chinese	20,866	86%
Filipino	1,342	75%
Guamanian/ Chamorro	204	70%
Haitian	570	71%
Jamaican	652	69%
Japanese	409	75%
Korean	2,007	80%
Middle Eastern/ North African	1,029	82%
Native Hawaiian	84	76%
Other	33,773	77%
Other Asian	12,782	82%
Other Pacific Islander	790	76%
Pakistani	303	88%
Samoan	69	88%
Taiwanese	23	62%
Unknown	147,024	73%
Vietnamese	662	79%
White	109,764	80%
Total*	394,469	77%

RACE AND ETHNICITY DATA

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

September 2023 Cohort (NY State of Health only)

Hispanic	Renewal Complete	% Renewal Complete
Yes	102,252	74%
No	208,204	80%
Unknown	70,545	72%
Total	381,001	77%

*** 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.

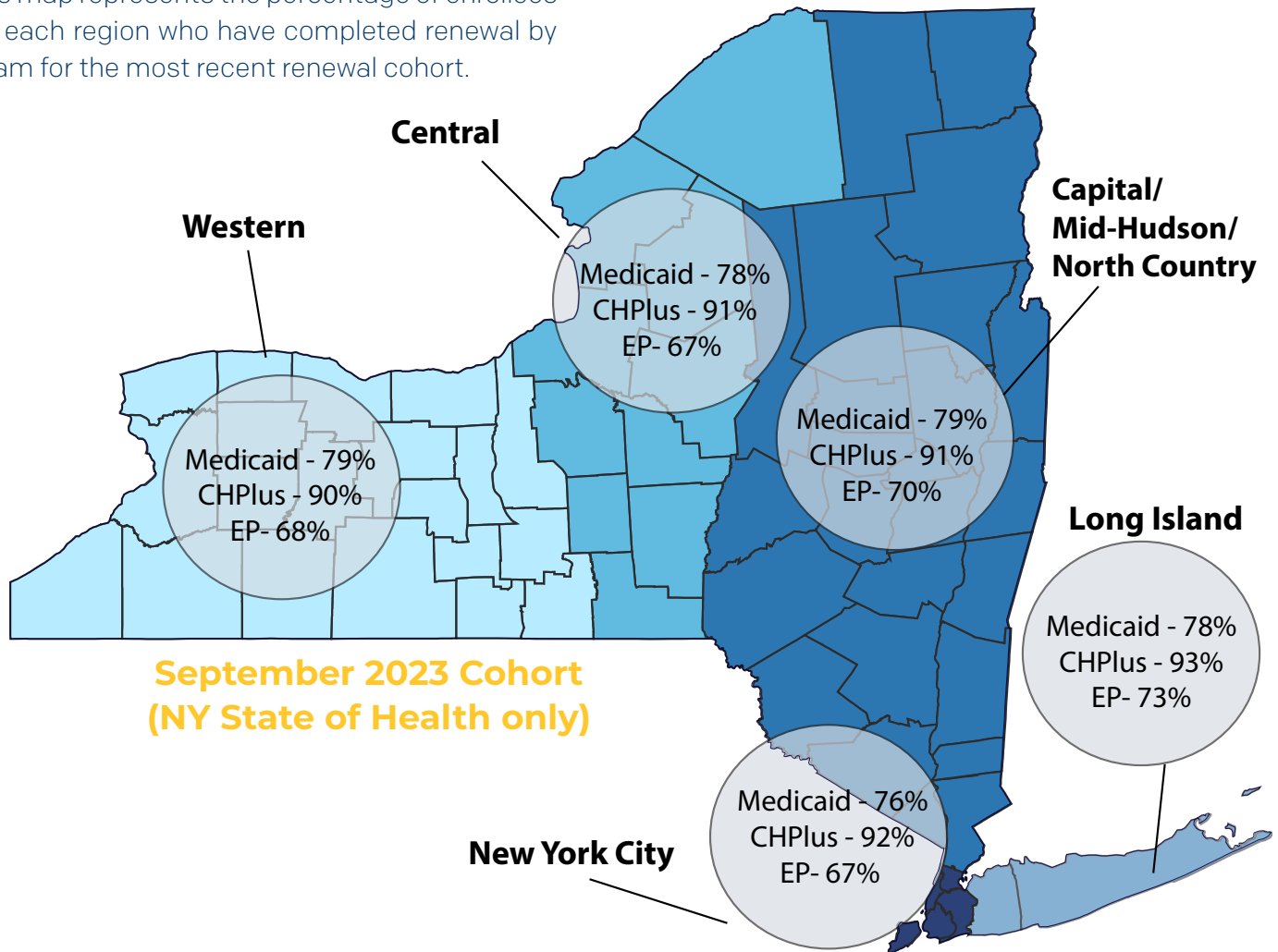
AGE DATA

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.

September 2023 Cohort NY State of Health		
Age Group	Renewal Complete	Completion Rate
00-17	126,060	90%
18-25	48,617	69%
26-34	56,708	66%
35-44	55,137	71%
45-54	45,375	75%
55-64	42,929	80%
65+	6,175	65%
Total	381,001	77%

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.

September 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Albany	3,978	76%
Allegany	747	81%
Bronx	40,615	73%
Broome	2,971	78%
Cattaraugus	1,218	82%
Cayuga	1,078	77%
Chautauqua	2,078	79%
Chemung	1,323	79%
Chenango	848	81%
Clinton	922	75%
Columbia	931	80%
Cortland	755	79%
Delaware	625	79%
Dutchess	3,715	79%
Erie	14,133	79%
Essex	488	78%
Franklin	733	81%
Fulton	1,117	83%
Genesee	846	79%
Greene	710	80%
Hamilton	57	77%

COUNTY DATA

Continued

September 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Herkimer	1,112	82%
Jefferson	1,576	77%
Kings	69,020	77%
Lewis	416	80%
Livingston	782	80%
Madison	899	81%
Monroe	11,221	76%
Montgomery	949	81%
Nassau	19,983	77%
New York	20,349	73%
Niagara	3,110	80%
Oneida	4,049	80%
Onondaga	6,962	77%
Ontario	1,233	79%
Orange	7,905	82%
Orleans	625	69%
Oswego	2,064	81%
Otsego	777	78%
Putnam	1,178	82%
Queens	67,228	75%
Rensselaer	1,886	78%

September 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Richmond	8,728	77%
Rockland	8,673	82%
Saratoga	2,504	80%
Schenectady	2,717	76%
Schoharie	437	80%
Schuyler	228	76%
Seneca	447	79%
St. Lawrence	1,449	80%
Steuben	1,472	80%
Suffolk	25,791	79%
Sullivan	1,711	85%
Tioga	758	81%
Tompkins	1,038	78%
Ulster	2,940	82%
Warren	977	82%
Washington	1,070	80%
Wayne	1,430	76%
Westchester	14,539	77%
Wyoming	566	84%
Yates	314	82%
Total	381,001	77%

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

SEPTEMBER

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 9/12/23 (data as of 8/31/23)	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

SEPTEMBER

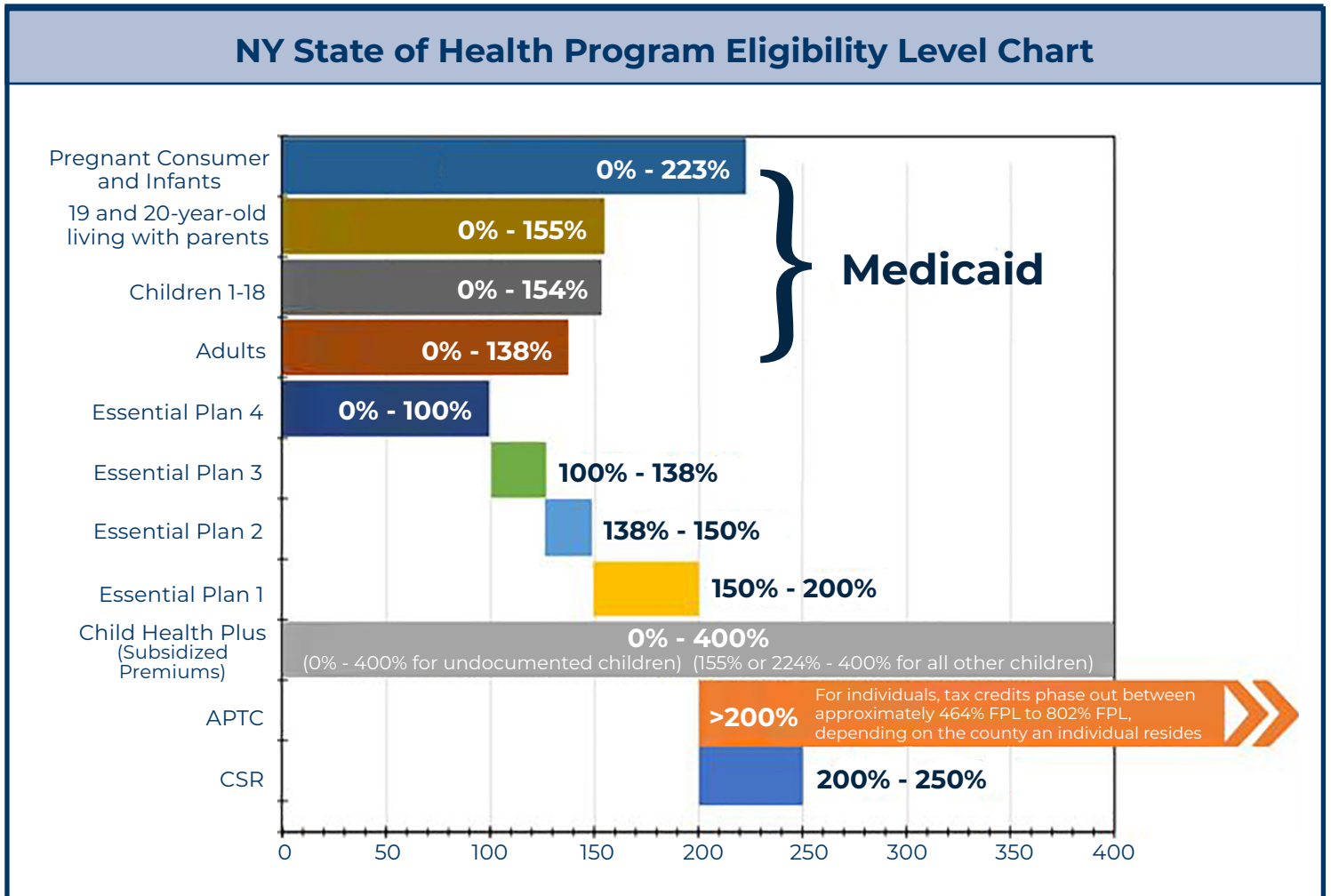
MONTHLY REPORTING

Continued

RENEWALS INITIATED		
4. Total beneficiaries for whom a renewal was initiated in the reporting period	544,360	Reflects beneficiaries initiated during September 2023. Excludes Essential Plan.
RENEWALS AND OUTCOMES		
5. Total beneficiaries due for renewal in the reporting period (5a+5b+5c+5d)	520,242	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)]	366,615	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	182,457	
5a(2) Number of beneficiaries renewed using a pre-populated renewal form	184,158	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)	75,253	
5c. Of the beneficiaries included in Metric 5, the number terminated for procedural reasons (i.e. failure to respond)	61,148	
5d. Of the beneficiaries included in Metric 5, the number whose renewal was not completed	17,226	Beneficiaries are still being extended manually as part of the mitigation plan
6. Month in which renewals due in the reporting month were initiated	June, July and August 2023	Renewals due during September 2023 were initiated in June, July and August 2023
7. Number of beneficiaries due for renewal since the beginning of New York's unwinding period whose renewal has not yet been completed	42,242	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	7,184	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.