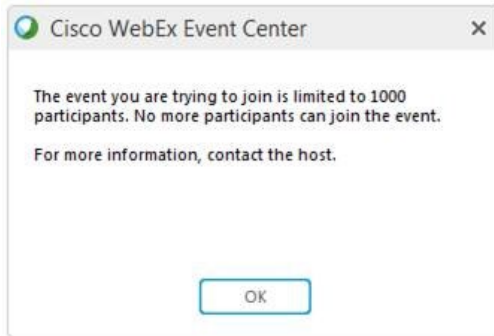


- Open Enrollment and Renewals
- NY State of Health, Race and Ethnicity Questions
- Pilot Program for Private Pay Home Health Care Services


There is no sound through your computer. You must dial-in on the telephone in order to hear the sound.

**Time: 10:00am – 11:30am
Date: September 30, 2020
Dial-In Number: 1-855-897-5763
Conference ID: 5074468**

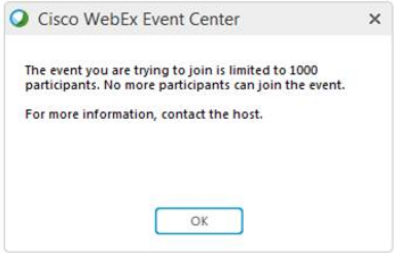
TODAY'S WEBINAR



If you see this message when logging into the webinar...



As a reminder....
If You previously registered for this webinar via:
<https://meetny.webex.com/meetny/onstage/g.php?MTID=e2de9de2b9a3bde0e8310438f7fa1839f>
and you see the message below when logging into the webinar.



Please use this alternate link to join the webinar.
<https://meetny.webex.com/meetny/onstage/g.php?MTID=e98419a6d185319cb2071721f2a6b2e3d>

The audio lines will be open for everyone and there is no limit to calling in to listen. Anyone who cannot access the Webinar will be able to follow along using the slides sent previously.
Call-in information:
Dial in: 1-855-897-5763
Conference ID: 2795934

Please note, all Assistors who are certified on NY State of Health are required to recertify annually.

Thank you for all that you do to help New Yorkers shop, compare and enroll in health insurance coverage through NY State of Health

Please find email with the subject line: **“2020 Recertification Overflow Reminder | Open Enrollment & Renewals, Race and Ethnicity Questions, Private Pay Home Care Services”** and click on the second link in order to log in.

Dial-In Number: 1-855-897-5763
Conference ID: 5074468

Webinar Statistics:

- Just over 99% said the webinar increased your knowledge of the topic!
- That same percentage of people 99% said information from the webinar will allow you to better assist consumers!

Here's what you said:

- “Thank you for clarifying in better detail the immigration statuses, and giving us this resource. I recognize you guys put a lot of work into these, it is appreciated.”
- “More poll questions!”
- “The sound through the computer would be better because the phone effects me getting calls while I'm doing this training.”

TODAY'S PRESENTATION



Introductions

Gabrielle Armenia

Bureau Director, Child Health Plus and Marketplace
Consumer Assistance

Panelists

Michael Greklek

Regional Representative, Small Business Marketplace

Danielle Holahan

Deputy Director, NY State of Health

Marci Natale

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

Chris Parker

Director, Requirements and Quality Assurance Group

Sonia Sekhar

Director, Policy and Evaluation, NY State of Health

TODAY'S AGENDA



- Open Enrollment and Renewals
 - Important Dates
 - 3 types of Renewals
 - Reminder on Advance Premium Tax Credit (APTC)
 - NY State of Health Flyers
- NY State of Health, Race and Ethnicity Questions
- Pilot Program for Private Pay Home Health Care Services

Extension Due to COVID-19 Health Emergency

- NY State of Health will be extending all **MA**, **CHPlus**, and **EP** consumers with a coverage end date through 12/31/2020, for an additional 12 months of coverage
- All households with **QHP** members will get a renewal notice



OPEN ENROLLMENT AND RENEWALS



When is Open Enrollment in New York State?

Open Enrollment will run November 1, 2020 - January 31, 2021

- NY State of Health expects to renew coverage for nearly 200,000 households and enroll new people into coverage during the Open Enrollment Period
- All Assistors will be allowed to complete telephone applications for consumers during the open enrollment period
- Details about 2021 plan options will be released in early October
- Enrollment in Medicaid, Essential Plan (EP), and Child Health Plus (CHPlus) is open all year

OPEN ENROLLMENT & RENEWALS

IMPORTANT DATES



Date	Action
By November 1, 2020	Renewal Notices mailed. These notices are sent to individuals eligible for renewal of their: <ul style="list-style-type: none">• Qualified Health Plans (QHPs) including Full Pay QHP, & those with Advance Premium Tax Credit (APTC), and Cost Sharing Reduction (CSR)
November 1, 2020	Open Enrollment begins for <u>new</u> applicants.
November 16, 2020	Renewal Period begins for QHPs. <ul style="list-style-type: none">• Consumers can update their account if needed, and enroll in a plan for coverage starting on 1/1/2021
December 15, 2020	Last day to enroll for January 1, 2021 coverage.
January 31, 2021	Open enrollment closes for QHPs.

OPEN ENROLLMENT & RENEWALS

IMPORTANT DATES



Individuals enrolling in coverage for the first time during open enrollment can apply and select a plan beginning November 1st.

For	When Enrollment is Completed	Coverage Begins
New Application	November 1- December 15	January 1, 2021
New Application	December 16 - January 15	February 1, 2021
New Application	January 16 - January 31	March 1, 2021

COVID-19 SPECIAL ENROLLMENT PERIOD (SEP)



NY State of Health continues to offer a Special Enrollment Period (SEP) during which eligible individuals will be able to enroll in insurance coverage

- NY State of Health, The Department of Financial Services, and New York State health insurers are taking this action due to the exceptional nature of the public health emergency posed by the Coronavirus so that individuals do not avoid seeking testing or medical care for fear of cost
- This SEP will be extended through December 31, 2020. Individuals who are using this SEP may have a choice for when their coverage will begin.

When Enrollment under this SEP is Completed	Coverage Begins
By October 15, 2020	Choice of coverage start date: <ul style="list-style-type: none">• October 1, OR• November 1, 2020
Between October 16 and November 15, 2020	Choice of coverage start date: <ul style="list-style-type: none">• November 1, OR• December 1, 2020
Between November 16 and December 15, 2020	Choice of coverage start date: <ul style="list-style-type: none">• December 1, 2020, OR• January 1, 2021
Between December 16 and December 31, 2020	<ul style="list-style-type: none">• January 1, 2021

THREE TYPES OF RENEWALS



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

AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT



Qualified Health Plan households only;

- Consumer must have given NY State of Health permission to renew eligibility using data sources
- Consumer will have their eligibility renewed using documented income from the consumer, state data sources, and federal data sources
 - Documented income from the consumer must have been verified by the Marketplace within the past three (3) months

AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT



Qualified Health Plan households only;

- Consumers will receive a notice by November 1st with 2021 premium information including APTC applied (if applicable) before the end of the year
 - No action is needed if the consumer agrees with the information in their notice
 - If the consumer does not agree with their automatic renewal determination, they will be able to update their application
 - The update can be made starting 11/16/2020. It should be completed by 12/15/2020 to ensure coverage on 1/1/2021
- Enrollment into the plan (if the same plan is available in 2021) will be automatically completed by the Marketplace

AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT



It is renewal time and **NO ACTION IS REQUIRED** for the following individuals:

Jane Doe

Marketplace ID: HX0012345678

CHANGE IN ELIGIBILITY:

You qualify for a **premium tax credit** to help pay for your health insurance coverage, effective **January 1, 2021**. Your tax credit amount for 2021 is **\$224.83** per month.

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

INSURANCE DETAILS:

Insurance Company: Healthfirst
Program: Advance Premium Tax Credit

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, 2020** and **December 15, 2020**. See the section of this notice, *"How and When to Make Changes to Your Account or Coverage"*.

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.

AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT



Individuals who were automatically renewed and enrolled in a subsidized QHP for 2021, should read their notice carefully. This information may include their APTC amount, which could be 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

Jane Doe

Marketplace ID: HX0012345678

CHANGE IN ELIGIBILITY:

You qualify for a **premium tax credit** to help pay for your health insurance coverage, effective **January 1, 2021**. Your tax credit amount for 2021 is **\$224.83** per month.

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

AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT

Select the “Plans” tab from the Account Dashboard. Under Submitted Enrollment select “Change APTC Amount.”

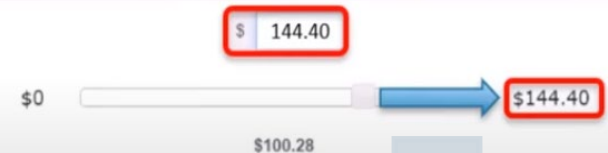
On the Plan Selection Introduction Page, click “Next.” On the Plan Selection Dashboard select “Review Plan Selections.”

Adjust the amount of APTC by either sliding the bar, or entering a number into the box.

Ralph Wiggum - 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 credit. Learn more: <https://HealthCare.gov/help/qsehra>



Check the box to confirm the consumer read the information, then select “Confirm Plan Selections,” and you’re done!

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 their 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




The Official Health Plan Marketplace


JANE DOE
90 Church Street
New York, NY 10008-9602

All decisions described in this notice are based on information about you from state and federal data sources obtained as of November 15, 2020.

November 16, 2020
Account ID: AC0001234567

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.

ACTION REQUIRED:

Please choose a health plan between November 16, 2020 and December 15, 2020 for the next coverage year. Your coverage will not begin until you choose a plan.

ACTION REQUIRED:

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

Please choose a health plan between **November 16, 2020** and **December 15, 2020** for the next coverage year. Your coverage will not begin until you choose a plan.

MANUAL RENEWALS



- Qualified Health Plan (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 12/15/2020 in order to remain enrolled for 1/1/2021
- Consumers who do not update their information may have a gap in their QHP coverage

MANUAL RENEWALS



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, 2020** 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."*

State of Health at full cost. See the section of this notice titled *"How and When to Make Changes to Your Account or Plan."*

REMINDER ON APTC

Under federal regulation, consumers may be found ineligible for tax credits in 2021 if they received an APTC in previous years but:

- Did not reconcile these credits using form 8962 when filing taxes. (This includes ANY year where tax credits were received, but not reconciled)

OR

- Did not file a 2019 return in 2020 (whether they asked for an extension or not)

Consumers who are found ineligible for tax credits should refer to their notice for more information on what to do next to resolve their APTC reconciliation.

NY STATE OF HEALTH OPEN ENROLLMENT & RENEWAL FLYERS

RENEWAL FLYERS

A “Get Ready to Renew” flyer will be sent out by email only in mid-October:

- To QHP consumers due to renew for coverage starting January 1, 2021
- To inform consumers that they will soon receive their renewal notice from NY State of Health
- To encourage consumers to take action between November 16, and December 15
- To remind consumers that financial assistance for QHP enrollees will not be available in 2021 if the consumer received advance premium tax credits (APTCs) in 2019 but has not yet filed their 2019 tax return and reconciled those PTCs
- It will be sent in both English and Spanish



WHY YOU'RE GETTING THIS -

IT'S ALMOST TIME TO RENEW YOUR HEALTH INSURANCE COVERAGE FOR 2021.

NY State of Health is here for you. Now more than ever, quality health coverage is important for you and your family.

YOU CAN RENEW YOUR HEALTH PLAN STARTING ON NOVEMBER 16

Act between November 16 and no later than December 15, 2020 for coverage beginning January 1, 2021.

HERE'S WHAT YOU SHOULD DO:

IF SOMETHING HAS CHANGED IN YOUR LIFE, TELL US WHEN YOU RENEW

- Income?
- Family size?
- Where you live?

Go to nystateofhealth.ny.gov and log in to update your information, speak with a Certified Enrollment Assistor for free, or call us at 1-855-355-5777 and we'll do it for you.

WATCH THE MAIL

You will receive a [NY State of Health](#) Renewal Notice by mail or an email telling you to read the Notice online. It explains:

- What health insurance program you qualify for in 2021
- Your cost for coverage in 2021
- Actions you should take, if any, to renew your coverage for 2021 and avoid gaps in coverage

COMPLETE YOUR 2019 TAX RETURN

You can't get help paying for a Qualified Health Plan in 2021 if you haven't filed your 2019 tax return. If you have questions, contact a tax preparer or get free tax help at www.irs.gov.

HELP IS AVAILABLE IN YOUR OWN LANGUAGE

Call the Customer Service Center at 1-855-355-5777

Or, speak with a Certified Enrollment Assistor for free. To find one, call us or [click here](#)

RENEWAL FLYERS

A “Today’s the Day” flyer will be sent out by email only on November 16th:

- To QHP consumers due to renew for coverage starting January 1, 2021
- To inform consumers that the renewal period has started, and to encourage them to take action between November 16, and December 15
- To remind consumers that financial assistance for QHP enrollees will not be available in 2021 if the consumer received Advance Premium Tax Credits (APTCs) in 2019 but has not yet filed their 2019 tax return and reconciled those PTCs
- It will be sent in both English and Spanish



WHY YOU'RE GETTING THIS

IT'S TIME TO RENEW YOUR HEALTH PLAN FOR 2021

It's time to renew your health insurance coverage!

NY State of Health is here for you. Now more than ever, quality health coverage is important for you and your family.

You can renew your health plan for 2021 starting on **NOVEMBER 16**.

Act by **DECEMBER 15, 2020** for coverage beginning **JANUARY 1, 2021**.

HERE'S WHAT YOU SHOULD DO:

IF SOMETHING HAS CHANGED IN YOUR LIFE, TELL US WHEN YOU RENEW

- Income?
- Family size?
- Where you live?

Go to nystateofhealth.ny.gov and log in to update your information, speak with a **Certified Enrollment Assistor** for free or call us at 1-855-355-5777 and we'll do it for you.

CHECK YOUR MAIL

You should have received a NY State of Health Renewal Notice by mail or an email telling you to read the Notice online. It explains:

- What health insurance program you qualify for in 2021
- Your cost for coverage in 2021
- Actions you should take, if any, to renew your coverage for 2021 and avoid gaps in coverage

COMPLETE YOUR 2019 TAX RETURN

You can't get help paying for a Qualified Health Plan in 2021 if you haven't filed your 2019 tax return. If you have questions, contact a tax preparer or get free tax help at www.irs.gov.

HELP IS AVAILABLE IN YOUR OWN LANGUAGE

Call the Customer Service Center at 1-855-355-5777

Or, speak with a Certified Enrollment Assistor for free. To find one, call us or [click here](#)

RENEWAL FLYERS

A “Reminder to Renew” flyer will be sent in early December by email only, to consumers who are due to renew for coverage starting January 1, 2021 but have yet to complete their renewal.

- The flyer will be sent to QHP consumers
- It encourages consumers to review the renewal notice that they have already received and take action by December 15th
- It will be sent in both English and Spanish



You recently received a notice from NY State of Health about what actions you need to take, if any, to renew your health plan for 2021. It is important that you take these actions to avoid any gap in coverage.

1. TELL US WHAT'S NEW IN YOUR LIFE

Did your income, family size or address change? Tell us at nystateofhealth.ny.gov or 1-855-355-5777. It could make a big difference in what insurance you can buy or how much you'll pay, if anything.

2. CHOOSE A HEALTH PLAN

Visit nystateofhealth.ny.gov to see your choices and pick a health plan for 2021.

3. MAKE THESE CHANGES BY DEC 15TH

It's the only way you can be sure that your coverage will continue, without any gaps, right through 2021.

NY State of Health is here for you. Now more than ever, quality health coverage is important for you and your family.

ONE MORE THING!

HELP IS AVAILABLE IN YOUR OWN LANGUAGE.

- Call the NY State of Health Customer Service Center at 1-855-355-5777.
- Speak with a Certified Enrollment Assistor for free. To find an assistor, call us or click [here](#) to search on-line.

NY State of Health complies with applicable Federal civil rights laws and state laws and does not discriminate on the basis of race, color, national origin, creed/religion, sex, age, marital/family status, disability, pregnancy-related condition, arrest record, criminal conviction(s), gender identity, sexual orientation, predisposing genetic characteristics, military status, domestic violence victim status and/or retaliation.

RENEWAL FLYERS

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

- During Open Enrollment to consumers who are new or who have renewed and who have a **QHP determination for 2021** but have yet to pick a plan. Emails will be sent throughout Open Enrollment beginning on December 6, 2020
- During Open Enrollment and throughout the year to consumers who have an **Essential Plan determination**, but have yet to pick a plan. Emails will be sent beginning on November 1, 2020
- In English and Spanish

Consumers who are receiving this flyer have already received their renewal notice and have yet to enroll in a plan.



GOOD NEWS FROM NY STATE OF HEALTH... YOU'RE ELIGIBLE FOR A **QUALIFIED HEALTH PLAN!**

NY State of Health is here for you. Now more than ever, quality health coverage is important for you and your family.

You took the first step toward getting health coverage for 2021.

HERE'S WHAT YOU NEED TO DO NEXT

Come back today and select your health plan for 2021.

View your health plan choices [here](#).

SIGN UP

- nystateofhealth.ny.gov
- 1-855-355-5777 or TTY: 1-800-662-1220
- Speak with a Certified Enrollment Assistor for free. Find one [here](#)

NY State of Health complies with applicable Federal civil rights laws and state laws and does not discriminate on the basis of race, color, national origin, creed/religion, sex, age, marital/family status, disability, pregnancy-related condition, arrest record, criminal conviction(s), gender identity, sexual orientation, predisposing genetic characteristics, military status, domestic violence victim status and/or retaliation.

RENEWAL FLYERS

A “Deadline Reminder” flyer will be sent by email:

- Starting in January 2021
- Sent to consumers who have a QHP determination for 2021 but have not yet enrolled



NY State of Health Deadline

The deadline to enroll or renew your health plan for 2021 is January 31st.

NY State of Health is here for you. Now more than ever, quality health coverage is important for you and your family.

IF YOU HAVE QUESTIONS OR NEED HELP ENROLLING:

- Visit www.nystateofhealth.ny.gov
- Call 1-855-355-5777
- Speak with a Certified Enrollment Assistor for free. Find one [here](#).

CUSTOMER SERVICE WILL BE OPEN:

- Monday to Friday from 8:00am - 8:00pm
- Saturdays from 9:00am - 1:00pm
- Extended hours on:
 - January 30: 9am – 4pm
 - January 31: 9am – 4pm

Remember: Act by January 31st for 2021 coverage!

NY State of Health complies with applicable Federal civil rights laws and state laws and does not discriminate on the basis of race, color, national origin, creed/religion, sex, age, marital/family status, disability, pregnancy-related condition, arrest record, criminal conviction(s), gender identity, sexual orientation, predisposing genetic characteristics, military status, domestic violence victim status and/or retaliation.

INFO CHECK



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

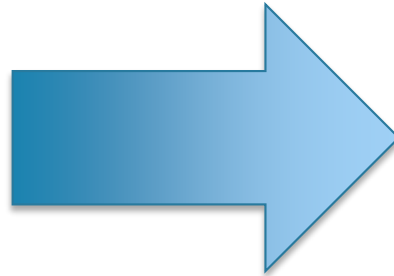


MY PROFILE TAB AND RENEWAL REMINDER NOTICES



Public Search Preferences

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



Erin TestAssistor
1 W Albany Dr.
Albany, NY 12205

February 27, 2020
Account ID: AC0000000000

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	03/31/2020	Manual

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 In-Progress

Renewal end date range

Show entries per page ← Previous 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 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	Welcome	Notice	04/29/2019

▼ Manage Clients [collapse](#)

Employer Employee **Individual**

Search Individual

Select your Agency or Direct Clients from the drop down to view all associated Individuals or click "Add New Individual" to start a new Individual application. Within the search result, you can search my client list by entering text in the filter or by sorting by column name.

Select Associated Agency *

NYS DOH **Add New Individual**

Filter: **Search** Show entries

Results: 1 to 10 of 24 (filtered from 21 total entries) ← Previous 1 2 3 Next →

Individual's Name [Last] [First]	Account ID SSN Phone Number	Address	Eligibility End Date	Enrollment End Date	Enrollments Status	Renewal Type	Action
Janitest , Friday	AC0000053319 ***-**-1021 786-876-7867	1 Albny Albany NY ,12206	08/31/2017	09/30/2016	SUBMITTED	M	<i>manage invite delete</i>

POLL QUESTION #1

Ms. Smith has been in the same QHP with APTC for the past 3 years. She states that she received a notice saying she was automatically renewed, but that action is required and she needs to pick a plan. She asks you to enroll her in the same plan she has had for the past 3 years.

What could you say to her 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 2021.
- D. All of the above reasons could be correct.

POLL QUESTION #2

Sally calls you, her Assistor, stating that she was automatically renewed and determined eligible for a full pay QHP. She thought she'd be eligible for APTC. The notice states that advance payments of the premium tax credit were made to the health plan but Sally did not reconcile the amount of APTC she received based on her actual income when she filed her taxes with the IRS. What can you do?

- A) Let her know that she can file an appeal. Consumers under 400% FPL should be eligible for APTC.
- B) Tell her that NY State of Health checks data sources, so the determination must be correct. Make an appointment to help her enroll in a Full-Pay QHP.
- C) Tell her to call the IRS to resolve the issue.
- D) Remind her that consumers who receive APTC need to reconcile their APTC with the IRS when they file their taxes. Ask her if she filed a 2019 federal income tax return with “Form 8962.”

NEW OUTREACH DIGITAL TOOL KIT



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

The New 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

🏠 » News & Events

Aug 26, 2020

Welcome to the NY State of Health Outreach Tool Kit. This page includes resources for certified assistants who enroll New Yorkers into health coverage, as well as partner organizations that share information about NY State of Health and encourage New Yorkers to enroll.

This page will be updated throughout the year to reflect key information New Yorkers need to know about enrolling. For more information or questions regarding NY State of Health outreach activities, please email NYSOHoutreach@health.ny.gov.

NY State of Health Educational Materials

Materials You Can Distribute:

- Rack Cards
- At a Glance Cards (include Medicaid, Child Health Plus, Essential Plan, and Qualified Health Plan program details and income guidelines)
- More Materials

• Instructions to order printed versions of materials are [available here](#)

• Instructions on how to co-brand materials are [available here](#)

Enrollment Tools to Help New Yorkers Choose a Plan:

- [Estimate financial help and compare plans](#)
- [Find doctors or hospitals working with health plans](#)
- [Compare dental plans](#)
- [How-To Videos](#)
- [Training Webinars](#)
- Contact information for Enrollment Assistors, who provide free enrollment help:
 - [Find a Navigator here](#)
 - [Find other Enrollment Assistors here](#)

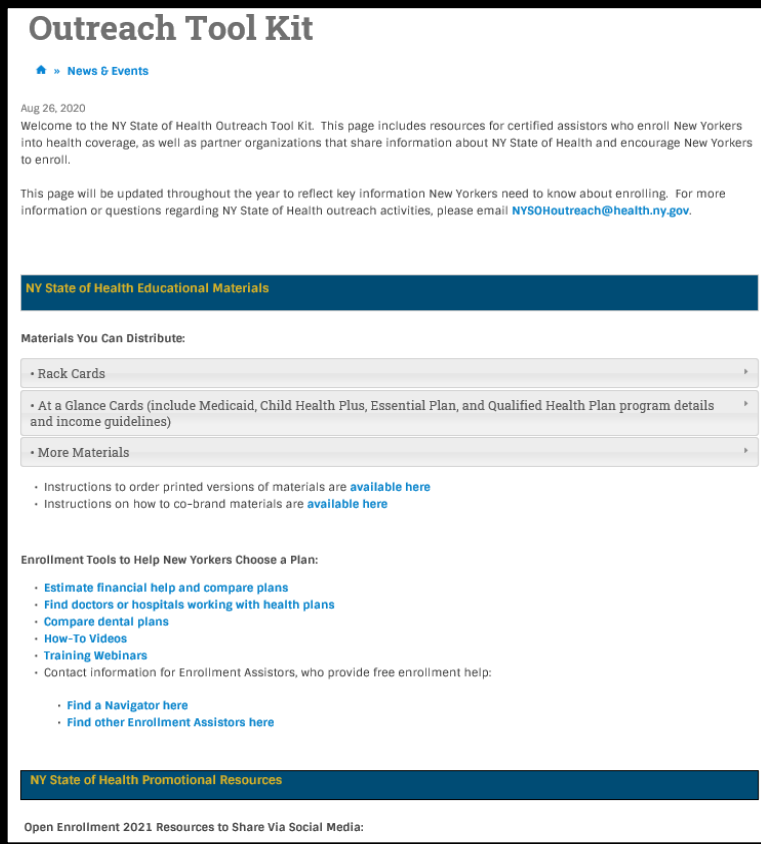
NY State of Health Promotional Resources

Open Enrollment 2021 Resources to Share Via Social Media:

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

The New Outreach Tool Kit features:

- NY State of Health Promotional Resources
 - Social Media Promotion
 - Advertising Campaign Videos
 - Promotional Emails
- Stay Informed with the Latest News
 - Important Reminders
 - Press Releases
 - Enrollment Data
 - COVID-19 Info



Outreach Tool Kit

🏠 > News & Events

Aug 26, 2020

Welcome to the NY State of Health Outreach Tool Kit. This page includes resources for certified assistants who enroll New Yorkers into health coverage, as well as partner organizations that share information about NY State of Health and encourage New Yorkers to enroll.

This page will be updated throughout the year to reflect key information New Yorkers need to know about enrolling. For more information or questions regarding NY State of Health outreach activities, please email NYSOHoutreach@health.ny.gov.

NY State of Health Educational Materials

Materials You Can Distribute:

- Rack Cards
- At a Glance Cards (include Medicaid, Child Health Plus, Essential Plan, and Qualified Health Plan program details and income guidelines)
- More Materials

• Instructions to order printed versions of materials are [available here](#)

• Instructions on how to co-brand materials are [available here](#)

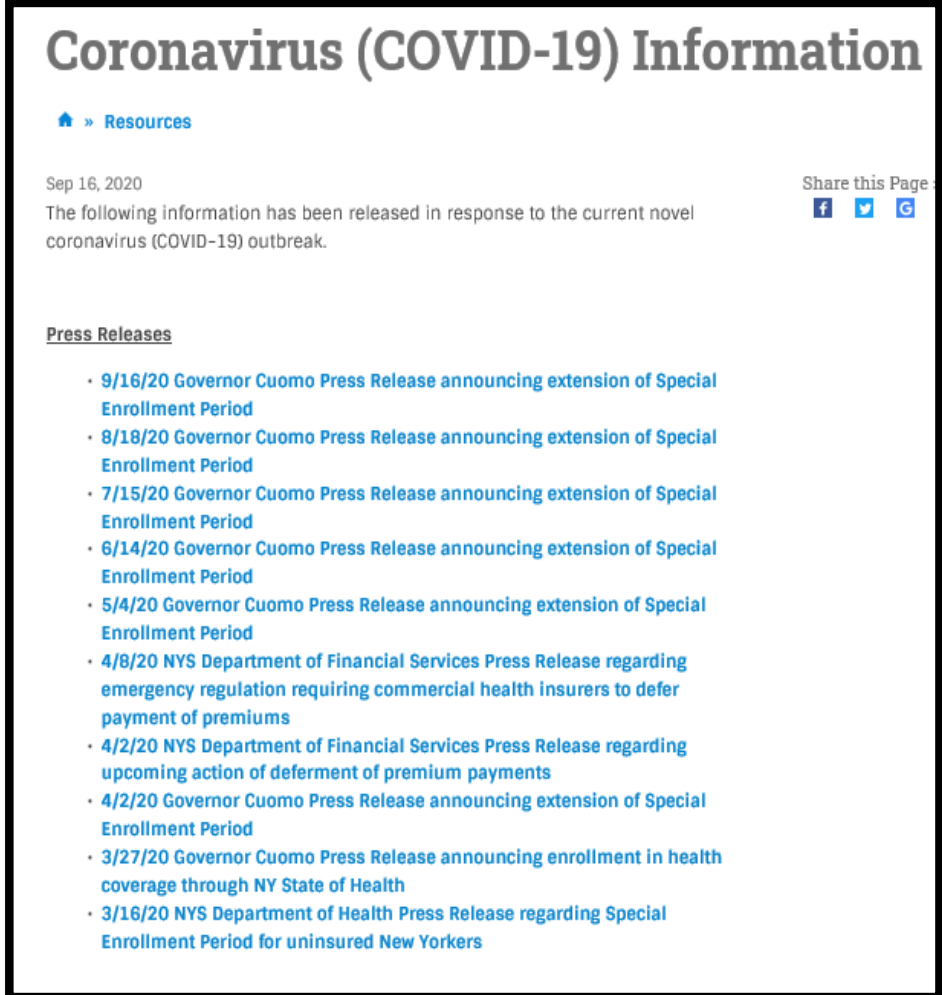
Enrollment Tools to Help New Yorkers Choose a Plan:

- [Estimate financial help and compare plans](#)
- [Find doctors or hospitals working with health plans](#)
- [Compare dental plans](#)
- [How-To Videos](#)
- [Training Webinars](#)
- Contact information for Enrollment Assistors, who provide free enrollment help:
 - [Find a Navigator here](#)
 - [Find other Enrollment Assistors here](#)

NY State of Health Promotional Resources

Open Enrollment 2021 Resources to Share Via Social Media:

COVID-19 INFORMATION ON NY STATE OF HEALTH PUBLIC WEBSITE



- Latest press releases related to COVID-19
- Fact Sheets
- Questions & Answers on Coronavirus Special Enrollment Period and Grace Period
- NYSOH Issuer Letter on COVID-19 Grace Period Rules for Essential Plan, Child Health Plus, and Qualified Health Plans

<https://info.nystateofhealth.ny.gov/resource/coronavirus-covid-19-information>

COVID-19 INFORMATION SPECIFICALLY FOR ASSISTORS

Assistor Tool Kit

🏠 » Resources

Resources for Assistors

- *Setting up your Assistor Account*
- **NYSOH Assistors - Creating Your NY.gov**
- **NYSOH Assistors - Registering Your Account**
- *Consumer Identity Proofing*
- **Identify Proofing Fax Coversheet for Assistors**
- **Identity Verification Form (DOH-5088)**
- **Attestation of Identity Form (DOH-5090)**
- **Identity Verification Form (Children 17 or Younger) (DOH-5091)**
- **COVID-19: Guidance for Assistors**

COVID-19: Guidance for Assistors

The following guidance has been distributed to assistors regarding changes to policies and procedures as a result of novel coronavirus (COVID-19).

- [3/16/2020: NY State of Health Assistor Protocol Update: COVID-19](#)
- [3/16/2020: NY State of Health: Mobile Upload App](#)
- [3/17/2020: March 16, 2020 - NYS DOH Press Release](#)
- [3/17/2020: Q and A - Special Enrollment Period](#)
- [3/25/2020: NY State of Health Assistor Protocol Update: Consumer Identity Proofing](#)
- [3/26/2020: Update: COVID-19 and the NY State of Health Customer Service Center](#)
- [3/27/2020: Updated Guidance on Identity Proofing](#)
- [3/31/2020: COVID-19 Special Enrollment Period Process](#)
- [4/02/2020: COVID-19 and Unemployment Insurance Benefits \(UIB\)](#)
- [4/03/2020: NY State of Health Awareness Campaign](#)
- [4/03/2020: COVID-19 and Emergency Medicaid](#)
- [4/03/2020: COVID-19 GIS](#)
- [4/03/2020: COVID-19 Premium Payments and Grace Period Rules](#)
- [4/06/2020: NY State of Health Assistor Protocol Update: Account Transfers](#)
- [4/07/2020: COVID-19 Grace Period and Special Enrollment Period Q and As](#)
- [4/07/2020: NY State of Health and Economic Impact Payments](#)
- [4/08/2020: COVID-19 and Pandemic Unemployment Compensation](#)
- [4/09/2020: Prioritizing Calls to NY State of Health](#)
- [6/05/2020: COVID-19 Grace Period - Modified Process for NY State of Health Renewal Extensions on Cases Ending July 31 and August 31](#)

QUESTIONS?

We will now answer general questions on the content of this training

- If you have additional questions after the live webinar, please email Eligibility.training.Support@health.ny.gov



Your case specific renewal questions should be discussed with your Supervisor or Program Manager.

- Your Supervisor or Program Manager can report the issue on an encrypted Account Review spreadsheet to Assistor.Cases@health.ny.gov

IMPORTANCE OF ANSWERING THE RACE & ETHNICITY QUESTIONS

Race & Ethnicity

You do not have to answer any questions about race or ethnicity, but answering them can help us serve your community better. Giving us this information will not affect your eligibility, plan choices, or access to programs.

Race (Check all that apply):

- | | | |
|---|---|---|
| <input type="checkbox"/> American Indian/Alaskan Native | <input type="checkbox"/> Asian Indian | <input type="checkbox"/> Black / African American |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Filipino | <input type="checkbox"/> Guamanian or Chamorro |
| <input type="checkbox"/> Japanese | <input type="checkbox"/> Korean | <input type="checkbox"/> Native Hawaiian |
| <input type="checkbox"/> Other Asian | <input type="checkbox"/> Other Pacific Islander | <input type="checkbox"/> Samoan |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> White | <input type="checkbox"/> Other |

Is Marla Hispanic or Latino/a?

- Yes No

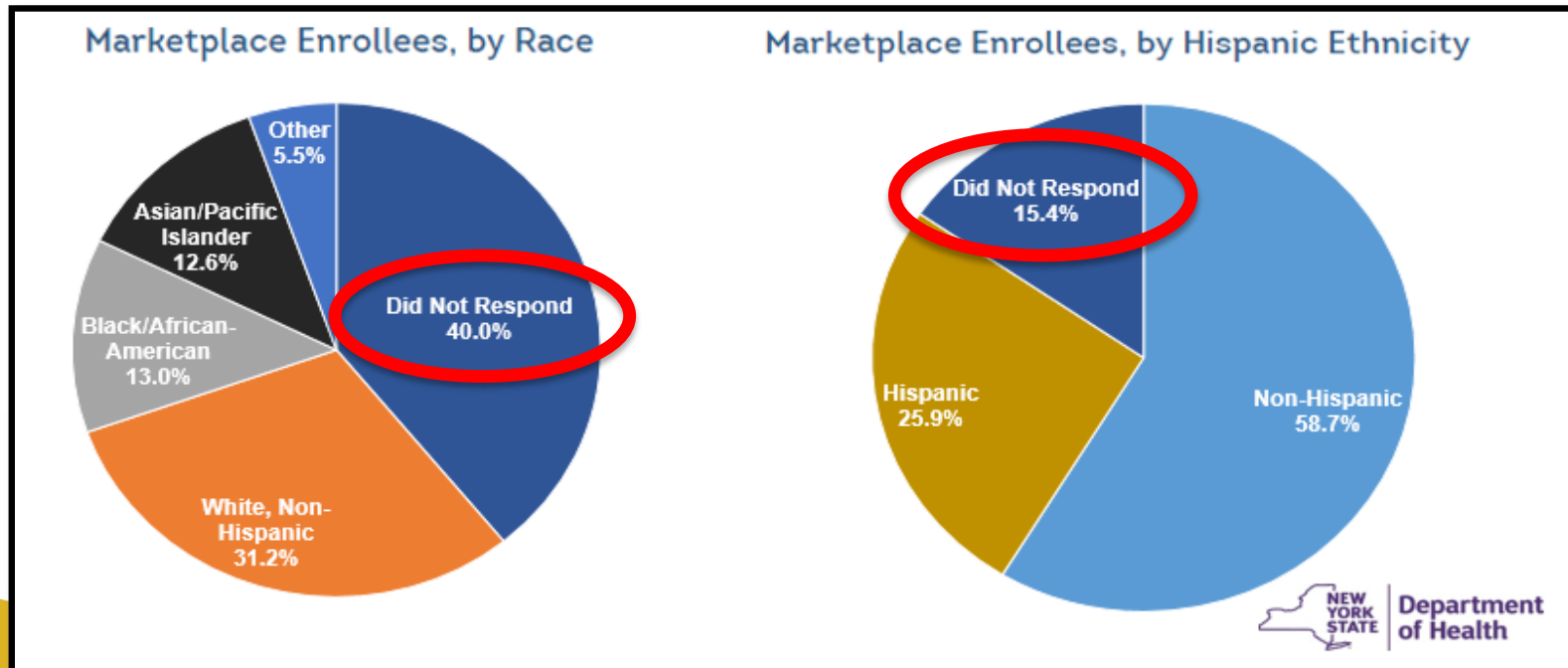
This question provides data that drives the education and outreach efforts of NY State of Health.

RACE & ETHNICITY QUESTIONS

Unfortunately, the non-response rate is high.

- 40% of people skip the question on race.
- 15% of people skip the question on ethnicity.

This makes it much harder to track whether we are actually reaching all of the populations that need coverage.



RACE & ETHNICITY QUESTIONS



NY State of Health uses this information to make sure:

- We are marketing to and reaching populations that have high numbers of uninsured individuals who may be eligible for subsidized coverage.
- We retain existing enrollees.

By answering the race and ethnicity questions, the consumer is helping us understand who we're reaching, and maybe more importantly, who we are not reaching.

This can ultimately lead to better health coverage in traditionally underserved communities.

RACE & ETHNICITY QUESTIONS

We need your help to get more consumers to answer the race and ethnicity questions.



- Remind consumers that by answering the question, they're helping us understand who we're reaching, and who we're still missing.
- Consumers can update this information in their application at any time.
- This information is confidential and will only be used to make sure that NY State of Health is reaching people who still may not have access to affordable health care.
 - These questions will not be used to determine the consumer's eligibility.

**NY STATE OF HEALTH
PRIVATE PAY
HOME HEALTH CARE SERVICES
PROGRAM**

NY STATE OF HEALTH PRIVATE PAY HOME HEALTH CARE SERVICES PROGRAM



- DOH is launching a new pilot program to make it easier for New Yorkers to shop for and purchase personal care services for themselves and their families through NY State of Health
- This new initiative will build on the “marketplace model” and allow New Yorkers to shop for home care services for themselves, their family members or friends from the same trusted source on a private pay basis
- DOH is working to launch this program on November 1, 2020, in time for NY State of Health Open Enrollment Period, on a pilot basis in Nassau, Suffolk, and Westchester counties and will expand statewide in a future phase(s)

NY STATE OF HEALTH PRIVATE PAY HOME HEALTH CARE SERVICES PROGRAM



- This initiative will expand the types of care that New Yorkers can shop for through NY State of Health on a private pay basis
- There is no requirement that consumers have other NY State of Health coverage
- Consumers, or family members on their behalf, will access the NY State of Health Home Care Program through the website (nystateofhealth.ny.gov); there is no expectation that consumers will work with enrollment assistors for this program

NY STATE OF HEALTH PRIVATE PAY HOME HEALTH CARE SERVICES PROGRAM



- Consumers or their family members will access the NY State of Health website (nystateofhealth.ny.gov) and select the option for “private pay home health care services”
- Then, search for personal care workers in their area and, based on user-generated criteria, including level of need, language preference, or other criteria, “match” with available workers
- Once the personal care worker of their choice is selected, the consumer will schedule a free in-home or telehealth evaluation with the Licensed Home Care Services Agency (LHCSA)
- Then, the consumer will work directly with the LHCSA that employs the personal care worker to determine the consumer’s needs
- Payment for services will be made directly by the consumer to the LHCSA



Individuals & Families

You and your family have many low cost, quality health insurance options available through the Individual Marketplace.

[GET STARTED](#)

[LOG IN](#)

[Get in-person help applying or enrolling](#)

[Compare plans & estimate cost](#)

[NYS Provider & Health Plan Look-Up](#)

Home Care

Are you in search of a caregiver who is trained and certified to provide direct in-home care services for a friend, family member or loved one?

If so, NY State of Health now provides you with the ability to search, connect and match with a certified in-home care provider in your area.



QUESTIONS?



RECERTIFICATION PROCESS



- All Assistors who are registered or completed the in-person or online Assistor Certification training by **10/31/2020** 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>
- Assistors, keep track of the date you watched the live webinar or the video for each of this year's four (4) recertification webinars.
- Provide your dates to your supervisor so they can complete the Recertification Report.

THANK YOU!



- Please complete the survey
 - Evaluation of Webinar: Open Enrollment and Renewals
- As always, watch for the video and materials to be posted to: <http://info.nystateofhealth.ny.gov/SpringTraining>

One (1) Remaining Recertification Webinar:

October 28 - 2021 Qualified Health Plan and Essential Plan Line-Up