



Department
of Health

Renewing Your NYS Medicaid Coverage

Member Webinar



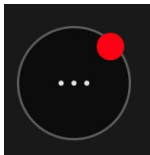
September 18, 2023

Welcome!

Thank you for joining us.

The webinar will begin shortly.

While you wait, we kindly ask that you participate in our **attendee poll**.

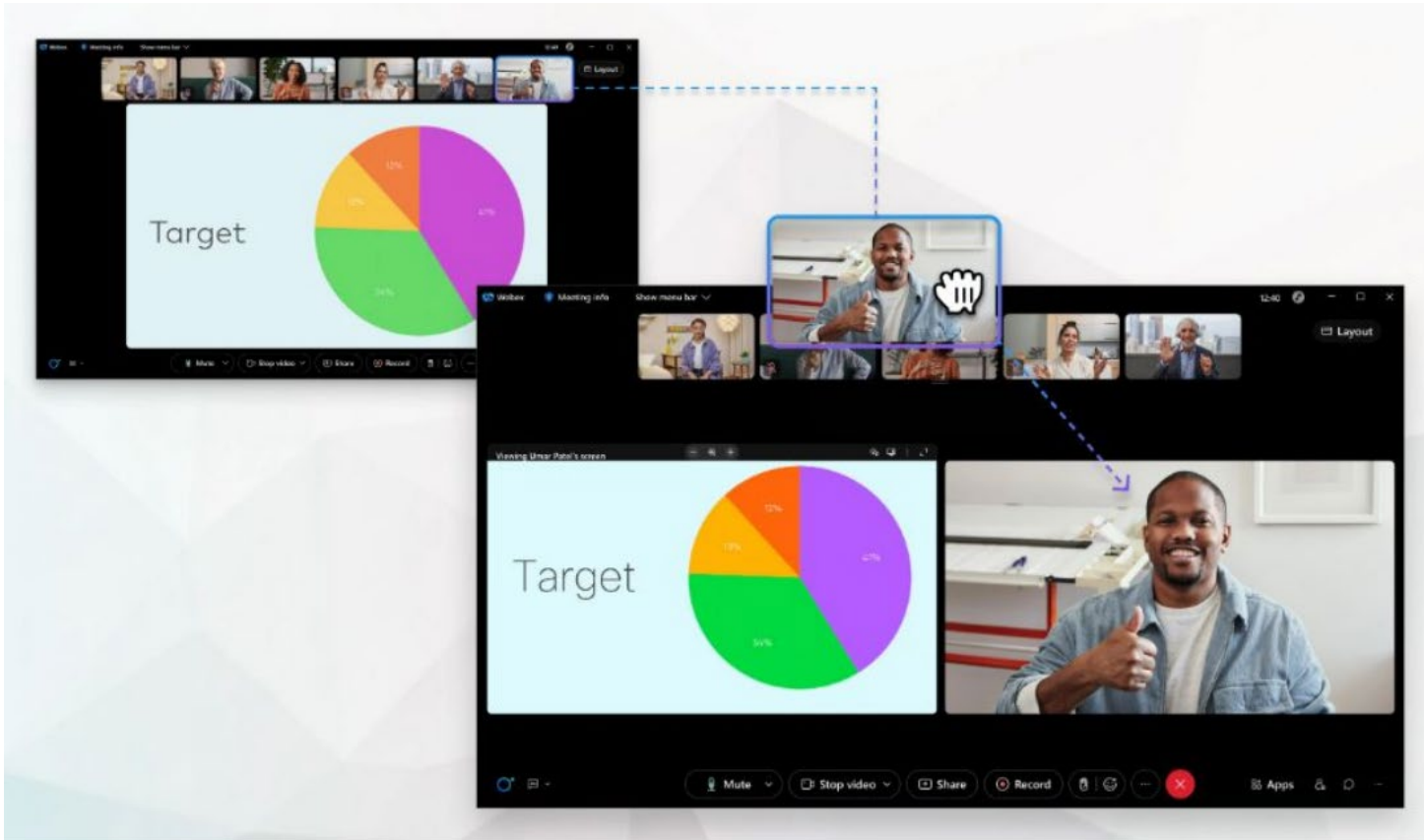
- **Laptop:** The polling questions should be located to the right on your WebEx dashboard screen.
- **Mobile:** A red dot should appear at the bottom of the screen indicating that the polling questions are available. 
- Answers are anonymous and responses will be used to tailor today's presentation.



We appreciate your response!

ASL Interpreters Are Available

To move an American Sign Language (ASL) interpreter to the WebEx presentation stage, please do the following:

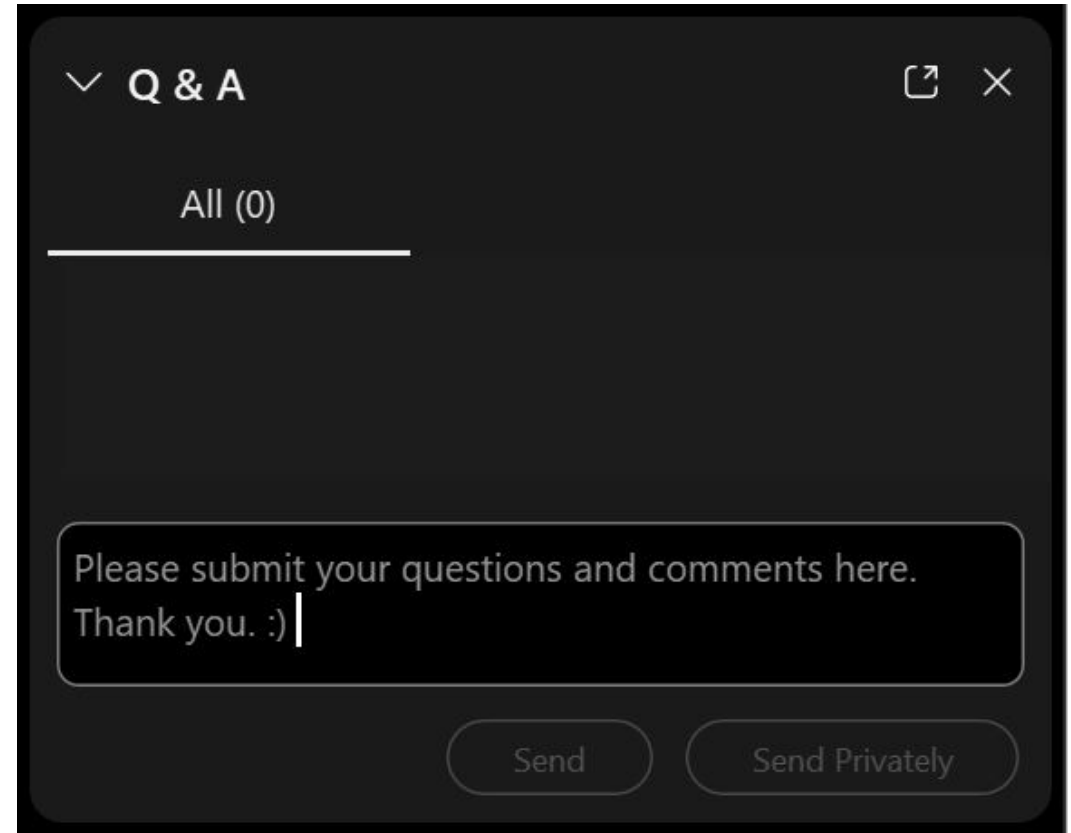


1. Find the **ASL Interpreter** video icon the top of your viewing screen.
2. **Right click** on the ASL interpreter's icon.
3. Select "**Move to Stage.**"

Questions?

If you have questions during today's webinar, please share them with us by typing them in using the WebEx Q&A box. We will be saving a document of all submitted questions.

Thank you for sharing with us!

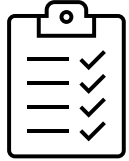


The image shows a screenshot of a WebEx Q&A interface. At the top left, there is a dropdown arrow and the text "Q & A". At the top right, there are icons for a share window and a close window. Below this, the text "All (0)" is centered above a horizontal line. A large text input area contains the placeholder text "Please submit your questions and comments here. Thank you. :)" with a vertical cursor at the end. At the bottom right, there are two buttons: "Send" and "Send Privately".

What will be covered today

- What's Changed
- Renewal Timeline
- What Do You Need to do to Keep Medicaid
- Other Options and Resources

How does this impact you?



This is a big change; most Medicaid members have had their Medicaid eligibility automatically extended over the last few years, but now they will need to have their Medicaid eligibility redetermined. This process is also known as "renewing" your coverage.

- A Medicaid redetermination is the process of checking if you meet the eligibility requirements for Medicaid



Many members will keep their Medicaid coverage without needing to take any action because eligibility can be confirmed by available information. If this is the case for you, you will get a letter in the mail saying that you do not have to do anything to keep your coverage.



If your coverage cannot be automatically renewed you will receive a letter telling you what you need to do to keep your Medicaid coverage.

The earliest a member could lose Medicaid coverage is July 2023.

Background

The Public Health Service Act was used to declare a public health emergency (PHE) for the entire United States on January 31, 2020, giving States the flexibility to support state residents, effective January 27, 2020.

The Families First Coronavirus Response Act adopted continuous coverage and Maintenance of Effort (MOE) provisions that corresponded with the PHE. During the PHE, with limited exceptions, States receiving additional Medicaid funding from CMS, could not terminate or reduce the level of an individual's coverage.

This means that most members have had their Medicaid eligibility automatically extended since March 2020

In December 2022, a new federal law was adopted requiring that States “return to normal” rules. This means that New York can no longer automatically extend your Medicaid coverage without checking to confirm you meet the eligibility criteria.

Poll Break

Questions 3-4

Types of Renewals



There are a number of ways NYS will try to automatically determine your Medicaid eligibility:

- Use income data for some members to determine if you are Medicaid eligible
- Use another program's information to determine if you are eligible
- Auto renewing many members based on social security or pension income

Q: How will I know if I need to do anything to keep my Medicaid coverage?

A: If you have chosen electronic notifications in NY State of Health, you will get an email telling you that you need to get your notice in your account. Everyone else will get a letter in the mail.

Preparing for a renewal

Q: What else can I do?



If you've already updated your address, you can add update your phone number and email too!



It is very important to update your address if it has changed. You can update your address multiple ways.

- Are you in a healthplan? You can call them!
- Do you work with someone at your county Department of Social Services (LDSS) or New York City Human Resources Administration (NYC HRA)? They can help you!
 - https://health.ny.gov/health_care/medicaid/ldss.htm
- Do you have coverage through NY State of Health (NYSOH)?
 - You can call NYSOH at 1-855-355-5777 (TTY: 1-800-662-1220)
 - You can contact an enrollment assistor
 - You can log into your nystateofhealth.ny.gov account



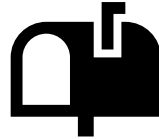
If you are enrolled in NY State of Health you can even sign up for text alerts
To subscribe, text START to 1-866-988-0327.

Renewal Timeline

New York State has 3 different eligibility systems



Letters are mailed 2-4 months in advance depending on where you receive your Medicaid



Letters should be returned before your renewal date

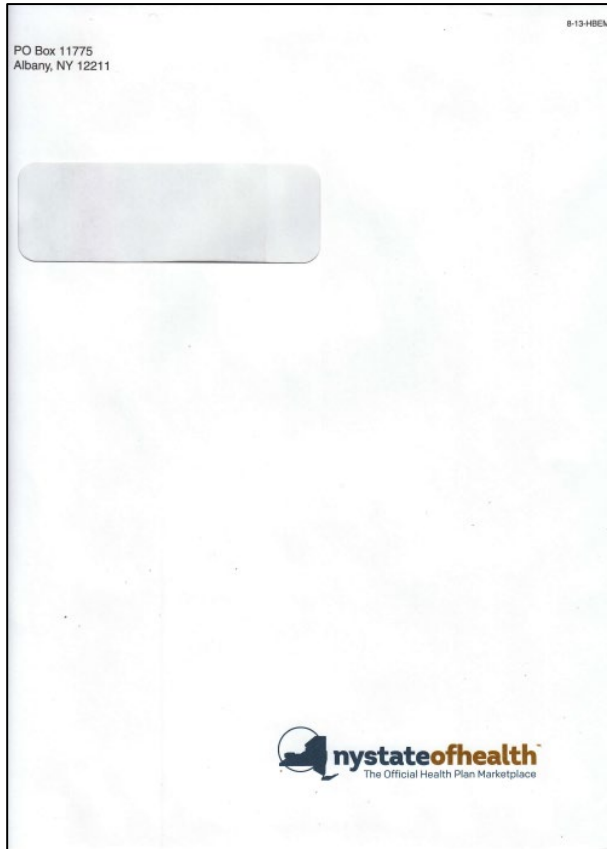


Letters have now been mailed out in all three systems to members with coverage that ends of June 30th, July 31st, August 31st, September 30th and October 31st.

This means, if you get a letter to renew your Medicaid coverage, and your coverage is renewed, you will have Medicaid coverage for a year

Next, let's look at what your renewal packet might look like so you can be on the lookout!

Renewing with NY State of Health



HOW TO RENEW YOUR NY STATE OF HEALTH INSURANCE WITH MICHELLE

01



Michelle received her renewal notice in the mail. Her notice stated she must take action and renew by a specific date.

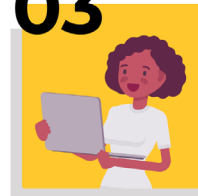


02



Her notice detailed different ways to renew, such as logging in to her account at nystateofhealth.ny.gov, speaking with a Certified Enrollment Assistor, or calling [1-855-355-5777](tel:1-855-355-5777).

03



Michelle needed to update her account with any changes that may affect her health insurance coverage - like income, family or address.



04



She visited nystateofhealth.ny.gov and clicked the 'Get Enrollment Help' button to find a Certified Enrollment Assistor. The assistor provided her with free renewal support.

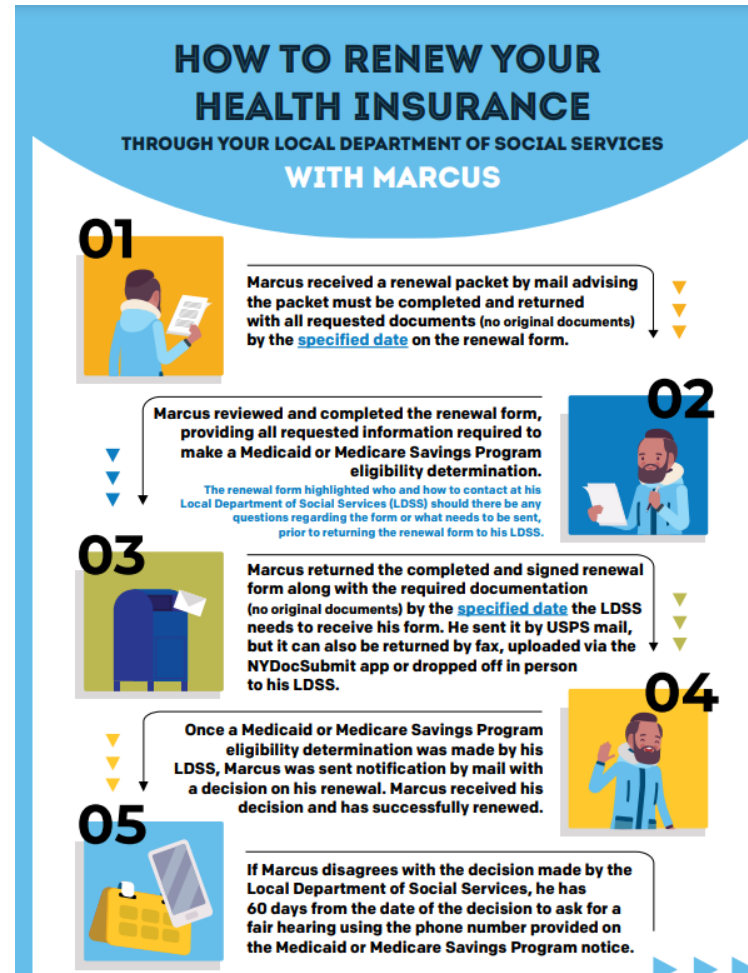
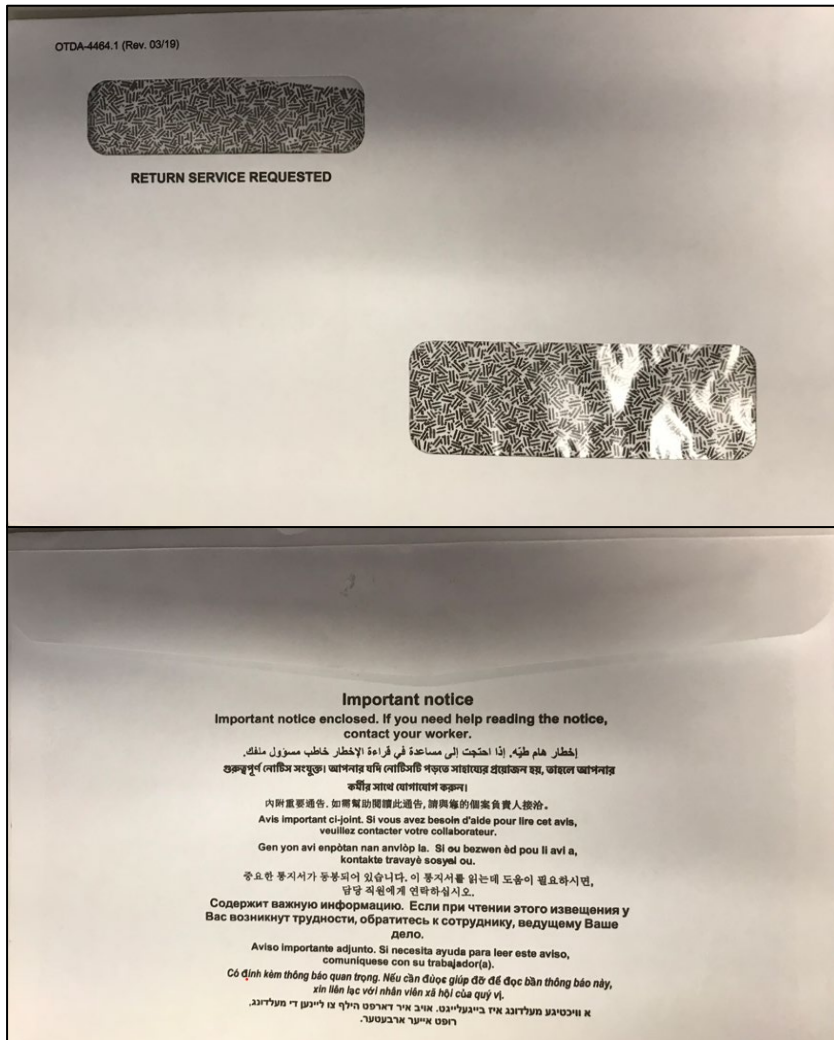
05



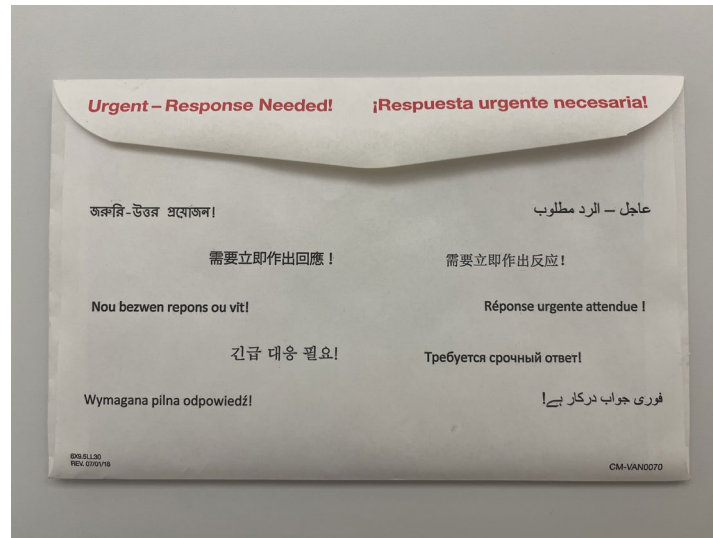
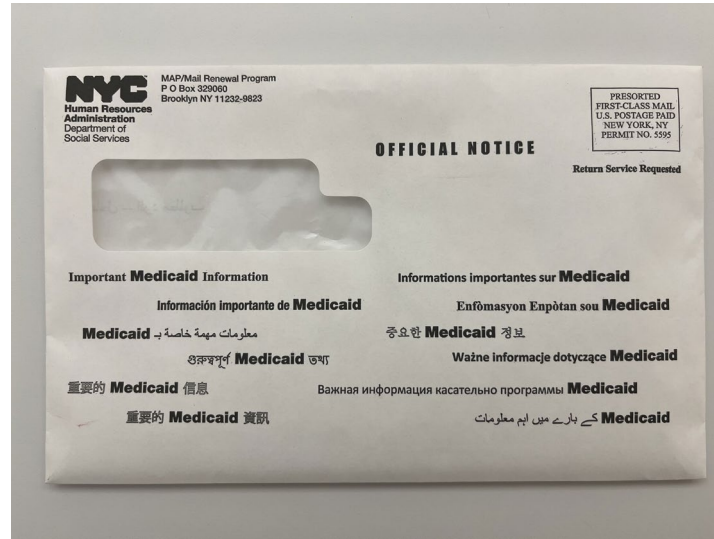
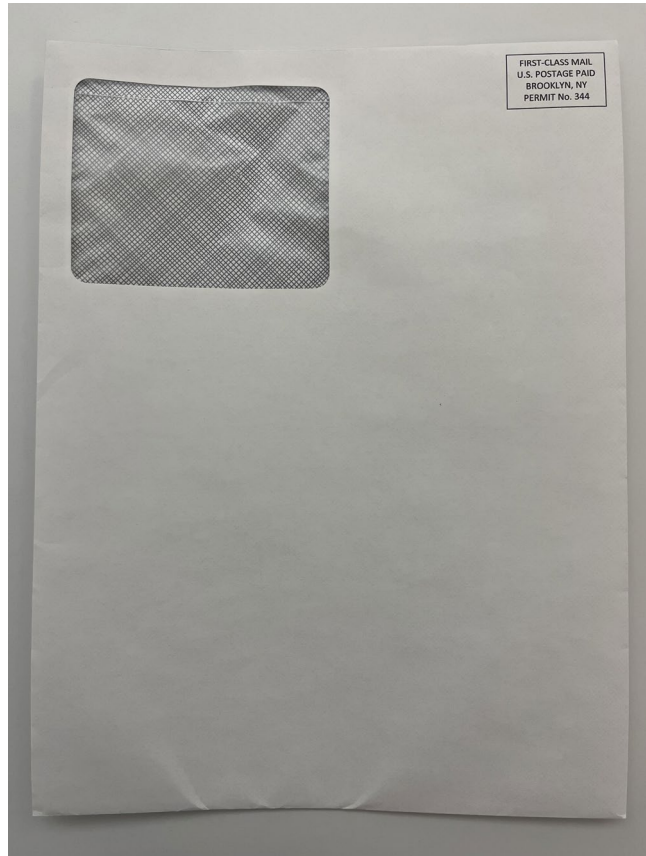
Michelle was able to renew her Medicaid health plan and avoid a gap in coverage.



Renewing with a local department of social services outside of New York City




Renewing with New York City Human Resources Administration




HOW TO RENEW YOUR HEALTH INSURANCE

THROUGH THE NEW YORK CITY HUMAN RESOURCES ADMINISTRATION WITH SOFIA


- 01**




Sofia received her renewal packet in the mail advising she must complete the renewal and return it with all required documents (no original documents) by the **specified date** on the renewal form.
- 02**




Sofia completed her renewal form by providing all requested information required to make a Medicaid or Medicare Savings Program eligibility determination. The form also highlighted who and how to contact at Human Resources Administration (HRA) if she had any questions.
- 03**



After the renewal form was completed and signed, Sofia returned the renewal form and the required documentation by the **specified date** on her form. She sent it by USPS mail, but it can also be dropped off in person to HRA or online through Access HRA: <https://a069-access.nyc.gov/accesshra>
- 04**



Once a Medicaid or Medicare Savings Program eligibility determination was made by HRA, Sofia was sent a notification by mail with the decision on her renewal. Sofia received her decision and successfully renewed.
- 05**



If Sofia disagrees with the decision made by HRA, she has 60 days from the date of the decision to ask for a fair hearing using the phone number provided on the notice.

Preparing for a renewal



Q: I haven't gotten a letter to renew... What should I do?

A: Renewal notices are sent out based on the month your coverage ends. New York is beginning the renewal process with June 30th coverage end dates. This means that many members have not received notice yet. If you think you should have received a notice or you don't know which month your coverage ends. You can always check when your renewal month is with NYSOH, HRA, or your LDSS.



Q: What if I don't know my renewal date?

For members in NYSOH, it's as simple as logging into your account, which will show your renewal date immediately if you are on a renewal cycle. If you're not in a renewal cycle, you can navigate to your "Plans" tab, which contains all your enrollment information, including your end date of your plan which corresponds to your renewal date. If you can't log-in to access your account, you may call 1-855-355-5777.

For members not in NYSOH, contact your Local Department of Social Services or the Statewide Call Center at 1-800-541-2831 to find out your renewal date.

What if you don't qualify for Medicaid?

- New York offers a broad choice of health insurance programs with comprehensive benefits.
- You may qualify for Child Health Plus, Essential Plan, or a Qualified Health Plan through NY State of Health.
- Visit nystateofhealth.ny.gov or call 1-855-355-5777 (TTY: 1-800- 662-1220) to learn more and see if you might qualify for financial assistance.

Other resources and options available for you

Remember, you can always re-apply for Medicaid or CHIP if you've lost coverage

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

<https://info.nystateofhealth.ny.gov/news/press-release-new-york-state-department-health-encourages-new-yorkers-prepare>

<https://www.governor.ny.gov/news/governor-hochul-reminds-new-yorkers-take-action-stay-covered-through-new-york-state>



You can also read New York's FAQs to get ready!

NYSOH - <https://info.nystateofhealth.ny.gov/frequently-asked-questions-about-renewals>

NYC HRA - <https://info.nystateofhealth.ny.gov/sites/default/files/PHE%20Tool%20Kit%20-%20FAQs%20for%20LDSS-HRA%20enrollees.pdf>

LDSS - <https://info.nystateofhealth.ny.gov/sites/default/files/PHE%20Tool%20Kit%20-%20FAQs%20for%20LDSS-HRA%20enrollees.pdf>

Post Webinar Survey

A short survey will automatically pop-up after the webinar ends. Please take a moment to complete the survey and provide us with valuable feedback on our presentation today.



***Thank you in advance for
your participation.***