



SNAPSHOT

As of October 31, 2023, overall 78% (497,336) of the 634,159 individuals included in the October 2023 Cohort have renewed their coverage across NY State of Health (78%) and the Local Departments of Social Services (LDSS) (82%). This includes individuals enrolled in Medicaid, Child Health Plus, and Essential Plan with October 31st renewal dates.



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



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

October 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 - October Renewal Tracking

October 2023 Cohort

Total renewed:(N= 497,336)

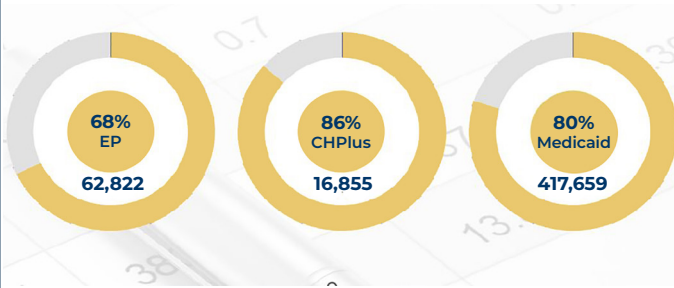
Total renewed: 78%

PHE Unwind - October Renewal Tracking

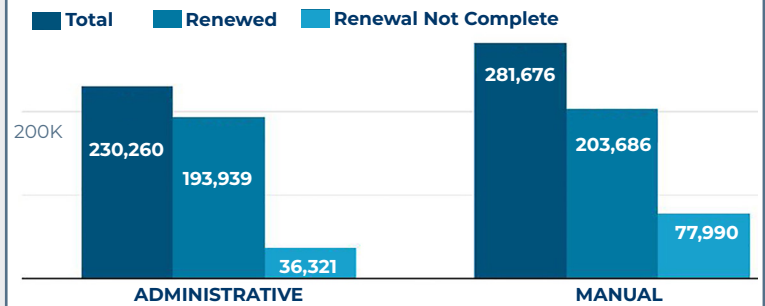
■ Renewal Cohort ■ Renewal Complete



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



NY State of Health Renewal Type (Administrative vs Manual)



NOTE:

- Administrative renewal, also known as “ex parte” renewal, refers to the process of using available data sources to confirm eligibility without the enrollee needing to take any action. Manual renewal enrollees must update their application to stay enrolled in coverage.
- EP: Essential Plan, New York’s Basic Health Program
- CHPlus: Child Health Plus, New York’s Children’s Health Insurance Program

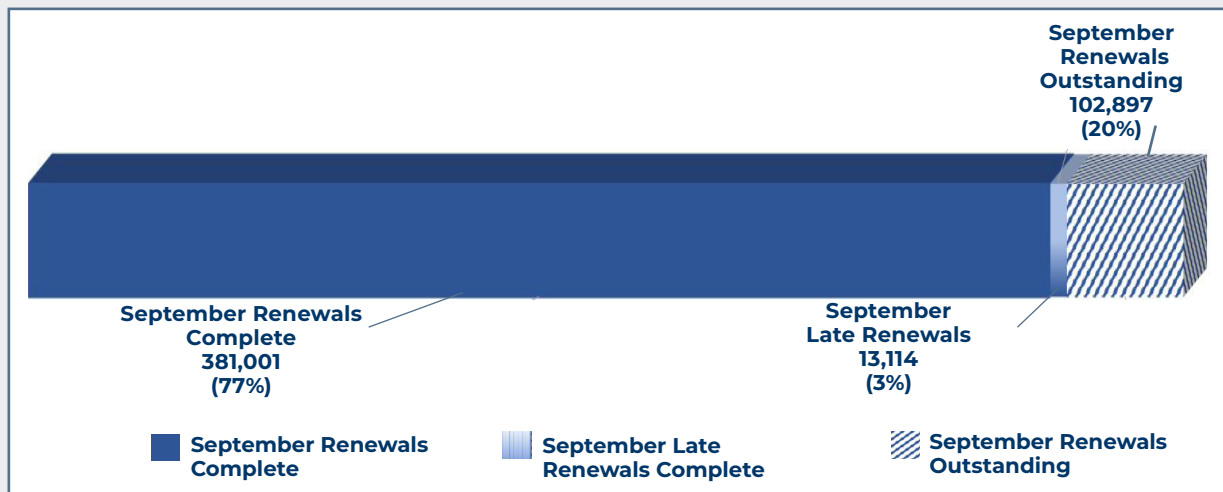
RENEWAL TRACKING

The total number of individuals up for renewal in the October 2023 Cohort across NY State of Health and the LDSSs is 634,159 of which 497,336 have successfully renewed and 136,823 are still outstanding (meaning that individuals have not yet returned or enrolled with a health plan). Because New York permits late renewal through November 30, 2023 for the October 2023 Cohort, the total number of individuals in this cohort completing their renewal is expected to increase through the end of November.

SEPTEMBER RENEWAL TRACKING LOOKBACK

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

September RENEWAL LOOKBACK (N=497,012)



Customer Service Center October 2023

Type	Total
Calls Received	606,704
Call Center Wait Time	19s
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.

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

Program Transitions for those Completing Renewals (N= 497,336)

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 (16,855)	89%	<1%	11%	0%	0%	<1%	<1%	100%
Essential Plan (62,822)	0%	61%	26%	8%	3%	1%	1%	100%
Medicaid (417,659)	4%	7%	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.

October 2023 Cohort (NY State of Health only)					
Written Language	Renewal Complete	% Renewal Complete	Written Language	Renewal Complete	% Renewal Complete
Albanian	92	73%	Korean	854	81%
Arabic	373	83%	Nepali	55	74%
Bengali	258	82%	Polish	142	79%
Burmese	152	84%	Russian	4,071	78%
Chinese	14,722	87%	Somali	9	90%
English	293,485	76%	Spanish	81,751	81%
French	587	76%	Swahili	5	100%
French Creole	101	68%	Tagalog	6	75%
Greek	14	58%	Tigrinya	2	100%
Haitian Creole	430	70%	Traditional Chinese	68	89%
Hindi	52	73%	TWI	0	0%
Italian	53	75%	Urdu	52	69%
Japanese	68	84%	Vietnamese	92	83%
Karen	89	92%	Yiddish	42	71%
Total			397,625 78%		

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

October 2023 Cohort (NY State of Health only)

Race	Renewal Complete	% Renewal Complete
African	1,441	75%
American Indian/ Alaskan Native	1,669	71%
Asian Indian	9,094	76%
Bangladeshi	1,833	89%
Black/African American	48,794	74%
Burmese	61	76%
Chinese	21,311	85%
Filipino	1,603	72%
Guamanian/ Chamorro	238	79%
Haitian	581	69%
Jamaican	885	79%
Japanese	498	78%
Korean	2,223	76%
Middle Eastern/ North African	1,376	79%
Native Hawaiian	91	76%
Other	36,916	78%
Other Asian	13,231	79%
Other Pacific Islander	794	71%
Pakistani	390	86%
Samoaan	50	67%
Taiwanese	33	87%
Unknown	150,602	78%
Vietnamese	792	78%
White	116,848	78%
Total*	411,354	78%

RACE AND ETHNICITY DATA

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

October 2023 Cohort (NY State of Health only)

Hispanic	Renewal Complete	% Renewal Complete
Yes	107,059	78%
No	217,269	77%
Unknown	73,297	79%
Total	397,625	78%

*** NOTE:** Individuals are able to select one or more race categories, including "Don't know" and "Choose not to answer," so some individuals may be counted in more than one category.

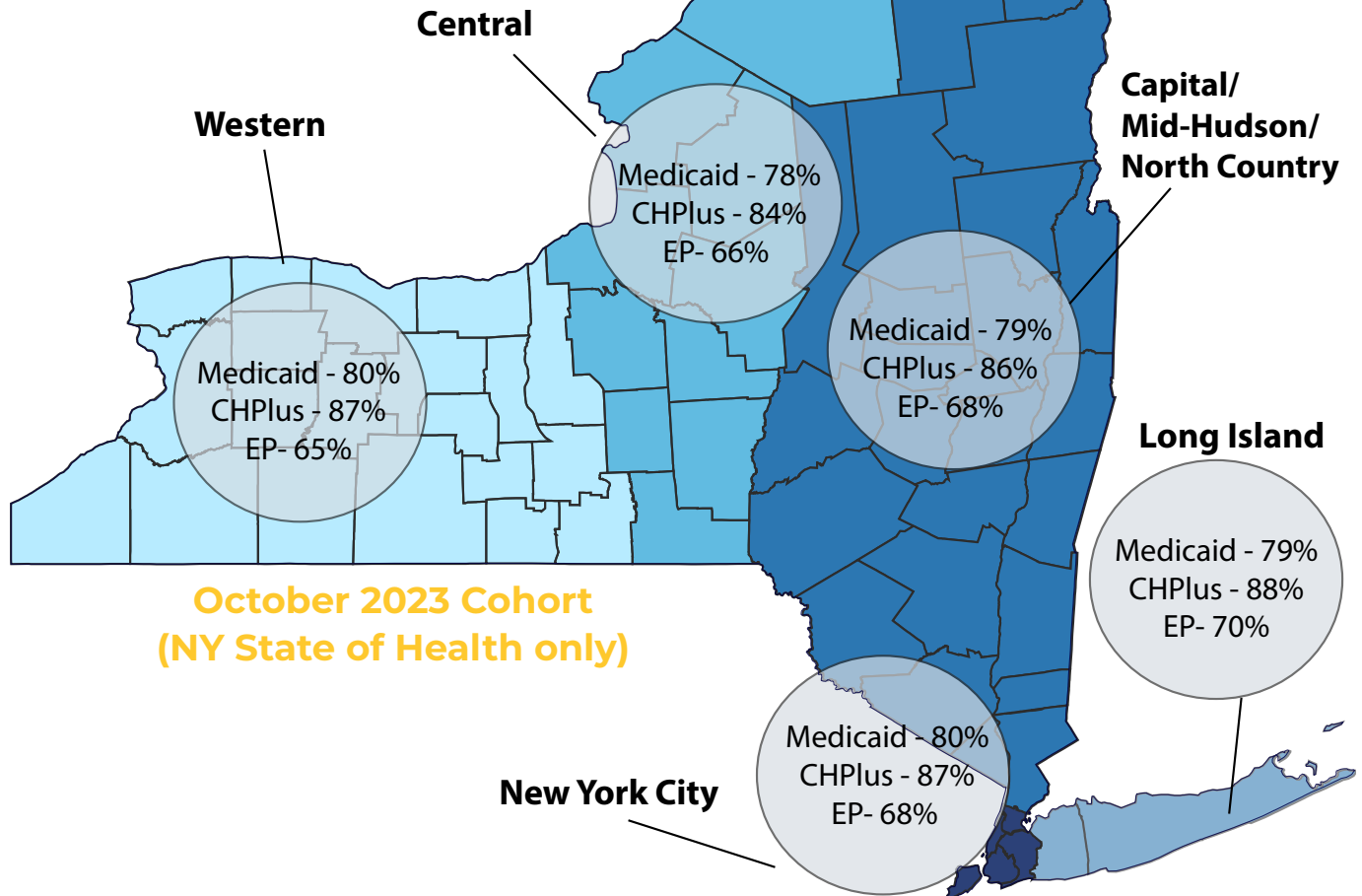
AGE DATA

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

October 2023 Cohort NY State of Health		
Age Group	Renewal Complete	Completion Rate
00-17	111,127	88%
18-25	51,738	70%
26-34	62,545	69%
35-44	60,584	75%
45-54	50,297	79%
55-64	49,966	83%
65+	11,368	70%
Total	397,625	78%

REGIONAL DATA

This map represents the percentage of enrollees in each region who have completed renewal by program for the most recent renewal cohort.



COUNTY DATA

This table demonstrates the number of individuals completing renewals by county for the most recent renewal cohort.

October 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Albany	4,208	76%
Allegany	690	81%
Bronx	43,775	76%
Broome	2,911	77%
Cattaraugus	1,275	78%
Cayuga	1,101	79%
Chautauqua	2,078	80%
Chemung	1,296	78%
Chenango	880	81%
Clinton	972	74%
Columbia	894	77%
Cortland	785	79%
Delaware	719	81%
Dutchess	3,731	77%
Erie	14,863	79%
Essex	510	79%
Franklin	726	74%
Fulton	865	73%
Genesee	789	75%
Greene	735	79%
Hamilton	54	74%

COUNTY DATA

Continued

October 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Herkimer	1,122	78%
Jefferson	1,631	78%
Kings	73,073	78%
Lewis	364	74%
Livingston	715	76%
Madison	877	76%
Monroe	11,699	76%
Montgomery	969	79%
Nassau	21,016	77%
New York	22,275	75%
Niagara	3,170	78%
Oneida	3,913	77%
Onondaga	6,780	77%
Ontario	1,637	79%
Orange	7,811	81%
Orleans	630	71%
Oswego	1,853	79%
Otsego	828	78%
Putnam	1,186	79%
Queens	70,893	78%
Rensselaer	2,092	76%

October 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Richmond	9,381	80%
Rockland	8,634	81%
Saratoga	2,431	76%
Schenectady	2,749	77%
Schoharie	454	79%
Schuyler	259	76%
Seneca	432	73%
St. Lawrence	1,382	77%
Steuben	1,546	78%
Suffolk	26,381	79%
Sullivan	1,642	78%
Tioga	761	81%
Tompkins	980	73%
Ulster	3,079	80%
Warren	929	76%
Washington	952	78%
Wayne	1,314	75%
Westchester	15,070	78%
Wyoming	534	82%
Yates	324	81%
Total	397,625	78%

Submissions to Centers for Medicare and Medicaid Services

This section represents New York State data submitted to the Centers for Medicare and Medicaid Services (CMS), which includes both NY State of Health and LDSS data.

BASELINE REPORTING

The baseline report required by CMS is meant to serve as a starting point to track a state's pending eligibility and enrollment actions that the state will need to address when the state begins its unwinding period. New York was required to report summary data on pending applications, renewals, and fair hearings. States will report Medicaid and Children's Health Insurance Program (CHPlus) data in this report. As requested by CMS, this data does not include information regarding enrollees in the Essential Plan, New York's Basic Health Program. Data is not reported separately by program.

While baseline data was submitted in March, New York's first renewal cycle processing began for the June 2023 cohort.

BASELINE REPORTING

Continued

Application Processing	Baseline 3/31/23	Footnote
1. Total pending applications received between March 1, 2020 and the end of the month prior to New York's unwinding period (1a +1b)	0	
1a. Pending MAGI and other non-disability applications	0	
1b. Pending disability-related applications	0	
RENEWALS		
2. Total beneficiaries enrolled as of the end of the month prior to New York's unwinding period	6,839,140	Excludes EP
NEW YORK'S POLICY FOR COMPLETING RENEWALS		
3. New York's timeline for the renewal process	<p>NY State of Health: The expected monthly renewal period is 60 days.</p> <p>LDSS Rest of State: The expected monthly renewal period is 90 days.</p> <p>LDSS Downstate: The expected renewal period is 120 days.</p>	
MEDICAID FAIR HEARINGS		
4. Total number of Medicaid fair hearings pending more than 90 days at the end of the month prior to New York's unwinding period	7,892	Represents MA Fair hearing cases pending more than 90 days

NOTE: MAGI: Modified Adjusted Gross Income

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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 11/12/23 (data as of 10/31/23)	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

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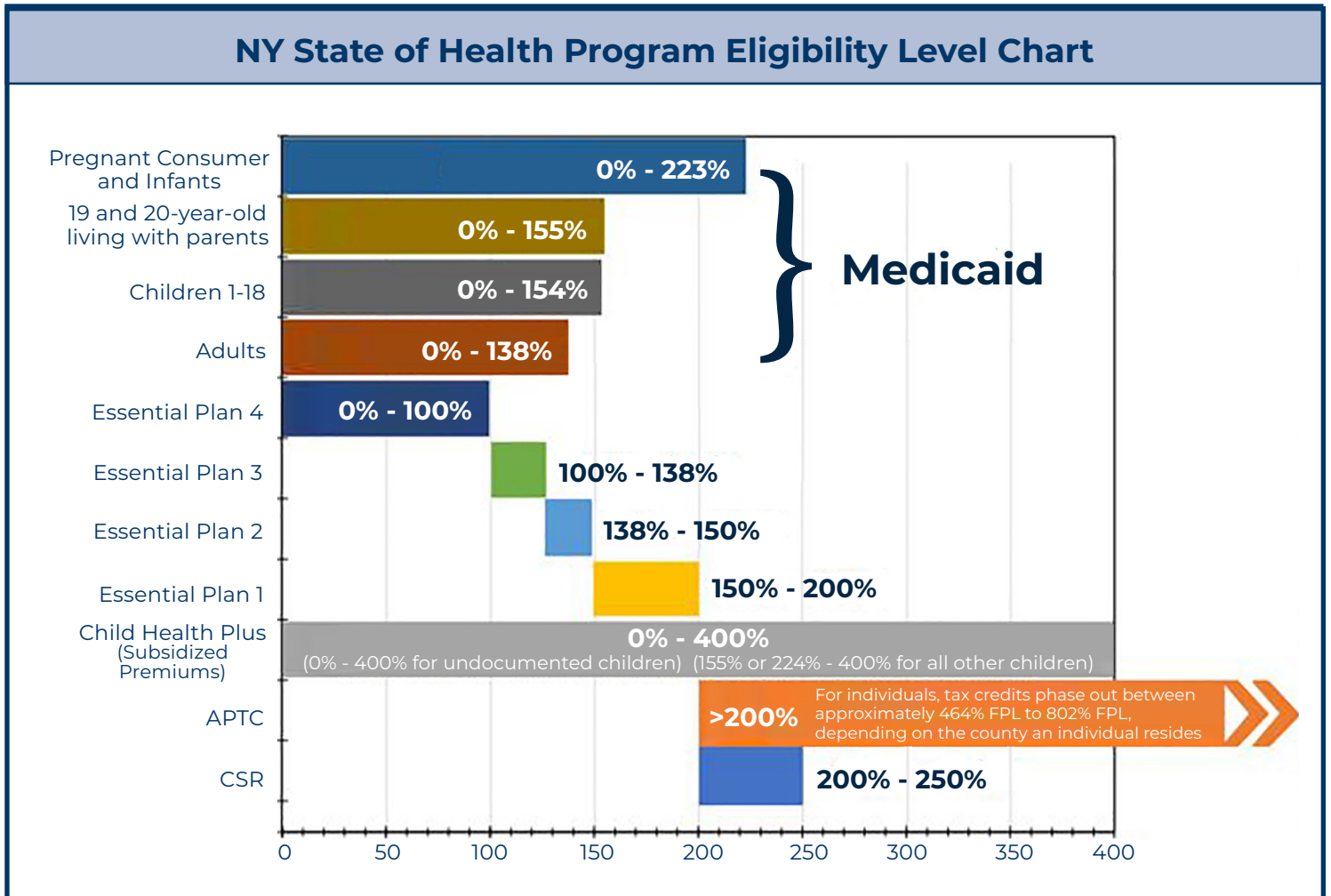
MONTHLY REPORTING

Continued

RENEWALS INITIATED		
4. Total beneficiaries for whom a renewal was initiated in the reporting period	567,519	Reflects beneficiaries initiated during October 2023. Excludes Essential Plan.
RENEWALS AND OUTCOMES		
5. Total beneficiaries due for renewal in the reporting period (5a+5b+5c+5d)	541,754	Excludes Essential Plan
5a. Of the beneficiaries included in Metric 5, the number renewed and retained in Medicaid or CHPlus (those who remained enrolled) [5a(1)+5a(2)]	389,142	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	208,472	
5a(2) Number of beneficiaries renewed using a pre-populated renewal form	180,670	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)	87,496	
5c. Of the beneficiaries included in Metric 5, the number terminated for procedural reasons (i.e. failure to respond)	49,415	
5d. Of the beneficiaries included in Metric 5, the number whose renewal was not completed	15,701	Beneficiaries are still being extended manually as part of the mitigation plan
6. Month in which renewals due in the reporting month were initiated	July, August and September 2023	Renewals due during October 2023 were initiated in July, August and September 2023
7. Number of beneficiaries due for renewal since the beginning of New York's unwinding period whose renewal has not yet been completed	45,776	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	7,234	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.