



Name

Address Line 1

Address Line 2

Date

Help at: 1-855-355-5777

TTY: 1-800-662-1220

WELCOME TO NY STATE OF HEALTH

IT'S TIME TO RENEW YOUR COVERAGE!

You and/or members of your household need to renew your coverage through NY State of Health. This letter tells you what steps you need to take **before** your Medicaid coverage ends. Read it carefully to find out what you need to do so that your household members continue to have health coverage. If you do not take action, you will not have health insurance after your Medicaid ends.

Your Renewal Details

The following individual(s) have Medicaid coverage through Albany Department of Social Services. You were sent a notice earlier that told you that this coverage will end on December 31, 2015.

<u>Name</u>	<u>Date of Birth</u>
• First Name, Last Name	Date
• First Name, Last Name	Date

IT'S IMPORTANT FOR YOU TO KNOW...

...What steps you need to take to renew your health coverage.

To get help in another language or with reading this Notice, call
1-855-355-5777 (TTY: 1-800-662-1220) or go to <http://www.nystateofhealth.ny.gov> for
assistance. You can also find a navigator or certified application counselor near you.

Name	Our records show that you may be part of an account with NY State of Health.
	Make sure that your information in a NY State of Health account is updated between November 16, 2015 and December 15, 2015.

This is what you need to do to complete the renewal process:

1. Visit www.nystateofhealth.ny.gov and click on “Get Started”. Log in with your existing username and password and review the information in your account. Make sure that NY State of Health has the most up-to-date information about you and your household members.

If you forgot your username or password, click on “Forgot your Username or Password” on the sign in screen. Follow the directions on the screen.

2. Your account is a place where important information about your application for health insurance is stored. Keep your username and password in a safe place.
3. If you need help, call Customer Service at 1-855-355-5777 (TTY: 1-800-662-1220). You can also get help applying for coverage, reviewing your coverage options and enrolling in a plan in your community. Navigators and certified application counselors are located in every county in New York and speak over 40 different languages. All help is free. To find a navigator or certified application assistor, visit www.nystateofhealth.ny.gov or call 1-855-355-5777 (TTY: 1-800-662-1220).

IT’S IMPORTANT FOR YOU TO KNOW...

...What information is needed to complete the renewal process.

NY State of Health must have the most up-to-date information about you and your household members. **Update your renewal with the most recent information about:**

- Your address;
- Income;
- Access to or enrollment in the New York State Health Insurance Program (NYSHIP);

- Eligibility for health insurance from a job or other health insurance;
- Health insurance premium from a job;
- Everyone who lives in your household and changes in household size, for example, if you get married or divorced, become pregnant, have a child(ren) or adopt a child(ren); or if a child(ren) is placed for adoption with you;
- Changes in full-time student status (if applicable to application members);
- Changes in immigration status;
- How you plan to file your taxes.

You may not be able to update the account listed in this letter. You will need to set up a new account if:

- You are no longer a part of a NY State of Health account; OR
- You do not have an account with NY State of Health.

Call NY State of Health at 1-855-355-5777 (TTY: 1-800-662-1220) to set up your account.

IT'S IMPORTANT FOR YOU TO KNOW...

....What happens after you make changes to your account.

We will send you a notice with your new coverage information and any financial assistance you will receive.

IT'S IMPORTANT FOR YOU TO KNOW...

....What happens if you do not update your account for health insurance.

If you do not update your information with NY State of Health, you or your household member will not be able to continue their health insurance. If Medicaid is paying your Medicare premium or other health insurance premium, we will also stop making these payments.

IT'S IMPORTANT FOR YOU TO KNOW...

...How to Contact NY State of Health.

Contact us if you have any questions about this letter. Let us know if you need help applying for or accessing your health insurance. You can contact us in any of the following ways:

- By calling 1-855-355-5777 (TTY: 1-800-662-1220)
- By mail at:

NY State of Health
PO Box 11727
Albany, New York 12211

SAMPLE

HIPAA Privacy Notice

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New York State is committed to protecting your privacy. To learn more about NY State of Health's privacy practices go to www.nystateofhealth.ny.gov or call customer service at 1-855-355-5777 (TTY: 1-800-662-1220).

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