

Date: September 27, 2023  
Time: 10:00am – 11:30am



# OPEN ENROLLMENT AND RENEWALS

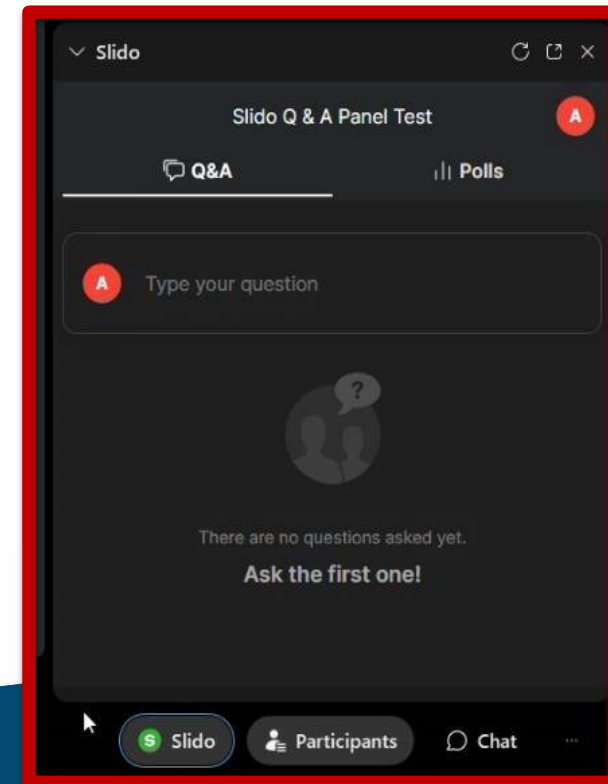
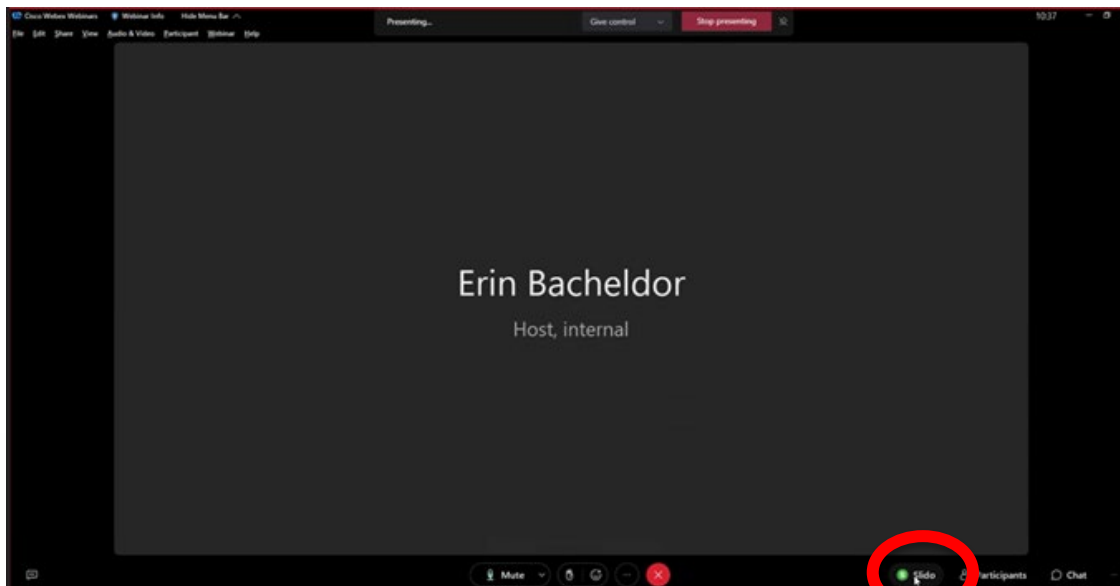
**Log into the WebEx first: click [HERE](#)**

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

# QUESTIONS

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

- Chat function is disabled, please use the Slido 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>

2023 Spring Training  
July 20, 2023



Session	Topic	Training Materials
1 April 19, 2023	Unwinding from Continuous Coverage Requirements in NY State of Health, Part 1 – An overview of the unwind process and timelines as well as a refresher on provisions that will be reinstated, such as documentation requirements	Presentation Video
2 April 26, 2023	Unwinding from Continuous Coverage Requirements in NY State of Health, Part 2 – An overview of the outreach and messaging that NY State of Health will be using during the unwind period as well as a refresher on tools available to Assistors and Assistor Oversight Managers through their respective dashboards	Presentation Video Assistor Tips for Document Review Unwind Resources for Assistors Unwind Email and Text Messages for Consumers
3 June 21, 2023	What's Coming in NY State of Health: Marketplace Facilitated Enrollers (MFEs), Renewals and Late Renewals, Child Health Plus Premium Payments, 12-Months Continuous Coverage in Essential Plan, Consumers 65+ and/or with Medicare, Income Verification for Non-Applying Consumers who do not provide Social Security Numbers, System Updates for Pregnant Minors, and Postpartum Coverage for Pregnant Consumers	Presentation Video
4 July 19, 2023	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 Identity Proofing Training Video Identity Proofing Slides Authorized Representative Training Video Authorized Representative Slides

## Webinar Statistics:

- Right at 98% of respondents said the webinar increased their knowledge of the topic.
- Over 98% said information from the webinar will allow them to better assist consumers in a safe and secure manner.

## Here's what you said:

- *“Fantastic training, it’s good to review the rules on PII and PHI.”*
- *“The audio and picture quality were excellent. Could you please continue to have live interactions with the audience it keeps us engaged?”*

# TODAY'S PRESENTATION



## Introductions

Gabrielle Armenia      Director, Child Health Plus and Marketplace Consumer Assistance Group

## Panelists

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

Alicia Neznok      Medical Assistance Specialist 3, Bureau of Child Health Plus and Marketplace Consumer Assistance

Sara Oberst      Director, Eligibility Systems Modernization Group

Sonia Sekhar      Deputy Director, NY State of Health

Melanie Warren      Health Education Media Specialist, NY State of Health

# TODAY'S AGENDA



## Reinstatements

- Who is getting Reinstated and Why
- How Consumers can get their Previous Medical Bills Paid once Reinstated

## Open Enrollment and Renewals

- QHP Open Enrollment
- Important Dates
- Three types of Renewals
- NY State of Health Email Messages
- NY State of Health Communication Tools
- Using the Assistor Dashboard

# Reinstatements



Dear Assistor:

We are writing to make you aware of an issue that will impact consumers you are assisting throughout the Public Health Emergency (PHE) unwind. On August 30, 2023, the Centers for Medicare and Medicaid Services (CMS) issued guidance to states reminding them of their obligations under the PHE unwind. The guidance specially discusses that some states are determining eligibility at a household level rather than at an individual level and therefore inappropriately excluding some individuals from *ex parte*/automatic renewal. After careful review, the State has determined it is impacted by this issue. As a result, it is estimated that approximately 78,000 or 5% of individuals required to renew in NY State of Health were moved from the *ex parte* review process to a manual renewal process in June, July and August 2023 and ultimately lost their coverage for failure to renew. To remedy this issue, reinstatements for these individuals are expected to begin on September 22 and will continue through next week. Individuals will be reinstated for 12 months from their original disenrollment date. For example, an individual who was disenrolled on July 31, 2023 will be reinstated effective August 1, 2023 through July 31, 2024. The breakdown by program is included below. Please note that approximately 10,000 identified Medicaid enrollees were enrolled *fee-for-service* so their reinstatements will not be part of the cohort reinstated in health plans. These enrollees will be reinstated to *fee-for-service*. All reinstated individuals will receive a notice in the mail in the coming days, telling them their coverage has been reinstated. If an individual received health care services during a month they were disenrolled, they may contact their managed care plan directly or the NY State of Health Customer Service Center at 1-855-355-5777 for assistance in getting those bills paid. Beginning this month (September 2023), individuals incorrectly moved from *ex parte* to a manual process will automatically have their coverage extended for 12 months while our contractor works to provide a permanent system solution. Please feel free to reach out if you have any further questions.

Row Labels	Jun	Jul	Aug	Grand Total
Child Health Plus	2,012	2,183	2,805	7,000
Medicaid	16,792	21,547	26,523	64,862
Essential Plan	1,371	1,422	1,721	4,514
<b>Grand Total</b>	<b>20,176</b>	<b>25,152</b>	<b>31,049</b>	<b>76,377</b>

# REINSTATEMENTS

Medicaid (MA), Child Health Plus (CHPlus) and Essential Plan (EP) consumers who needed to manually renew their coverage, but did not, lost their coverage at the end of June, July or August of 2023.

- It has been determined that some of these individuals were only required to manually renew because someone else in their household was excluded from the automatic renewal determination process which may have helped them remain eligible for MA/CHPlus/EP.
- Based on guidance from the Centers for Medicare and Medicaid Services (CMS), NY State of Health is re-instating coverage for these individuals.



# REINSTATEMENTS

Notices began going out this past weekend and will continue to go out through the rest of this week, telling approximately 73,000 consumers that they have had their coverage reinstated with no gap.

- About 10,000 of these individuals were enrolled in Medicaid Fee-For-Service only, and therefore plan enrollment will not be needed.
- Individuals who were impacted this month (September 2023), have had their coverage extended for 12 months. Extensions for impacted individuals will continue each month until a system solution can be implemented.

# REIMBURSEMENT

If a consumer received health care services and they either received a bill or paid a bill during a month that they were disenrolled, and they have since been reinstated for that month, they may request assistance in getting those bills paid.

## **Child Health Plus and Essential Plan:**

- Received a bill but did not pay - Advise the consumer to tell their provider to resubmit the bill.
- Received a bill and paid the bill – Advise the consumer to contact their health plan directly.

# REIMBURSEMENT, CONTINUED

## Medicaid:

- FFS or MMC - Received a bill but did not pay - Advise the consumer to tell their provider to submit the bill to Medicaid if FFS or the MMC plan, if enrolled in a plan.
- MMC - Received a bill and paid the bill - Advise the consumer to contact their plan directly.
  - There is an exception for COVID vaccines obtained at a pharmacy. If the MMC consumer paid for a COVID vaccine obtained at a pharmacy (instead of their physician's office), use the instructions below under Medicaid Reimbursement.
- FFS Consumer received bill and paid the bill – Use instructions below for Medicaid Reimbursement.

## Medicaid Reimbursement:

Bills and receipts that show date of service and proof of payment should be mailed to the address below.

- Must include the consumer's account number (AC0000000000) on each page.

Attention Reimbursement Unit  
NY State of Health  
PO Box 11780  
Albany, NY 12211

# QHP Open Enrollment

## **Open Enrollment has been open and will continue to be open in NY State of Health through May 31, 2024.**

Before and after the Standard Open Enrollment Period (OEP), consumers will still be allowed to enroll in Marketplace coverage via an exceptional circumstances Special Enrollment Period (SEP) for the duration of the unwinding of the continuous coverage requirements (May 31, 2024).

- There is no need for documentation in order to access and use this SEP.

Reminder: Consumers who enroll in a new or different QHP mid-year must meet the entire annual deductible and the full maximum out-of-pocket limit, as if they were enrolled in the plan for the full 12 months.

**Annual Open Enrollment – Plan Year 2024**  
**Begins November 16, 2023**

- NY State of Health expects to renew coverage for nearly 200,000 households and enroll new people into coverage during Open Enrollment.
- Details about 2024 plan options will be released in early October.
- Enrollment in Medicaid, EP and CHPlus is open all year.
- The 2024 Open Enrollment start date will remain in line with QHP renewals to simplify enrollment for all consumers.

# Important Dates

# OPEN ENROLLMENT AND RENEWALS

## IMPORTANT DATES



Date	Action
<b>October 1, 2023</b>	<b>2024 plans will appear on the Compare Plans and Estimate Costs Tool (Anonymous Plan Search Tool) for browsing.</b>
<b>By November 1, 2023</b>	<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>
<b>November 16, 2023</b>	<b>2024 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, 2024.</li></ul>
<b>December 15, 2023</b>	<b>Deadline to enroll for January 1, 2024 coverage.</b>



# 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, 2024
New Application	December 16 - January 15	February 1, 2024
New Application	January 16 – January 31	March 1, 2024

# POLL QUESTION #1



**Cam Miller contacts you because their current employer-based coverage is ending on December 31, 2023. Cam would like to apply for a subsidized Qualified Health Plan for coverage beginning January 1, 2024 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

# 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



## 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 2024 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 their application.
    - Updates can be made starting 11/16/2023 and should be completed by 12/15/2023 to ensure coverage on 1/1/2024.
- Enrollment into the plan (if the same plan is available in 2024) 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: HX0000000000

**CHANGE IN ELIGIBILITY:**

You qualify for a **premium tax credit** to help pay for your health insurance coverage, effective **January 01, 2024**. Your tax credit amount for **2024** is **\$387.00** per month.

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

**INSURANCE DETAILS:**

**Insurance Company:** Fidelis Care  
**Product:** Fidelis Care Bronze, Bronze, ST, INN, Fidelis Care HBX Network, Pediatric Dental, Dep25, Free Telemedicine  
**Start Date:** January 01, 2024

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, 2023** and **December 15, 2023**. 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, 2023** and **December 15, 2023** to see what you qualify for on **January 01, 2024**.

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 2024 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.

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

**Jo Bernat**

**Marketplace ID: HX0000000000**

**CHANGE IN ELIGIBILITY:**

You qualify for a **premium tax credit** to help pay for your health insurance coverage, effective **January 01, 2024**.  
Your tax credit amount for **2024** is **\$387.00** per month.

# AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT, CONTINUED

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

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

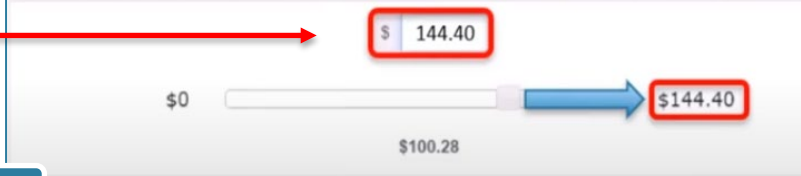
On the Plan Selection Introduction Page, click “Next”

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

To change the amount of APTC applied, check and edit 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/qs/ehra>



\$0  \$100.28

# 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





  
Jo Bernat  
1 Main Street  
Brooklyn, NY 11216-1017

Account ID: AC0000075374

September 19, 2023

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: HX0000000000

**CHANGE IN ELIGIBILITY:** You qualify for a **premium tax credit** to help pay for your health insurance coverage, effective **January 01, 2024**. Your tax credit amount for 2024 is **\$362.00** 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, 2023** and **December 15, 2023** 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, 2023** and **December 15, 2023** 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."*

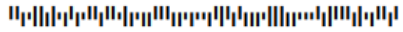
# MANUAL RENEWALS

- Consumers need to be manually renewed when NY State of Health is unable to automatically renew them based on data sources.
- Consumers due to renew for January coverage **MUST** update information on or before 12/15/2023 in order to remain enrolled for 1/1/2024.
- Consumers who do not update their information may have a gap in their QHP coverage.
  - MA/CHPlus/EP eligible consumers may still complete a late renewal after 12/15/2023.

# MANUAL RENEWALS, CONTINUED



Jo Bernat  
1 Main Street  
Brooklyn, NY 11216-1017



September 06, 2023  
Account ID: AC0000000000

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, 2023 and December 15, 2023. 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: HX0000000000

### ACTION REQUIRED:

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

Please update the information on your NY State of Health account by December 15, 2023 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 health paying for your health insurance coverage.

Please update the information on your NY State of Health account by December 15, 2023 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.*"

## ACT NOW! Renewal Rules Have Changed

To renew your coverage you must **update your NY State of Health application by December 15, 2023. You may lose your coverage if you do not finish your renewal ON TIME.**

If you already received a letter about renewing your health insurance coverage for the upcoming year, the information in that letter is no longer valid.

# NY State of Health Open Enrollment and Renewal Email Messages

# RENEWAL EMAIL MESSAGES



**IT'S TIME TO RENEW YOUR  
HEALTH INSURANCE**



**Es momento de renovar su  
seguro médico**

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, 2024.
- To inform consumers that the renewal period has started and to encourage them to act between November 16 and December 15, 2023.
- 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 throughout Open Enrollment beginning in mid-November:

- During Open Enrollment to new or renewing consumers who have a **QHP determination for 2024** but have yet to pick a plan.
  - Renewing consumers who are receiving these emails have already received their renewal notice and have yet to enroll in a plan.
- 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, 2024, 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, 2023.
- Will be sent in both English and Spanish.

# RENEWAL EMAIL MESSAGES



“Deadline Reminder” email messages will be sent in mid-December and mid-January:

- To QHP consumers who need to manually renew for coverage starting January 1, 2024, but have yet to complete their renewal.
- Encourages consumers to take action by December 15 (in the mid-December message) and January 15 (in the mid-January message).
- Will be sent in both English and Spanish.

# RENEWAL TEXT MESSAGES

Assistors should also encourage consumers to watch for text alerts so they can receive updates and enrollment reminders.



# NY State of Health Communication Tools

# 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, Fact Sheets, At-a-Glance Cards
    - Ordering, Printing, Co-Branding
  - Enrollment Tools to Help Consumers
    - How-to Videos, Plan Comparisons, Cost Estimator, Provider Look-Up Tool



**Educational Materials**

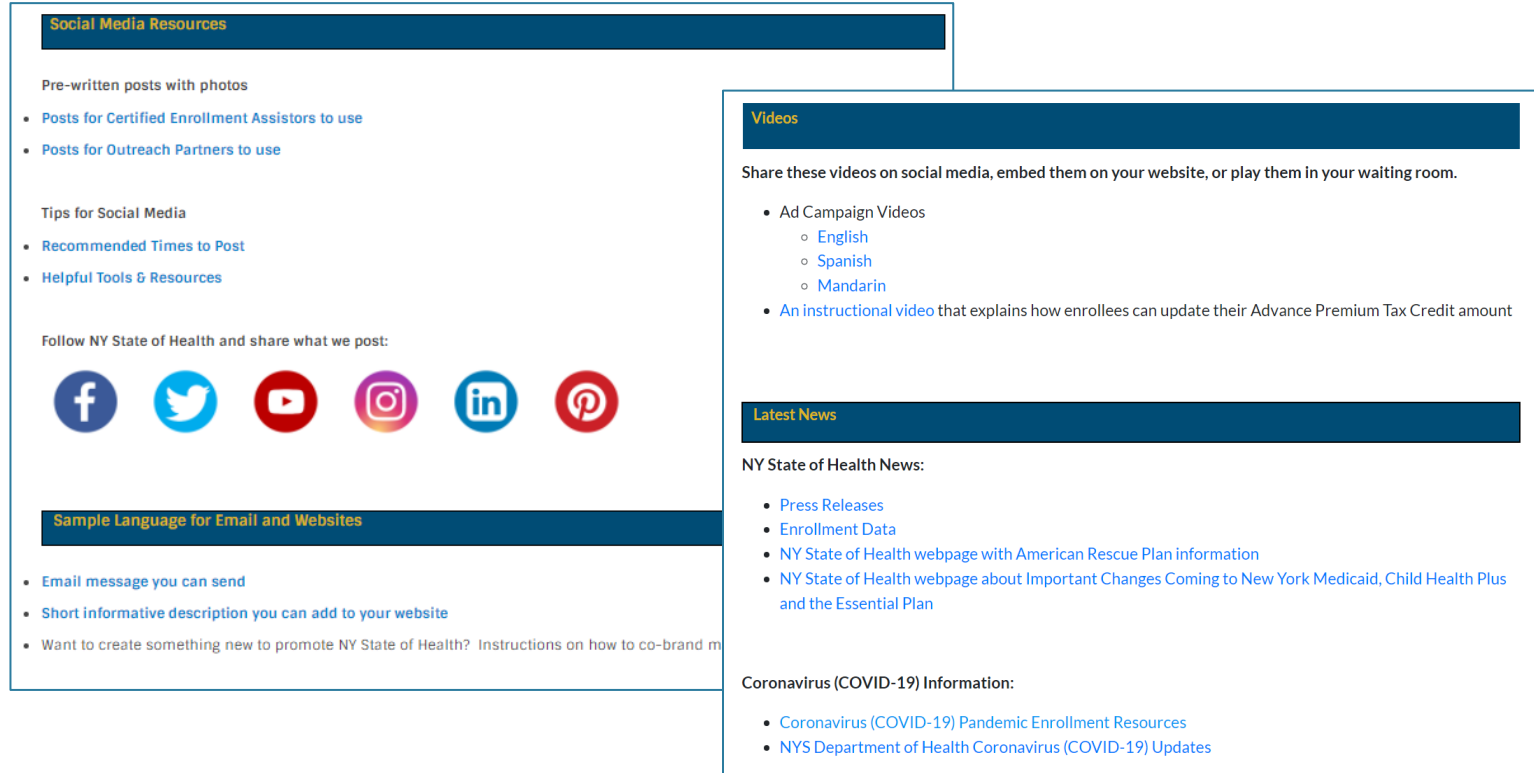
Share these through email, link to them on your website, or [order printed versions](#) to distribute.

- [NY State of Health Programs At a Glance](#)  
*\*includes program details and income eligibility guidelines for Medicaid, Child Health Plus, Essential Plan, and Qualified Health Plans*
- [Rack Cards](#)
- [Posters](#)
- [Mail Inserts](#)
- [Fact Sheets Explaining New Financial Assistance from the American Rescue Plan](#)
- [More Materials](#)

# 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



**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>

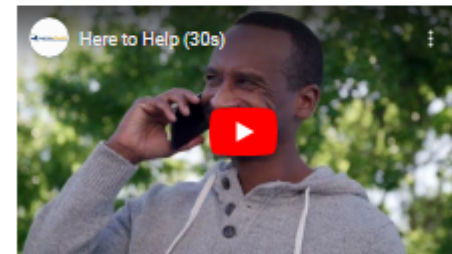
This page includes:

- Frequently Asked Questions
- How consumers can prepare for their renewal, including updating their information
- Information about Text Alerts, including the Privacy Policy and Consent/Terms of Service documents
- Samples of Ads
- Information in English + 13 other languages

## Important Changes 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? Starting in Spring 2023, 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.

[Español](#) [中文](#) [繁體中文](#) [العربية](#) [हिन्दी](#) [Français](#) [Kreyòl Ayisyen](#) [Italiano](#) [한국어](#) [Polski](#) [Русский](#) [اردو](#) [עברית](#)





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

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

## The Tool Kit features:

- Videos
- Social Media Posts with Images
- Renewal Infographics
- Text Alerts Information
- Drop-In Articles
- Email Messages
- Fact Sheets
- Frequently Asked Questions
- Posters
- Call Scripts for Your Staff
- Materials Available for Co-Branding
- Resources in English + 13 other languages
- News & Updates to Stay Informed

## 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 gap 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.

# 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, 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 2024.
- D. All the above reasons could be correct.

# Using the Assistor Dashboard

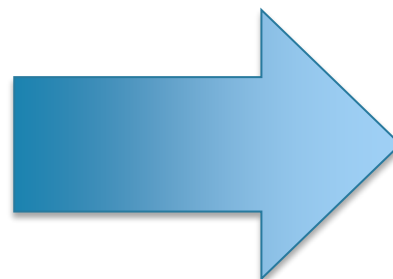
How can an Assistor tell if a consumer on their Dashboard needs to be renewed?



# 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



If you have questions about this notice, please contact:  
[Assistor.Cases@health.ny.gov](mailto:Assistor.Cases@health.ny.gov)



Erin Test  
1 Main Street  
Albany NY 12205

November 16, 2023  
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	12/31/2023	Manual
AC0000000001	12/31/2023	Manual
AC0000000002	12/31/2023	Manual
AC0000000003	12/31/2023	Auto
AC0000000004	12/31/2023	Auto

# OVERVIEW AND MANUAL RENEWAL TAB

AC0000000000 - 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	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	Enrollment End Date	Enrollments Status	Renewal Type	Action
Richard Blake	AC0000072150 N/A 555-555-5555	123-45 Main St Albany NY, 12208	12/31/2023	12/31/2023	SUBMITTED		<a href="#">manage</a> <a href="#">invite</a> <a href="#">delete</a>

< Previous 1 Next >

# POLL QUESTION #3



**Mark, who has been enrolled in a QHP for 4 years, contacts his Assistor in December stating that his QHP premium bill for January was much higher than in past years. He does not remember completing a renewal. What should the Assistor do?**

- A. Tell Mark to contact his health plan directly about the premium charge.
- B. Tell Mark that he should pay the higher premium.
- C. Login and check Mark's account to see the status of his eligibility and enrollment.
- D. Ask Mark if his income increased.

# 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 **10/31/2023** 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: 2024 Open Enrollment and Renewals
- As always, watch for the video and materials to be posted to:  
<http://info.nystateofhealth.ny.gov/SpringTraining>.

## Next Recertification Training:

### 2024 QHP and EP Plan Line Up

- Date: October 25, 2023
- Time: 10:00 – 11:30am

