

Provider Fact Sheet:

Unwinding the Public Health Emergency

From spring 2023 through spring 2024, more than 9 million New Yorkers enrolled in Medicaid, Child Health Plus and the Essential Plan will need to renew their health insurance. Enrollees in these public health insurance programs have not had to renew their coverage since early 2020 due to the COVID-19 Public Health Emergency (PHE) continuous coverage requirements. However, the December 2022 federal Consolidated Appropriations Act included new rules ending the continuous coverage requirements starting spring 2023. These new federal rules require states, including New York, to begin redetermining eligibility for public program enrollees.

In spring 2023, the New York State Department of Health and NY State of Health began sending renewal notices to enrollees in these programs. Each month between May 2023 and April 2024, a group of enrollees will receive their renewal notices, based on their enrollment end date. **Renewal notices will include their deadline to take action to renew their insurance or risk having a gap in coverage.** To manage the volume, enrollees will maintain their pre-PHE annual renewal cycles so that approximately one-twelfth of the population will renew each month.

To minimize the number of New Yorkers at risk of losing their Medicaid, Child Health Plus or Essential Plan coverage, New York State is working with providers to inform New Yorkers about renewing their coverage and exploring other available health insurance options if they no longer qualify for Medicaid, Child Health Plus or Essential Plan.



How Your Practice Can Help

- Inform your practice staff—especially front desk/registration staff—about this change. Ensure your staff is prepared to answer common questions by sharing the call script in this [PHE Tool Kit](#).
- Build in a standard check-in/check-out workflow to remind patients that they may need to renew their health insurance soon and they will receive a renewal notice when it is their time to renew.
- Utilize the materials in this [PHE Tool Kit](#) to inform patients about these changes. (For example, print posters and/or fact sheets and display them in your office, or send the email message to your patient contact list.)

Stay Informed!

Follow what New York State is doing to unwind the COVID-19 PHE in the “News and Updates” section of the [PHE Tool Kit](#).

The most up-to-date information for patients is always available on the [NY State of Health website](#) and the [Department of Health’s Medicaid website](#).

For More Information

Learn more at:

info.nystateofhealth.ny.gov/COVID-19-Changes

This page includes Frequently Asked Questions that provide more details, such as how a patient can find their enrollment end date.

If a patient has lost their health insurance, encourage them to immediately contact either [NY State of Health](#) at 1-855-355-5777 or an [enrollment assister](#) or their county’s [Medicaid office](#) or NYC [Human Resource Administration](#) to see what coverage options are available to them. Depending on when the patient lost coverage and the program they are eligible for, they may be able to avoid a gap in coverage.



How can I find my patients' enrollment end dates?

Many providers may already have access to this information through your electronic health records. If not, providers may request this from the patient's health insurer, as long as it doesn't violate any agreement between the patient and provider covered under HIPAA.



Key Steps Your Patients Can Take

To Prepare to Renew:



Update their contact information.

Patients should keep their address, phone number, and email address up to date to help ensure renewal information reaches them. They can update their contact information with NY State of Health in the following ways:

- By logging into their [NY State of Health account](#).
- With the help of an enrollment assistor. Find one [here](#).
- By calling NY State of Health at 1-855-355-5777 (TTY: 1-800-662-1220)

If a patient is enrolled in Medicaid through their county's Medicaid office or through New York City's Human Resources Administration (HRA), they should [contact that office](#) to update their address and contact information.

Sign up to receive text alerts from NY State of Health.

Patients who are enrolled through NY State of Health can text "START" to 1-866-988-0327 to receive important updates about their health insurance, like when they need to renew. Patients can sign up for text alerts in Spanish by texting "INICIAR" to the same number.

When it is Time to Renew:



Follow their renewal instructions right away.

When it is time to renew their health insurance, they will receive a letter from NY State of Health or a renewal packet if they enrolled through their county's Medicaid office or HRA. This letter/packet will let them know what they need to do to renew their coverage and how much time they have to respond.

Help with renewing is available. Patients enrolled through NY State of Health can get help through the [NY State of Health website](#), from an [enrollment assistor](#), or by calling 1-855-355-5777 (TTY: 1-800-662-1220). Patients enrolled through their county's Medicaid office or HRA can get help by [contacting that office](#) or a [facilitated enroller](#).