

Date: September 28, 2022

Time: 10:00am – 11:30am



# OPEN ENROLLMENT AND RENEWALS

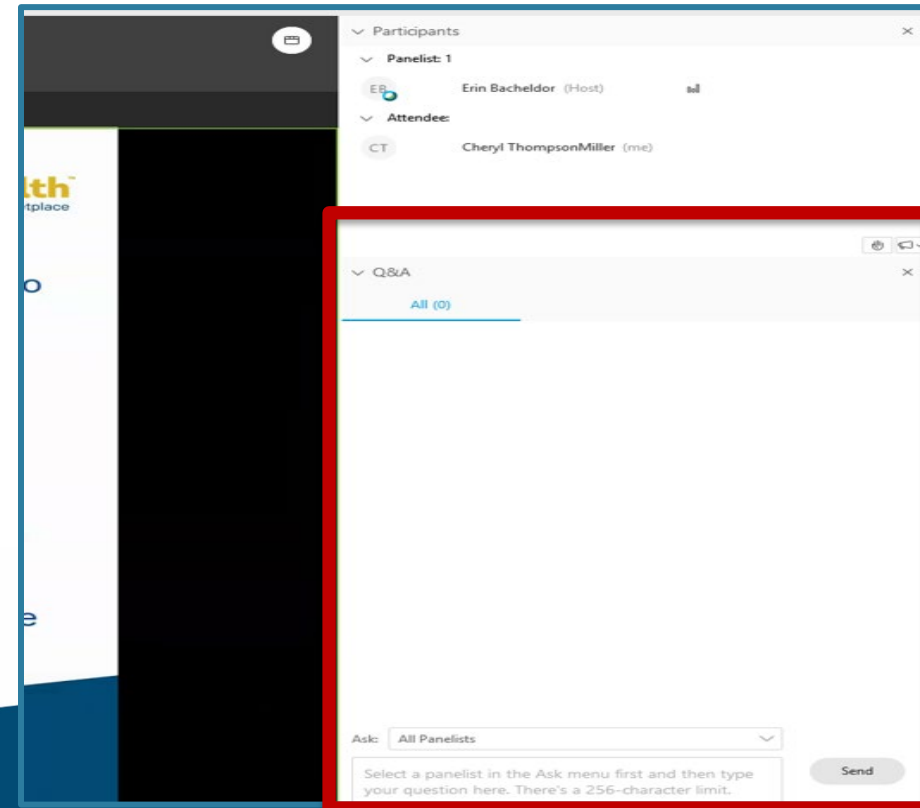
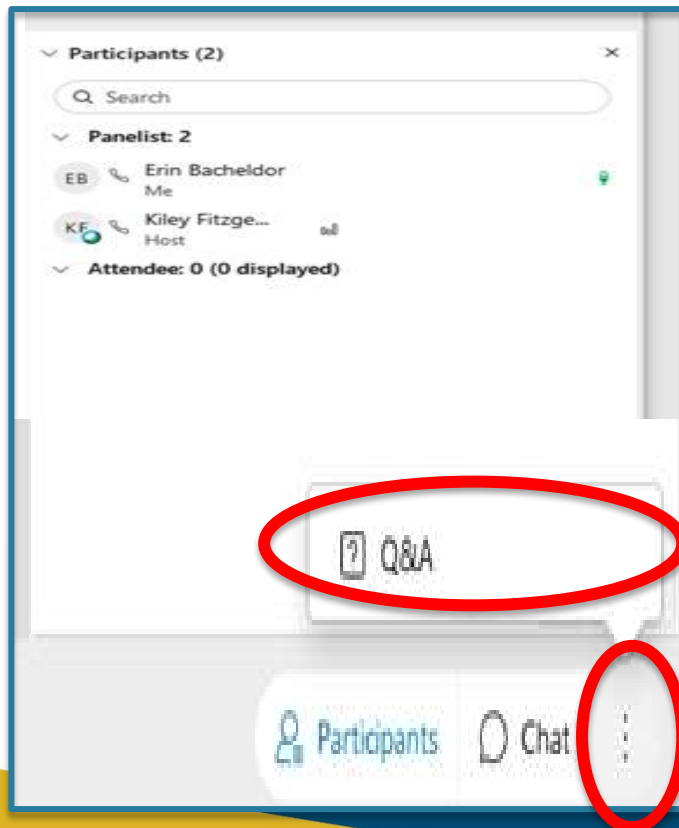
**Log into the WebEx first: click [HERE](#)**

Then, you may connect to audio via computer audio or via telephone audio

# QUESTIONS

Questions can be submitted using the Q&A function on your WebEx control panel.

- Chat function is disabled, please use Q & A panel to submit questions.
- We will take questions at the end of today's presentation.



# RECORDING AND MATERIALS

A recording of the webinar and any related materials will be available online on our Spring Training webpage. Please visit:

<https://info.nystateofhealth.ny.gov/SpringTraining>

2022 Spring Training  
August 31, 2022



Session	Topic	Training Materials
1 June 8, 2022	Privacy and Security - Providing a reminder and an update on the Privacy and Security rules and regulations by which all NY State of Health Assistors must comply	Presentation Video Authorized Representative Designation Form Document Linking Checklist Privacy Consents and Terms, Rights and Responsibilities in English and Spanish Identity Proofing Video Identity Proofing Presentation Authorized Representative Video Authorized Representative Presentation
2 July 27, 2022	Topic: Citizenship and Immigration - A review different citizenship and immigration statuses in NY State of Health. This training includes examples and scenarios.	Presentation Video Citizenship and Immigration Status Desk Aid for NYSOH Assistors EAD and COA Code Resource for Assistors Citizenship and Immigration Document Field Resource for Assistors Public Charge Fact Sheet for Assistors
3 August 31, 2022	What's Coming in NY State of Health	Presentation Video

## Webinar Statistics:

- Over 98% of respondents said the webinar increased their knowledge of the topic.
- About 97% said information from the webinar will allow them to better assist consumers with using the NY State of Health system.

## Here's what you said:

- “Thank you for providing such informative webinars and for the emails that provide the most up to date information for NY State of Health!”
- “Keep doing what you're doing because it helps us help more families!”
- *“Could you please continue to have live interactions with the audience using the polls?”*

# TODAY'S PRESENTATION



## Introductions

Gabrielle Armenia      Director, Bureau of Child Health Plus and Marketplace Consumer Assistance

## Panelists

Susan Appleby      Director, Bureau of System Quality Assurance and Business Requirements

Kelly Dollar      Medical Assistance Specialist 2, Bureau of Child Health Plus and Marketplace Consumer Assistance

Marci Goldstein      Director, Division of Communications for the Office of Health Insurance Programs and NY State of Health

Sonia Sekhar      Deputy Director, NY State of Health

# TODAY'S AGENDA

## Open Enrollment and Renewals

- Extensions due to the Public Health Emergency
- Important Dates
- Three types of Renewals
- NY State of Health Email Messages
- Assistor Dashboard and Other Resources

# OPEN ENROLLMENT EXTENSIONS QUALIFIED HEALTH PLANS



**NY State of Health will continue Open Enrollment for as long as the Public Health Emergency remains in effect.**

- Individuals should not avoid seeking testing or medical care for fear of cost during the ongoing public health emergency.
- This deadline extension allows consumers additional time to enroll for 2022 coverage.
  - Also allows consumers additional time to benefit from the enhanced tax credits under the Inflation Reduction Act that passed this past August.

# ENROLLMENT EXTENSIONS

## MEDICAID, CHILD HEALTH PLUS, ESSENTIAL PLAN

### Extension Due to COVID-19 Health Emergency

- NY State of Health has been extending all Medicaid, Child Health Plus (CHPlus) and Essential Plan (EP) consumers for an additional 12 months of coverage.
  - These cases will continue to be extended through the duration of the Public Health Emergency.
- All households with **QHP** members will get a renewal notice.





## When is Open Enrollment in New York State?

**Open Enrollment Timeframe – Plan Year 2023**  
**November 16, 2022 – January 31, 2023**

- NY State of Health expects to renew coverage for nearly 200,000 households and enroll new people into coverage during the Open Enrollment Period.
- Details about 2023 plan options will be released in early October.
- Enrollment in Medicaid, EP and CHPlus is open all year.
- Due to 2022 ongoing Open Enrollment, the 2023 Open Enrollment start date was moved to simplify enrollment for consumers.

# OPEN ENROLLMENT AND RENEWALS

## IMPORTANT DATES



Date	Action
October 1, 2022	<b>2023 plans will appear on the Anonymous Plan Search tool for browsing.</b>
By November 1, 2022	<b>Renewal Notices will be mailed.</b> These notices are sent to individuals eligible for renewal of their: <ul style="list-style-type: none"> <li>• Qualified Health Plans (QHPs) including Full Pay QHP, &amp; those with Advance Premium Tax Credit (APTC), and Cost Sharing Reduction (CSR).</li> </ul>
November 1, 2022*	<b>**Extended 2022 Open Enrollment Continues.</b> <ul style="list-style-type: none"> <li>• Individuals who enroll between November 1 – 15 will have a December 1, 2022 start date.  <i>*Please note this is the same as last year but different from prior years due to New York’s Open Enrollment Period extension.</i></li> </ul>
November 15, 2022	<b>Deadline to enroll for December 1, 2022 start date.</b>
November 16, 2022	<b>2022 QHP Enrollment and Renewals Begin.</b> <ul style="list-style-type: none"> <li>• New and renewing consumers may enroll/renew in a QHP.</li> <li>• Consumers can update their account if needed and enroll in a plan for coverage starting on January 1, 2023.</li> </ul>
December 15, 2022	<b>Deadline to enroll for January 1, 2023 coverage.</b>
January 31, 2023	<b>2023 Open Enrollment closes for QHPs.</b> <ul style="list-style-type: none"> <li>• 1/31/23 is the Open Enrollment end date <u>only</u> if the Public Health Emergency has ended. Otherwise, Open Enrollment will continue beyond that date.</li> </ul>

# OPEN ENROLLMENT AND RENEWALS

## IMPORTANT DATES, CONTINUED



Individuals enrolling in coverage for the first time during Open Enrollment should review coverage start date carefully.

For	When Enrollment is Completed	Coverage Begins
New Application	November 16 - December 15	January 1, 2023
New Application	December 16 - January 15	February 1, 2023
New Application	January 16 – January 31	March 1, 2023

# POLL QUESTION #1



**Cam Miller contacts you because their current employer-based coverage is ending on December 31, 2022. Cam would like to apply for a subsidized Qualified Health Plan for coverage beginning January 1, 2023 and would like to make an appointment on November 1<sup>st</sup> to apply.**

**How should you proceed to help Cam?**

- A. Make an appointment on November 1<sup>st</sup> to complete an application.
- B. Explain that you are busy on November 1<sup>st</sup> (a Monday) due to Open Enrollment, but you can help Cam apply a different day later in the week. Schedule an appointment that works for both of you.
- C. Explain that if Cam wants coverage on January 1<sup>st</sup>, the appointment should be scheduled between November 16<sup>th</sup> and December 15<sup>th</sup>. The sooner the better within this timeframe.
- D. Explain to Cam that an application cannot be completed until after the current coverage ends.

# THREE TYPES OF RENEWALS

1. Automatic Renewal with Auto-Enrollment
  - No action required.
2. Automatic Renewal without Auto-Enrollment
  - **Action required:** Consumer must select & enroll in a plan.
3. Manual Renewal
  - **Action required:** Consumer must update their application.

# AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT



## QHP households only

- Consumer will have their eligibility renewed using documented income from the consumer, along with state and federal data sources.
  - Consumer documented income must have been verified by the Marketplace within the past three (3) months.

# AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT, CONTINUED



## QHP households only

- Consumers will receive a notice by November 1<sup>st</sup> with 2023 premium information, including APTC applied (if applicable).
  - No action is needed if the consumer agrees with the information in their notice.
  - If the consumer does not agree with the automatic renewal determination, they may update the application.
    - Updates can be made starting 11/16/2022 and should be completed by 12/15/2022 to ensure coverage on 1/1/2023.
- Enrollment into the plan (if the same plan is available in 2023) will be automatically completed by the Marketplace.

# AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT, CONTINUED



It is renewal time and NO ACTION is required for the following individuals:

Jo Bernat

Marketplace ID: HX0000074445

**CHANGE IN ELIGIBILITY:**

You qualify for a **premium tax credit** to help pay for your health insurance coverage, effective **January 01, 2023**. Your tax credit amount for **2023** is **\$357.00** per month.

You can apply all or part or none of this credit to your monthly bill.

**Insurance Company:** Health Insurance Plan of Greater New York

**Product:** EmblemHealth, Platinum, ST, Select Care Network, INN, Pediatric Dental, Dep25

**Start Date:** January 01, 2023

**INSURANCE DETAILS:**

**NO ACTION REQUIRED:**

Your health insurance coverage has not changed. We re-enrolled you into the same product that you had before. Contact your insurance company if you have questions about covered services or providers.

If you want to make a change, you must do so between **November 16, 2022** and **December 15, 2022**. See the section of this notice, "*How and When to Make Changes to Your Account or Coverage.*"



# AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT, CONTINUED



## How and When to Make Changes to Your Account or Coverage

Follow the steps below –

IF ... NY State of Health has requested that you complete the renewal process by updating some information (for example, pick a health plan or update information in your application);

IF ... Anything has changed in your life that may affect your health insurance coverage or financial assistance;

IF ... You are enrolled in a plan and want to see if you have other coverage options.

**Step 1.** Go to [www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov) and log into your account.

OR

Contact a Navigator or Certified Application Counselor. These individuals, located at a community-based organizations and health plans, are trained to help you understand your health insurance coverage options and enroll in coverage. If you already are enrolled in a plan, you can also call your health plan for assistance.

**Step 2.** Make changes for you and/or your household members. You need to make the changes between **November 16, 2022** and **December 15, 2022** to see what you qualify for on **January 01, 2023**.

Below are some events in your life or a household member's life that could affect what health insurance coverage you are re-enrolled in, who is covered, or how much you pay. Tell us if:

- You move
- Your income changes (only if you are receiving financial assistance)
- You get access to or enroll in the New York State Health Insurance Program (NYSHIP)
- Your eligibility for health insurance from a job changes
- The cost of your health insurance premium from a job changes
- Your household changes. For example, you marry/divorce, become pregnant, or have a child; adopt a child, or a child is placed for adoption with you
- You become qualified for other health insurance
- There is a change in full-time student status (if applicable to application members)
- There is a change in immigration status
- You change how you plan to file your taxes. For example, you will claim new dependents (only if you are receiving financial assistance)

If you do not report changes within 30 days and they affect your ability to get government help with insurance costs, you may have to pay back some or all of the subsidies you received.

# AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT, CONTINUED



Individuals who were automatically renewed and enrolled in a subsidized QHP for 2023 should read their notice carefully. This information may include their APTC amount which could have changed from last year.

- If a consumer is automatically renewed and the amount of APTC that they are eligible for is **more** than they were eligible for in the previous year, the same amount of APTC will be applied.
  - If the consumer would like to apply that higher APTC amount, help them to access their Plans tab to do this.
- If the consumer is automatically renewed and eligible for **less** APTC (and they applied the full amount to their premium last year), the full amount of APTC will continue to be applied.

<b>Jo Bernat</b>	<b>Marketplace ID: HX0000074445</b>
<b>CHANGE IN ELIGIBILITY:</b>	You qualify for a <b>premium tax credit</b> to help pay for your health insurance coverage, effective <b>January 01, 2023</b> . Your tax credit amount for <b>2023</b> is <b>\$357.00</b> per month.

# AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT, CONTINUED

<https://info.nystateofhealth.ny.gov/arpavideo>

## To Change the Amount of APTC Applied:

Select the “Plans” tab from the Account Dashboard. Click the “Change APTC Amount” button under “Submitted Enrolment”

On the Plan Selection Introduction page, click “Next”

On the “Plan Selection Dashboard” click the “Review Plan Selections” button

Change the amount of APTC applied, check the box at the bottom of the page, and click the “Confirm Plan Selections” button

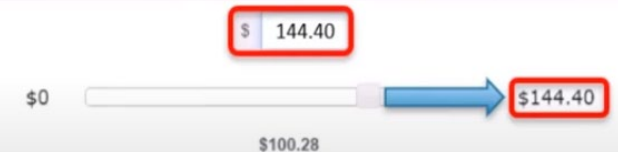
Receive confirmation of the change

### Jo Bernat –Advanced Premium Tax Credit

Up to \$144.40/Month or \$1732.80/Year may be applied to qualifying plan purchases.

\*\*If your employer helps you pay for health coverage through the Marketplace, you should subtract the amount you get from your employer from your tax credits. Learn more:

<https://HealthCare.gov/help/gsehra>



# AUTOMATIC RENEWALS WITHOUT AUTO-ENROLLMENT




**Action Required:**  
**Consumer must select and enroll in a plan**


**This could happen because:**

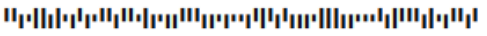
- The consumer became newly eligible for a QHP.
- The consumer's program eligibility changed and the current plan does not offer a plan in the new program.
- The consumer's current plan will no longer be offered in NY State of Health for the upcoming year.

# AUTOMATIC RENEWALS WITHOUT AUTO-ENROLLMENT, CONTINUED



  
The Official Health Plan Marketplace

  
Jo Bernat  
1 Main Street  
Brooklyn, NY 11216-1017



September 15, 2022  
Account ID: AC0000072337

Help at: 1-855-355-5777  
TTY: 1-800-662-1220

**Important Notice About Your Health Insurance Coverage**

It's time for you and/or members of your household to renew your health insurance coverage through NY State of Health, The Official Health Plan Marketplace. This letter contains important information about renewing your health insurance coverage.

It is important that you take the steps for each person listed in this notice. **If you miss the deadline to pick a new health plan, you are at risk of not having health insurance coverage for the upcoming year.**

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It is renewal time for the following individuals and **ACTION IS REQUIRED:**

**Jo Bernat** Marketplace ID: HX0000074455

**CHANGE IN ELIGIBILITY:** You qualify for a **premium tax credit** to help pay for your health insurance coverage, effective **January 01, 2023**. Your tax credit amount for **2023** is **\$375.00** per month.

You can apply all or part or none of this credit to your monthly bill.

**ACTION REQUIRED:**

Please choose a health plan between **November 16, 2022** and **December 15, 2022** for the next coverage year. Your coverage will not begin until you choose a plan.

To pick a health plan, see the section of this notice, *"How and When to Make Changes to Your Account or Coverage."*

Please choose a health plan between **November 16, 2022** and **December 15, 2022** for the next coverage year. Your coverage will not begin until you choose a plan.

To pick a health plan, see the section of this notice, *"How and When to Make Changes to Your Account or Coverage."*

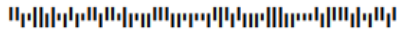
# MANUAL RENEWALS

- QHP consumers need to be manually renewed when NY State of Health is unable to automatically renew them based on data sources.
- QHP consumers **MUST** update information on or before 12/15/2022 in order to remain enrolled for 1/1/2023.
- Consumers who do not update their information may have a gap in their QHP coverage.

# MANUAL RENEWALS, CONTINUED



Jo Bernat  
1 Main Street  
Brooklyn, NY 11216-1017



September 14, 2022  
Account ID: AC0000072325

Help at: 1-855-355-5777  
TTY: 1-800-662-1220

## Important Notice About Your Health Insurance Coverage

It's time for you and/or members of your household to renew your health insurance coverage through NY State of Health, The Official Health Plan Marketplace. This letter contains important information about renewing your health insurance coverage.

It is important that you update your NY State of Health application **between** November 16, 2022 and December 15, 2022. Log in at [www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov) to complete your renewal before your current health insurance coverage ends.

It is renewal time for the following individuals and **ACTION IS REQUIRED:**

**Jo Bernat**

Marketplace ID: HX0010000008

### ACTION REQUIRED:

Based on the information from federal and state sources, we cannot make a decision about whether you qualify for financial help paying for your health insurance coverage.

Please update the information on your NY State of Health account by **December 15, 2022** so we can make an appropriate decision.

NOTE: If you miss this deadline, you are at risk of losing your health insurance coverage and if applicable, any financial assistance.

Be aware that you may be able to buy a health plan at NY State of Health at full cost. See the section of this notice titled "*How and When to Make Changes to Your Account or Plan.*"

### ACTION REQUIRED:

Based on the information from federal and state sources, we cannot make a decision about whether you qualify for financial help paying for your health insurance coverage.

Please update the information on your NY State of Health account by **December 15, 2022** so we can make an appropriate decision.

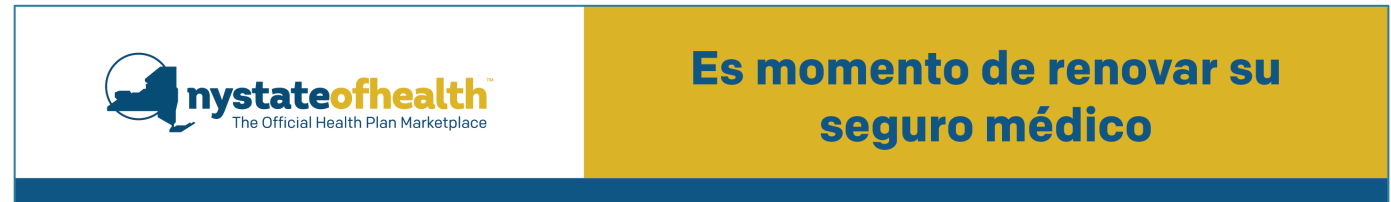
NOTE: If you miss this deadline, you are at risk of losing your health insurance coverage and if applicable, any financial assistance.

Be aware that you may be able to buy a health plan at NY State of Health at full cost. See the section of this notice titled "*How and When to Make Changes to Your Account or Plan.*"

# **NY STATE OF HEALTH OPEN ENROLLMENT & RENEWAL EMAIL MESSAGES**



# RENEWAL EMAIL MESSAGES



A “Today’s the Day to Renew” email will be sent on November 16:

- To QHP consumers who need to manually renew their coverage starting January 1, 2023.
- To inform consumers that the renewal period has started and to encourages them to act between November 16 and December 15, 2022.
- Will be sent in both English and Spanish.

# RENEWAL EMAIL MESSAGES



A “Reminder to Renew” email message will be sent in early December:

- To QHP consumers who need to manually renew for coverage starting January 1, 2023 but have yet to complete their renewal.
- Encourages consumers to review the renewal notice that they have already received and to take action by December 15, 2022.
- Will be sent in both English and Spanish.

# RENEWAL EMAIL MESSAGES



TAKE THE NEXT STEP -  
ENROLL TODAY



Dé el siguiente paso:  
inscríbese hoy

A “Reminder to Pick a Plan” email message will be sent:

- During Open Enrollment to consumers who are new or who have renewed and who have a **QHP determination for 2023** but have yet to pick a plan. Emails will be sent throughout Open Enrollment beginning in mid-November.
- During Open Enrollment to consumers who have an **EP determination** but have yet to pick a plan. Emails will be sent beginning in early November.
- Will be sent in both English and Spanish.
- Consumers who are receiving this email have already received their renewal notice and have yet to enroll in a plan.

# RENEWAL EMAIL MESSAGES



If the COVID-19 public health emergency ends in January, a “Deadline Reminder” email message will be sent:

- Starting in mid-January 2023.
- To consumers who have a 2023 QHP determination but have not yet enrolled.
- Encourages consumers to take action by 1/31/2023, the last day of Open Enrollment.
- Will be sent in both English and Spanish.

# RENEWAL TEXT MESSAGES

Assistors should also encourage consumers to sign up for text alerts so they can receive updates and enrollment reminders by opting in on the consumer's application or by texting, "START" to 1-866-988-0327.



Primary Phone Number *	Extension	Type *
( 555 ) 555 - 5555 x		Cell

I consent ("opt-in") to receive text messages from NY State of Health at the phone number that I provided. By checking this box, I agree to the NY State of Health Terms of Service and Privacy Policy for text messages from or on behalf of NY State of Health. I understand this is not a requirement for my application for health coverage. Message and data rates may apply.



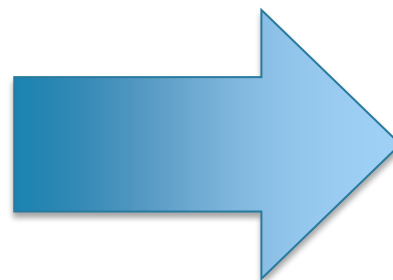
How can an Assistor tell if a consumer on their dashboard needs to be renewed?



# MY PROFILE TAB AND RENEWAL REMINDER NOTICES

## Account Preferences

- Hide Profile from All Searches
- Hide Profile from Public Search
- Send me Client Renewal Reminder Notice



Erin Test  
1 Main Street  
Albany NY 12205

November 16, 2022  
Account ID: AC0000000000

Dear Erin Test,

Thank you for enrolling individual clients on NY State of Health. You are receiving this notice to alert you of individuals, on your dashboard, that are due to renew their health coverage. **Note that most individuals must update their application by the 15th of month to renew their coverage.** Included in this notice, please find a listing of Account IDs for households with one or more members due to renew within the next 45 days through NY State of Health.

The information included in this notice is believed to be accurate and is for general information purposes only. While every effort has been made to ensure an accurate report, NY State of Health provides no guarantee regarding the accuracy of this report, therefore accepts no liability what so ever for any information subsequently proved incorrect.

If you have questions or need assistance, please contact NY State of Health at 1-855-355-5777 or <https://www.nystateofhealth.ny.gov>. There is no charge for these services.

If you need this information in a language other than English, or you need assistance reading this letter we can help you. Call 1-855-355-5777 (TTY - English: 1-800-662-1220; TTY - Spanish: 1-877-662-4886).

Sincerely,  
NY State of Health

Account ID	Coverage End Date	Renewal Status
AC0000000000	12/31/2022	Manual
AC0000000001	12/31/2022	Manual
AC0000000002	12/31/2022	Manual
AC0000000003	12/31/2022	Auto
AC0000000004	12/31/2022	Auto

# OVERVIEW AND MANUAL RENEWAL TAB

AC0000063824 - Nick Johnston

Certification #: DOH-000264

**Overview** My Profile My Clients My Inbox Documents Address History Useful Links

Welcome to your NY State of Health Assistor Overview tab. This screen provides an overview of any accounts which may need your attention. To manage all of your accounts, please navigate to the "My Clients" tab. You may click on the tabs above to move around your dashboard. Please be sure to review each tab for important information.

▼ Messages & Notices 1 of 1 messages | [view all](#) | [collapse](#)

Notice Id	Subject	Type	Date
Notice1025	Welcome	Notice	04/29/2019

Individual Marketplace Overview collapse

**Manual Renewal** Verification Eligibility In-Progress Plan Selection Needed Communication Events

Renewal end date range

Show  entries per page ← Previous 1 Next →

Individual Account ID	Account Holder Name	Phone Number	Renewal LSC End Date
No data available in table			

Showing 0 to 0 of 0 entries ← Previous 1 Next →



# MY CLIENTS TAB AND ENROLLMENT END DATE

AC0000063824 - Nick Johnston

Certification #: DOH-000264

**Overview** [My Profile](#) **[My Clients](#)** [My Inbox](#) [Documents](#) [Address History](#) [Useful Links](#)

Welcome to your NY State of Health Assistor Overview tab. This screen provides an overview of any accounts which may need your attention. To manage all of your accounts, please navigate to the "My Clients" tab. You may click on the tabs above to move around your dashboard. Please be sure to review each tab for important information.

▼ **Messages & Notices** 1 of 1 messages | [view all](#) | [collapse](#)

Notice Id	Subject	Type	Date
Notice1025	click on the notices below to view or download Welcome	Notice	04/29/2019

▼ **Manage Clients** [collapse](#)

**Individual**

**Search Individual**  
Select your Agency from the drop down below to view your clients or click Add New Individual to start a new Individual application. You can search your client list by entering text in the filter or sorting by column name.

Select Associated Agency \*  
NYS DOH

Filter: AC0000072150   Show 10 entries

**Results:** 1 to 1 of 1 (filtered from 20 total entries) < Previous 1 Next >

Individual Name	AccountID SSN Phone Number	Address	Eligibility End Date	<b>Enrollment End Date</b>	Enrollments Status	Renewal Type	Action
Richard Blake	AC0000072150 N/A 555-555-5555	123-45 Main St Albany NY, 12208	12/31/2022	12/31/2022	SUBMITTED		<a href="#">manage</a> <a href="#">invite</a> <a href="#">delete</a>

< Previous 1 Next >

# POLL QUESTION #2



**Mx. Smith has been in the same QHP with APTC for the past three years. They state that they received a notice saying they were automatically renewed, but that action is required, and they need to pick a plan. Mx. Smith contacts you and asks you to enroll them in the same plan they have had for the past three years.**

**What could you say that might be true?**

- A. We need to review your notice more carefully. If you are newly eligible for a full-pay QHP, then we need to review plan product options, services and costs. These will be different in a full-pay QHP.
- B. We need to review your notice more carefully. You may have become eligible for a different program, like Essential Plan, and your current plan might not be available. Let's look at your options.
- C. Your same QHP product may not be available anymore. Let's review your account and look at your options for 2023.
- D. All the above reasons could be correct.

# STAY INFORMED WITH NY STATE OF HEALTH

# OUTREACH TOOL KIT

<https://info.nystateofhealth.ny.gov/OutreachToolKit>

## The Outreach Tool Kit features:

- NY State of Health Educational Materials
  - Materials You Can Distribute
    - Rack Cards, Posters, At-a-Glance Cards
    - Ordering, Printing, Co-Branding
  - Enrollment Tools to Help Consumers
    - How-to Videos, Plan Comparisons, Cost Estimator, Provider Look-Up Tool



# OUTREACH TOOL KIT, CONTINUED

<https://info.nystateofhealth.ny.gov/OutreachToolKit>

- NY State of Health Promotional Resources
  - Social Media Posts with Images
  - Advertising Campaign Videos
  - Email Messages
- Stay Informed with the Latest News
  - Important Reminders
  - Press Releases
  - Enrollment Data
  - COVID-19 Public Health Emergency Unwind

### Social Media Resources


Pre-written posts with photos

- Posts for Certified Enrollment Assistors to use
- Posts for Outreach Partners to use

Tips for Social Media

- Recommended Times to Post
- Helpful Tools & Resources

Follow NY State of Health and share what we post:



### Sample Language for Email and Websites

- Email message you can send
- Short informative description you can add to your website
- Want to create something new to promote NY State of Health? Instructions on how to co-brand m

### Videos

Share these videos on social media, embed them on your website, or play them in your waiting room.

- Ad Campaign Videos
  - English
  - Spanish
  - Mandarin
- An instructional video that explains how enrollees can update their Advance Premium Tax Credit amount

### Latest News

NY State of Health News:

- Press Releases
- Enrollment Data
- NY State of Health webpage with American Rescue Plan information
- NY State of Health webpage about Important Changes Coming to New York Medicaid, Child Health Plus and the Essential Plan

Coronavirus (COVID-19) Information:

- Coronavirus (COVID-19) Pandemic Enrollment Resources
- NYS Department of Health Coronavirus (COVID-19) Updates

### Plan Selection Resources

Share these on your website, by email, or on social media.

- Premium Estimator Tool: compare plans and estimate financial help
- Contact information for Enrollment Assistors, who provide free enrollment help:
  - Find a Navigator here
  - Find other Enrollment Assistors here
- How to Find Doctors or Hospitals Working with Health Plans
- Dental Plan Comparison Tool
- Videos on How to Compare Plans
- Training Webinars for Consumers

# COVID-19 PUBLIC HEALTH EMERGENCY UNWIND INFORMATION FOR CONSUMERS

<https://info.nystateofhealth.ny.gov/COVID-19-Changes>

## This page includes:

- How to Prepare:
  1. Text Alerts
  2. Update Your Information
- Frequently Asked Questions
- Text Alerts Privacy Policy
- Text Alerts Consent and Terms of Service
- Samples of Ads
- Information in English + 13 other languages

## Important Changes Are Coming to New York Medicaid, Child Health Plus and the Essential Plan

Do you or a family member currently have health insurance through New York State Medicaid, Child Health Plus or the Essential Plan? When the COVID-19 public health emergency ends, New York State will resume eligibility reviews and renewals for people enrolled in these programs. This means you may need to take action to renew your health insurance or the insurance of your family members. This page will be updated as new information becomes available, including when the COVID-19 public health emergency will end.

- [Frequently Asked Questions for New Yorkers enrolled through NY State of Health](#)
- [Frequently Asked Questions for New Yorkers enrolled through their Local Department of Social Services or the New York City Human Resources Administration](#)

Here are some things you can do now to get ready.

### 1) Sign up for text alerts

Sign up to receive SMS/MMS Text alerts from NY State of Health so you don't miss important health insurance updates, including when it's time to renew your coverage.

To subscribe, text START to 1-866-988-0327.

Learn more:

- [SMS/MMS Text Messaging Privacy Policy](#)
- [SMS/MMS Text Messaging Consent and Terms of Service](#)



# COVID-19 PUBLIC HEALTH EMERGENCY UNWIND COMMUNICATIONS TOOL KIT FOR ASSISTORS AND OTHER PARTNERS

<https://info.nystateofhealth.ny.gov/PHE-tool-kit>

## The PHE Tool Kit features:

- Advertising Campaign Videos
- Social Media Posts with Images
- Text Alerts Information
- Drop In Articles
- Email Messages
- Fact Sheets
- Frequently Asked Questions
- Call Scripts for Your Staff
- Materials Available for Co-Branding
- Resources in English + 13 other languages

## Unwinding from the COVID-19 Public Health Emergency: A Communications Tool Kit to Keep New Yorkers Covered

### Overview

The U.S. Department of Health & Human Services (HHS) has formally declared the U.S. to be in a [public health emergency](#) since early 2020 due to the COVID-19 pandemic. While the public health emergency is in place, New York State is allowed to keep people enrolled in Medicaid, Child Health Plus (CHP), and the Essential Plan (EP) without having them go through the renewal process. People enrolled in these programs will receive information on this unwinding of

In an effort to minimize the number of people who do not renew their coverage and experience a lapse in Medicaid, CHP or EP.

**Phase 1:** Prepare for the renewal process and educate Medicaid, CHP and EP enrollees about the upcoming changes and the importance of opting in for text messages from NY State of Health so they'll know when it is time to renew their coverage.



**Phase 2:** Encourage enrollees to update their address and contact information to ensure the renewal information NY State of Health sends will reach them.



**Phase 3:** Ensure Medicaid, CHP and EP beneficiaries take the necessary steps to renew coverage and transition to other coverage if they are no longer eligible for Medicaid, CHP or EP.

# QUESTIONS?





# EMAIL CONTACTS



## All Assistors

- If you have general Assistor training questions, or questions about this specific training, please send them to: [Eligibility.Training.Support@health.ny.gov](mailto:Eligibility.Training.Support@health.ny.gov).
- If you have a case specific question that you have already discussed with your supervisor or program manager, the issue should be submitted on an encrypted Account Review Spreadsheet to: [Assistor.Cases@health.ny.gov](mailto:Assistor.Cases@health.ny.gov).
- If you need help with your Assistor account or Oversight Manager account, or if your agency needs to report staff changes, please send an email to: [Assistor.Admin@health.ny.gov](mailto:Assistor.Admin@health.ny.gov).

## Navigators Only

- When Navigator Agencies are submitting contract documents (vouchers, annual packet documents, consumer story submissions, site schedules, etc.) and related questions to the New York State Department of Health, please send them to: [Navigator.Admin@health.ny.gov](mailto:Navigator.Admin@health.ny.gov).
  - CC your Navigator Contract Manager
- When Navigator Agencies are submitting media approval requests, and educational and marketing material approval requests to the New York State Department of Health, please send them to: [Navigator.Media@health.ny.gov](mailto:Navigator.Media@health.ny.gov).
  - CC your Navigator Contract Manager

# RECERTIFICATION PROCESS



- All Assistors and Assistor Oversight Managers who are registered or completed the online Assistor certification training by **10/31/2022** will be required to view the recertification webinars. The material included in each webinar is a supplement to what was provided during the in-person and online courses.
  - <https://info.nystateofhealth.ny.gov/SpringTraining>.
- Keep track of the date you watched the live webinar or the video for each of this year's recertification webinars.
- Provide your dates to your supervisor so they can complete the Recertification Report.

# THANK YOU FOR JOINING US!

- Please complete the survey:
  - Evaluation of Webinar: What's Coming in NY State of Health
- As always, watch for the video and materials to be posted to:  
<http://info.nystateofhealth.ny.gov/SpringTraining>.

## Next Recertification Training:

### 2023 QHP and EP Plan Line up

- Date: Wednesday, October 26, 2022
- Time: 10:00 – 11:30am

