

Tools for Assistors

- [Public Health Emergency Unwind Information Page for Medicaid, CHPlus, and EP Enrollees](#)
- [Public Health Emergency Unwind Communications Toolkit for Assistors and Other Partners](#)
- [Assistor Toolkit](#)
 - This website has the Manual ID Proofing forms in English and Spanish
- [Outreach Toolkit](#)

Application and Plan Selection Tools:

- [Compare Plans and Estimate Cost Tool](#)
 - AKA: QHP Anonymous Plan Search Tool
- [Dental Plan Comparison Tool](#)
- [Plans by County Search Tool](#)
- [Hospital Participation Search Tool](#)
- [NYS Provider and Health Plan Look Up Tool](#)
- [Premium and Out of Pocket Estimator](#)
- [Employer Health Insurance Affordability Calculator](#)

Trainings & Video Demos for Assistors

- [Assistor Spring Training Website](#)
- [Assistor Agency Supervisor Training](#)
- [Training on how to submit a case to DOH for review: Account Review Template](#)
- [Training on how to use the Upload App to submit Consumer Manual ID Proofing](#)
- [How to change the consumer's APTC amount applied each month](#)
- [2023 Dental Plan Comparison Tool Demo](#)
- [Training on How to help Consumers use the Employer Health Insurance Affordability Calculator](#)
- [Assistor Training on social media](#)

Resources for Assistors

- [Documentation List and Resources](#)
- [2023 Income Levels \(FPLs\) for Medicaid, Child Health Plus, Essential Plan, and Qualified Health Plans](#)
- [2023 Child Health Plus Desk Aid](#)
- [2022 Income Levels \(FPLs\) for QHP Plan Year 2023](#)
- [Citizenship and Immigration Status Desk Aid for NYSOH Assistors](#)
- [EAD and COA Code Resource for Assistors](#)
- [Citizenship and Immigration Document Field Resource for Assistors](#)

Unwinding from the Public Health Emergency NY State of Health Assistor Resources



- [Dependent Income and Title II Social Security](#)
- [2023 QHP Out-Of-Pocket Costs – Standard Plans – Attachment B](#)
- [2023 Essential Plan Out-Of-Pocket Costs – Attachment G](#)

Email Contacts for Assistors

- General or specific Assistor training questions:
Eligibility.Training.Support@health.ny.gov
- Case specific questions that have already been discussed with a supervisor/program manager should be submitted on an encrypted Account Review Spreadsheet via the email below.
Assistor.Cases@health.ny.gov
- Help with Assistor accounts, Oversight Manager accounts, or agency staff changes.
Assistor.Admin@health.ny.gov
- Navigator Agencies submitting contract documents (CC your Navigator Contract Manager).
Navigator.Admin@health.ny.gov
- Navigator Agencies submitting media approval requests/educational and marketing material approval requests (CC your Navigator Contract Manager).
Navigator.Media@health.ny.gov
- NY State of Health Security Mailbox - If an Assistor suspect there has been a loss or potential loss of PII or PHI, including an unauthorized use or disclosure, they must immediately report it to a supervisor. Assistor organizations must immediately report on any loss or potential loss of PII or PHI via the mailbox below.
NYSOHSecurity@health.ny.gov

Call Center Information for Assistors

- NY State of Health Call Center Information Call Center – General
 - Customer Service: 1-855-355-5777
 - General Fax 1-855-900-5777
- NY State of Health Call Center Information Call Center – Identity Proofing
 - ID Proofing Fax 518-560-5102
 - ID Proofing Telephone Follow up 1-855-357-8450
- 1095-A & 1095 B Dedicated Line Customer Service Line: 1-855-766-7860