



SNAPSHOT

Overall, **75%** (478,753) of the 641,598 individuals included in the April 2024 Cohort have **renewed** their coverage across NY State of Health (73%) and the Local Departments of Social Services (LDSS) (80%). This includes individuals enrolled in Medicaid, Child Health Plus, and Essential Plan with April 30th renewal dates.



Data within this report reflects renewal status, demographics, and program transitions for individuals in the **April 2024 Cohort**.



Because New York permits late renewal, data in this report does not provide final outcomes for the April 2024 Cohort. Renewal completion rates are expected to rise by the end of April.

Additionally, the Department of Health is unable to track enrollment in coverage outside of NY State of Health or LDSSs. For example, a significant number of individuals are estimated to have gained health coverage through an employer, meaning that individuals who do not come back to renew should not be assumed to be uninsured.

New York State Public Health Emergency UNWIND DASHBOARD

April 2024

Tracking the COVID-19 Public Health Emergency Unwind of the Medicaid Continuous Coverage Requirement

INTRODUCTION

Under the Families First Coronavirus Response Act's continuous coverage requirement, New York State Medicaid (MA), Child Health Plus (CHPlus) and Essential Plan (EP) members have not had to renew their health insurance since early 2020. The Consolidated Appropriations Act of 2023 requires states to begin the process of redetermining enrollees in April 2023. This process is also referred to as the "unwind."

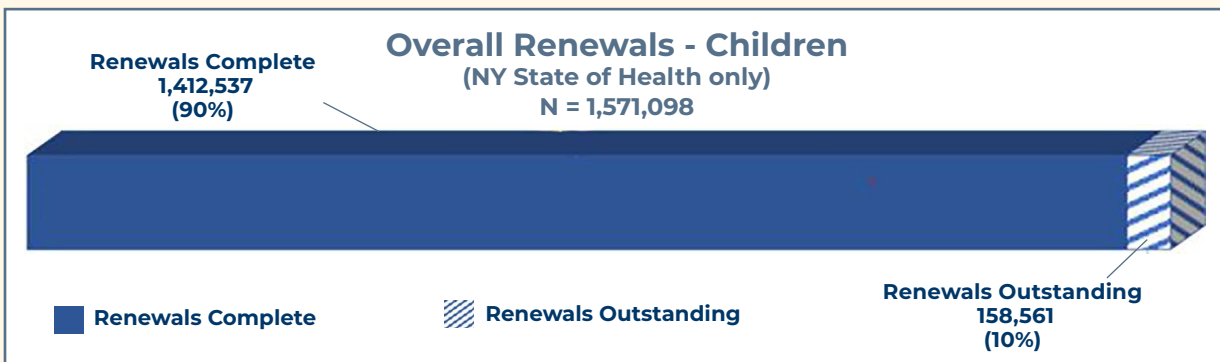
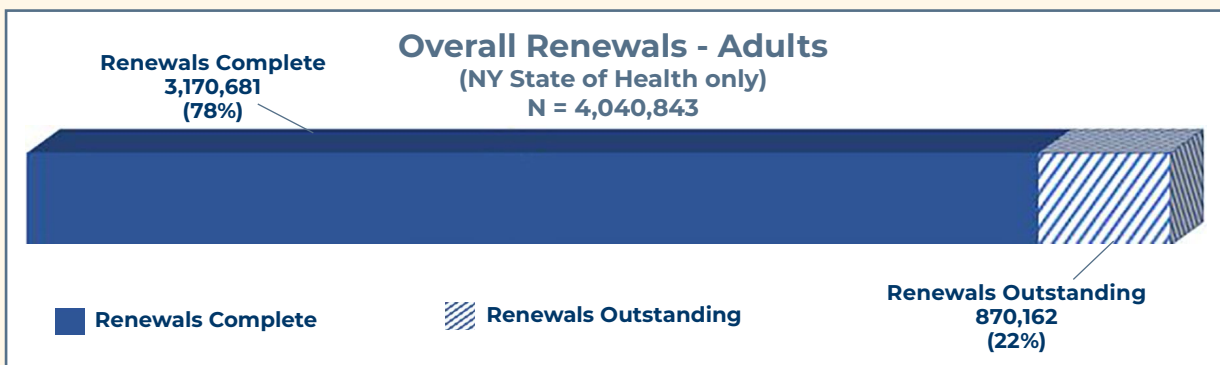
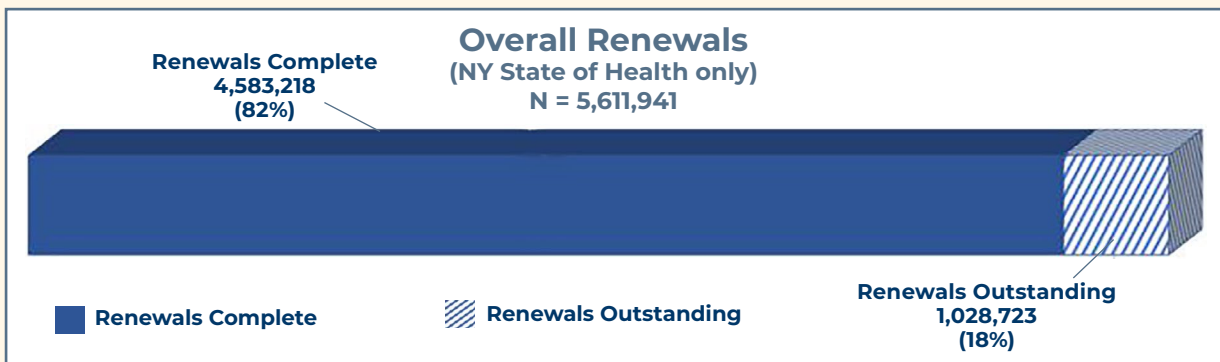
New York State began sending renewal notices in the early spring to enrollees in Medicaid, CHPlus, and EP with June 30, 2023 coverage end dates. This process will continue each month until every renewal cycle of enrollees, referred to as a cohort, has had their eligibility redetermined.

NOTE:

- Unless otherwise noted, data included in this report only includes individuals processed through the NY State of Health Marketplace. Due to limitations in data maintained in the Welfare Management System, individuals processed through LDSSs are not reflected here except for in the Renewal Tracking Section and the Transitions Section.
- Data in this document shows individuals, not households or cases.

PUBLIC HEALTH EMERGENCY PROGRESS IN NY STATE OF HEALTH

As of April, New York is over three fourths of the way through the public health emergency unwind. Between June 2023 and April 2024, **over 5.5 million** renewals have been initiated through NY State of Health. Overall, 82% have been renewed, including 78% of adults and 90% of children. To support unwind progress and keep New Yorkers enrolled in coverage, New York has leveraged available federal flexibilities and implemented a robust outreach and education campaign to ensure as many enrollees as possible renew. New York is ranked among the **top five highest performing states** in keeping families and children enrolled in Medicaid and Children's Health Insurance Program coverage. For more information, please see our recent [press release](#).



PHE UNWIND - April Renewal Tracking

April 2024 Cohort

Total renewed:(N= 478,753)

Total renewed: 75%

PHE Unwind - March Renewal Tracking

■ Renewal Cohort ■ Renewal Complete

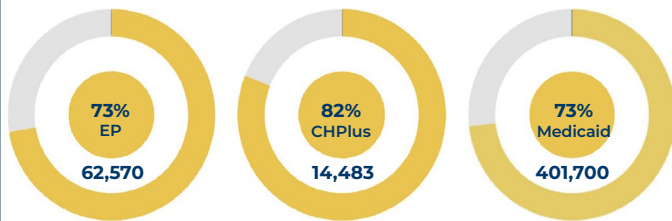
LDSS 78,555
Downstate 72,498

LDSS 40,002
Rest of State 21,900

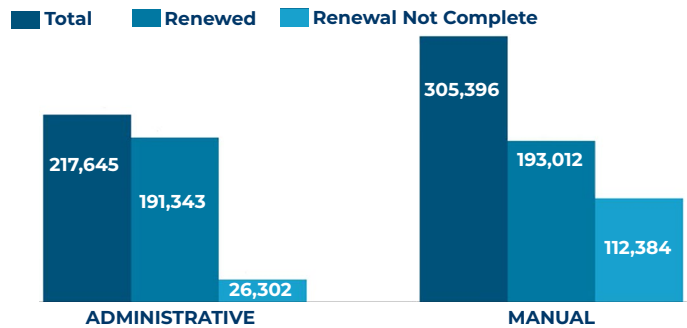
NY State of Health 523,041
384,355

TOTAL 641,598
478,753

Renewal Completed by Program (%) NY State of Health and LDSS Data



NY State of Health Renewal Type (Administrative vs Manual)



NOTE:

- Administrative renewal, also known as “ex parte” renewal, refers to the process of using available data sources to confirm eligibility without the enrollee needing to take any action. Manual renewal enrollees must update their application to stay enrolled in coverage.
- EP: Essential Plan, New York’s Basic Health Program
- CHPlus: Child Health Plus, New York’s Children’s Health Insurance Program

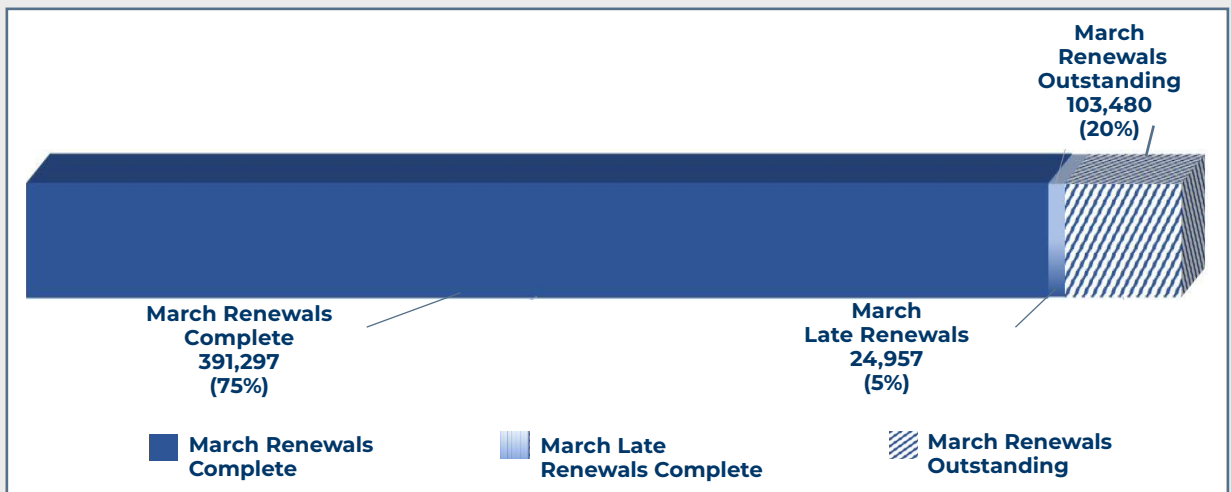
RENEWAL TRACKING

The total number of individuals up for renewal in the April 2024 Cohort across NY State of Health and the LDSSs is 641,598 of which 478,753 have successfully renewed and 162,845 are still outstanding (meaning that individuals have not yet returned or enrolled with a health plan). Because New York permits late renewal through May 31, 2024 for the April 2024 Cohort, the total number of individuals in this cohort completing their renewal is expected to increase.

MARCH RENEWAL TRACKING LOOKBACK

This section highlights the final renewal outcomes for the March 2024 Cohort. As New York permits late renewal, eligible individuals were able to come back to make changes to their insurance status until April 30, 2024.

March Renewal Lookback (NY State of Health only) N= 519,734



Customer Service Center April 2024

Type	Total
Calls Received	653,592
Call Center Wait Time	3m 36s
Abandoned Call Rate	15.9%

CALL CENTER METRICS

Individuals seeking assistance may reach out through the Marketplace Customer Service Center. To the left are key metrics we are tracking to ensure consumers are able to get through to customer service on a timely basis.

TRANSITIONS

This section displays the number of individuals who remained in their prior program or enrolled in other programs within the Marketplace or LDSSs, where the data are available. Additional information on the eligibility levels for each program is available in the Appendix on page 15.

Data reflects enrollment changes within New York State public programs; this data does not reflect individuals who transition to Employer Sponsored Insurance (ESI) or other coverage outside of the Marketplace, have moved out of state, or are no longer seeking coverage in New York for some other reason.

April 2024 Cohort (NY State of Health and LDSS data)

Program Transitions for those Completing Renewals (N= 478,753)

Program Type (prior to renewal)	Program Type (post-renewal)							Total
	CHPlus	Essential Plan	Medicaid	QHP APTC without CSR	QHP APTC with CSR	QHP Full Pay	Ineligible	
CHPlus (14,483)	87%	0%	12%	0%	0%	0%	1%	100%
Essential Plan (62,570)	0%	79%	17%	3%	0%	0%	1%	100%
Medicaid (401,700)	6%	13%	78%	1%	0%	0%	2%	100%

NOTE:

- “Program prior to renewal” is the program an individual was enrolled in prior to unwind and “Program post renewal” is the program in which the individual is enrolled after renewal.
- Acronyms:
 - o QHP: Qualified Health Plan
 - o APTC: Advance Premium Tax Credit
 - o CSR: Cost Sharing Reduction
 - o CHPlus: Child Health Plus
- The Essential Plan is New York’s Basic Health Program
- The percent of people transitioning from Medicaid to the Essential Plan has increased. This is due to New York’s recently approved 1332 Waiver, which expands income eligibility for the Essential Plan to 250% of FPL, effective April 1, 2024.

DEMOGRAPHICS

This section provides a view of the most current renewal cohort by various demographics, including race and ethnicity, age, region, county, and preferred written language. All demographic data represents individuals processed through the NY State of Health Marketplace only.

LANGUAGE DATA

Individuals enrolling through NY State of Health must select their preferred written language on their application. The application data informs which language members receive their notices in, and NY State of Health's overall language access strategy, which includes enrollment assistors who offer assistance in nearly 60 languages. NY State of Health's Customer Service Center is able to provide assistance in any language, and NY State of Health has consumer education materials in 26 languages.

April 2024 Cohort (NY State of Health only)					
Written Language	Renewal Complete	% Renewal Complete	Written Language	Renewal Complete	% Renewal Complete
Albanian	64	75%	Korean	879	82%
Arabic	338	76%	Nepali	52	75%
Bengali	291	86%	Polish	137	83%
Burmese	106	71%	Russian	3,659	80%
Chinese	15,861	89%	Somali	28	58%
English	279,083	71%	Spanish	82,200	79%
French	622	77%	Swahili	28	62%
French Creole	91	64%	Tagalog	6	86%
Greek	23	85%	Tigrinya	6	50%
Haitian Creole	400	67%	Traditional Chinese	74	93%
Hindi	48	74%	TWI	1	25%
Italian	58	77%	Urdu	91	87%
Japanese	43	75%	Vietnamese	78	90%
Karen	65	86%	Yiddish	23	85%
Total			384,355 73%		

NOTE: The percentage completion rates may be low due to the small size of the population of some languages.

April 2024 Cohort (NY State of Health only)

Race	Renewal Complete	% Renewal Complete
African	1,772	82%
American Indian/ Alaskan Native	1,625	67%
Asian Indian	8,922	76%
Bangladeshi	2,346	91%
Black/African American	46,883	71%
Burmese	162	95%
Chinese	25,024	88%
Filipino	1,375	72%
Guamanian/ Chamorro	227	83%
Haitian	860	75%
Jamaican	999	80%
Japanese	372	75%
Korean	2,232	79%
Middle Eastern/ North African	1,437	81%
Native Hawaiian	61	73%
Other	39,742	80%
Other Asian	12,572	79%
Other Pacific Islander	799	73%
Pakistani	446	84%
Samoan	55	72%
Taiwanese	53	85%
Unknown	145,805	68%
Vietnamese	709	79%
White	104,283	76%
Total*	398,761	74%

RACE AND ETHNICITY DATA

NY State of Health enrollees have the option of selecting their race, ethnicity, or both.

April 2024 Cohort (NY State of Health only)

Hispanic	Renewal Complete	% Renewal Complete
Yes	106,254	78%
No	205,429	76%
Unknown	72,672	62%
Total	384,355	73%

*** NOTE:** Individuals are able to select one or more race categories, including "Don't know" and "Choose not to answer," so some individuals may be counted in more than one category.

AGE DATA

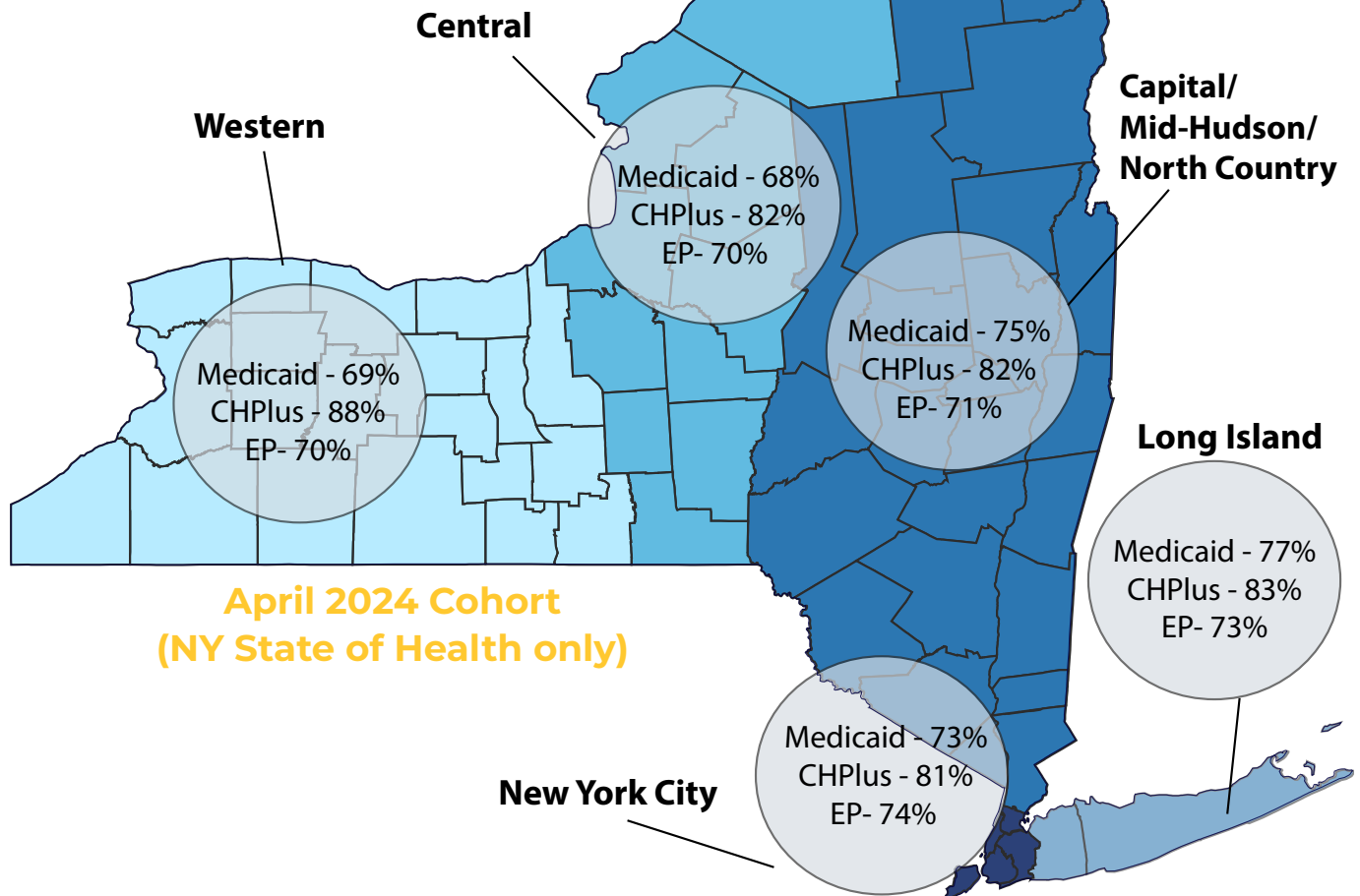
Renewal outcomes are broken down by age in the tables shown here.

* NOTE: This does not include the subset of the 65+ population who were referred to their LDSS to complete their renewal.

April 2024 Cohort (NY State of Health only)		
Age Group	Renewal Complete	Completion Rate
00-17	102,336	77%
18-25	47,928	69%
26-34	61,743	68%
35-44	62,327	74%
45-54	52,987	78%
55-64	50,348	82%
65+*	6,686	40%
Total	384,355	73%

REGIONAL DATA

This map represents the percentage of enrollees in each region who have completed renewal by program for the most recent renewal cohort.



COUNTY DATA

This table demonstrates the number of individuals completing renewals by county for the most recent renewal cohort.

April 2024 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Albany	3,523	70%
Allegany	670	75%
Bronx	45,222	72%
Broome	2,497	69%
Cattaraugus	1,036	70%
Cayuga	962	67%
Chautauqua	1,746	68%
Chemung	1,185	70%
Chenango	662	74%
Clinton	899	71%
Columbia	825	71%
Cortland	705	70%
Delaware	569	74%
Dutchess	3,510	73%
Erie	11,558	68%
Essex	438	72%
Franklin	602	63%
Fulton	927	73%
Genesee	737	73%
Greene	715	74%
Hamilton	47	78%

COUNTY DATA

Continued

April 2024 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Herkimer	913	75%
Jefferson	1,488	71%
Kings	73,585	74%
Lewis	427	79%
Livingston	603	69%
Madison	752	70%
Monroe	9,682	67%
Montgomery	832	71%
Nassau	19,787	76%
New York	22,312	72%
Niagara	2,793	72%
Oneida	3,406	70%
Onondaga	5,908	68%
Ontario	1,160	70%
Orange	7,274	78%
Orleans	506	66%
Oswego	1,737	71%
Otsego	701	74%
Putnam	1,039	80%
Queens	74,366	75%
Rensselaer	1,776	71%

April 2024 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Richmond	9,434	74%
Rockland	8,364	80%
Saratoga	2,111	73%
Schenectady	2,655	71%
Schoharie	384	73%
Schuyler	232	75%
Seneca	355	69%
St. Lawrence	1,187	71%
Steuben	1,240	71%
Suffolk	24,874	77%
Sullivan	1,368	74%
Tioga	666	70%
Tompkins	841	66%
Ulster	2,580	74%
Warren	918	77%
Washington	906	75%
Wayne	1,180	71%
Westchester	14,296	75%
Wyoming	385	73%
Yates	297	77%
Total	384,355	73%

Submissions to Centers for Medicare and Medicaid Services

This section represents New York State data submitted to the Centers for Medicare and Medicaid Services (CMS), which includes both NY State of Health and LDSS data.

BASELINE REPORTING

The baseline report required by CMS is meant to serve as a starting point to track a state's pending eligibility and enrollment actions that the state will need to address when the state begins its unwinding period. New York was required to report summary data on pending applications, renewals, and fair hearings. States will report Medicaid and Children's Health Insurance Program (CHPlus) data in this report. As requested by CMS, this data does not include information regarding enrollees in the Essential Plan, New York's Basic Health Program. Data is not reported separately by program.

While baseline data was submitted in March, New York's first renewal cycle processing began for the June 2023 cohort.

BASELINE REPORTING

Continued

Application Processing	Baseline 3/31/23	Footnote
1. Total pending applications received between March 1, 2020 and the end of the month prior to New York's unwinding period (1a +1b)	0	
1a. Pending MAGI and other non-disability applications	0	
1b. Pending disability-related applications	0	
RENEWALS		
2. Total beneficiaries enrolled as of the end of the month prior to New York's unwinding period	6,839,140	Excludes EP
NEW YORK'S POLICY FOR COMPLETING RENEWALS		
3. New York's timeline for the renewal process	<p>NY State of Health: The expected monthly renewal period is 60 days.</p> <p>LDSS Rest of State: The expected monthly renewal period is 90 days.</p> <p>LDSS Downstate: The expected renewal period is 120 days.</p>	
MEDICAID FAIR HEARINGS		
4. Total number of Medicaid fair hearings pending more than 90 days at the end of the month prior to New York's unwinding period	7,892	Represents MA Fair hearing cases pending more than 90 days

NOTE: MAGI: Modified Adjusted Gross Income

APRIL

MONTHLY REPORTING

The monthly report is designed to support CMS in tracking the state's progress in addressing pending eligibility and enrollment actions when the state's unwinding period begins. New York is required to report summary data on pending and completed applications and renewals and pending fair hearings. States will report Medicaid and CHIP data, but not Basic Health Program (Essential Plan) data, in this report. Data is not reported separately by program.

Application Processing	Submission 5/12/24 (data as of 4/30/24)	Footnote
1. Total pending applications received between March 1, 2020 and the end of the month prior to New York's unwinding period (1a+1b)	0	
1a. Total MAGI and other non-disability applications (2a+3a)	0	
1b. Total disability-related applications (2b+3b)	0	
2. Of those applications included in Monthly Metric 1, the total number of applications completed as of the last day of the reporting period (2a+2b)	0	
2a. Completed MAGI and other non-disability related applications as of the last day of the reporting period	0	
2b. Completed disability-related applications as of the last day of the reporting period	0	
3. Of those applications included in Monthly Metric 1, the total number of applications that remain pending as of the last day of the reporting period (3a+3b)	0	
3a. Pending MAGI and other non-disability applications as of the last day of the reporting period	0	
3b. Pending disability-related applications as of the last day of the reporting period	0	

NOTE: MAGI: Modified Adjusted Gross Income

APRIL

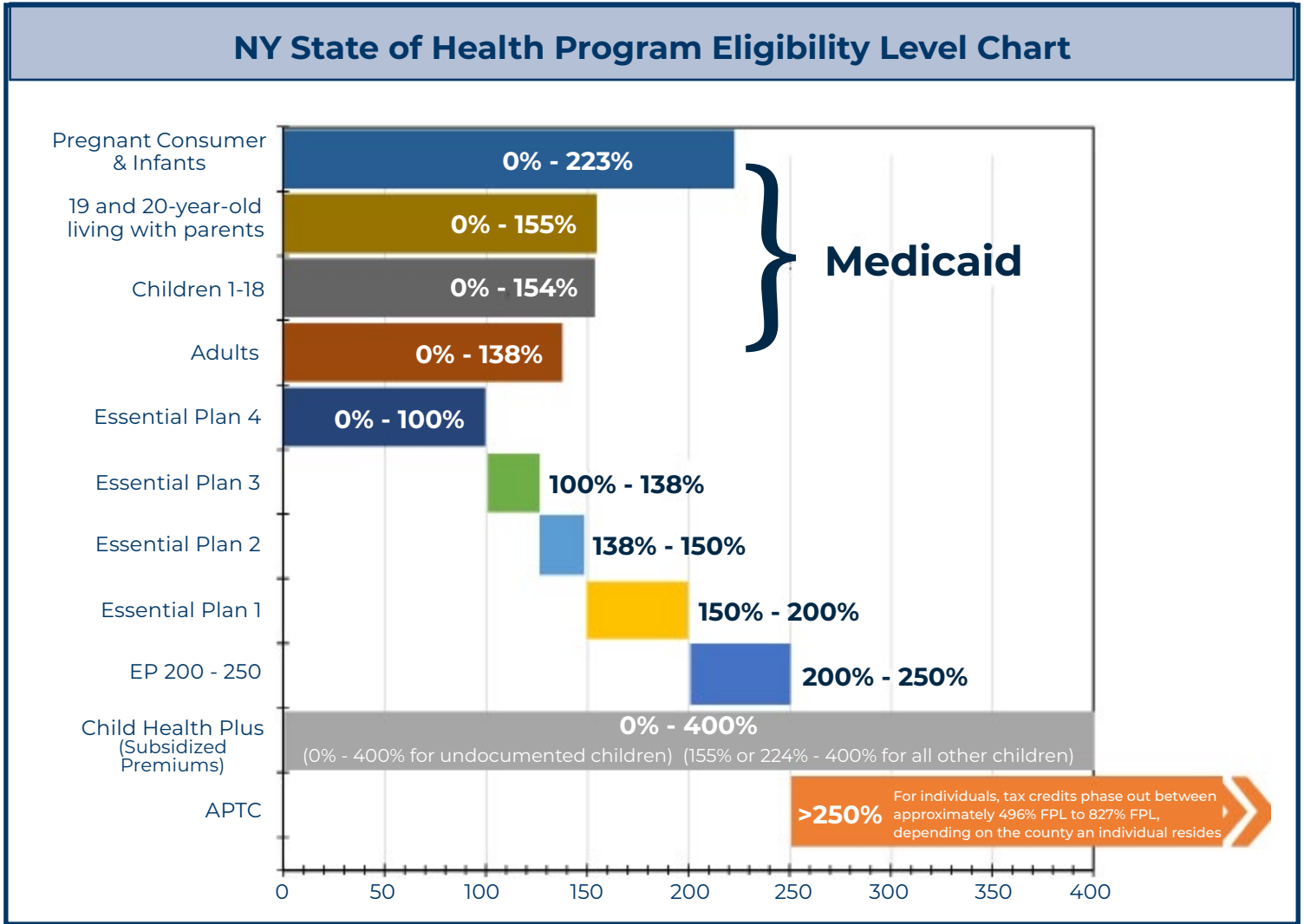
MONTHLY REPORTING

Continued

RENEWALS INITIATED		
4. Total beneficiaries for whom a renewal was initiated in the reporting period	519,633	Reflects beneficiaries initiated during April 2024. Excludes Essential Plan.
RENEWALS AND OUTCOMES		
5. Total beneficiaries due for renewal in the reporting period (5a+5b+5c+5d)	554,215	Excludes Essential Plan
5a. Of the beneficiaries included in Metric 5, the number renewed and retained in Medicaid or CHPlus (those who remained enrolled) [5a(1)+5a(2)]	360,375	Excludes individuals who are now enrolled in a Qualified Health Plan or Essential Plan
5a(1) Number of beneficiaries renewed on an ex parte basis	197,112	
5a(2) Number of beneficiaries renewed using a pre-populated renewal form	163,263	Includes beneficiaries extended as part of the mitigation plan for the LDSS and NYSOH
5b. Of the beneficiaries included in Metric 5, the number determined ineligible for Medicaid or CHIP (and transferred to Marketplace)	91,135	
5c. Of the beneficiaries included in Metric 5, the number terminated for procedural reasons (i.e. failure to respond)	88,653	
5d. Of the beneficiaries included in Metric 5, the number whose renewal was not completed	14,052	Beneficiaries are still being extended manually as part of the mitigation plan
6. Month in which renewals due in the reporting month were initiated	January, February, and March 2024	Renewals due during April 2024 were initiated in January, February and March 2024.
7. Number of beneficiaries due for renewal since the beginning of New York's unwinding period whose renewal has not yet been completed	58,467	Beneficiaries are still being extended manually as part of the mitigation plan
MEDICAID FAIR HEARINGS		
8. Total number of Medicaid fair hearings pending more than 90 days at the end of the reporting period	9,336	Represents MA Fair Hearing cases pending more than 90 days

NOTE: MAGI: Modified Adjusted Gross Income

APPENDIX



NOTE:

- Consumers age 65 and older, who are are ineligible for Medicare and Medicaid due to being an Aliessa immigrant or being a Short Term Visa Holder, who pass NYS residency, may be eligible for PTC and CSR, if they are under 100% FPL.
- Consumers age 65 and older, who are are not parent/caretaker relatives and are ineligible for Medicare and Medicaid, may be eligible for PTC and CSR starting at 100% FPL.
- Parent/caretaker relatives age 65 and older who are not enrolled in Medicare and are ineligible for Medicaid due to being above the Medicaid income threshold, may be eligible for PTC and CSR starting at 138% FPL.