

Call Script on Unwinding the Public Health Emergency

Issue Summary

Important changes are coming. New federal rules will require New York State to begin redetermining eligibility for public program enrollees in the Spring of 2023. Enrollees in Medicaid, Child Health Plus (CHP) and the Essential Plan (EP) have not had to renew their health insurance since early 2020 due to the COVID-19 public health emergency (PHE) continuous coverage requirements for these public programs, which were adopted by the Families First Coronavirus Response Act in March 2020. However, the December 2022 Consolidated Appropriations Act included new rules ending the continuous coverage requirements starting Spring 2023.

Beginning in Spring 2023, renewal notices will be sent to enrollees in these programs based on their enrollment end dates. Renewal notices will include the deadline to take action to renew their insurance or risk having a gap in coverage. Deadlines will be based on the enrollees' enrollment end dates and will range from June 30, 2023 through May 31, 2024.

Questions & Answers

Q: How can I prepare for this change?

If you enrolled through NY State of Health: Make sure NY State of Health has your current mailing address, phone number, and email address so they can contact you about your health insurance. To update your information:

- Call NY State of Health at 1-855-355-5777 (TTY: 1-800-662-1220)
- Log into your account at nystateofhealth.ny.gov, or
- Contact an enrollment assistor. If you do not have one, you can find one at <https://info.nystateofhealth.ny.gov/findassistor>.

Sign up to receive text alerts from NY State of Health so you don't miss important health insurance updates, including when it's time to renew your coverage. To subscribe, text START to 1-866-988-0327.

If you enrolled through your Local Department of Social Services (LDSS) or the New York City Human Resources Administration (HRA): Make sure your address, phone number, and other contact information is up to date with your LDSS or HRA.

- The phone number and address for each LDSS and HRA is available at https://health.ny.gov/health_care/medicaid/ldss.htm.

Q: How will I know when it is time to renew my health insurance?

You will receive a notice and other communications when it is time to renew health insurance for yourself and/or your family members. Follow the instructions by the date listed on your notice.

Q: Where can I find information about my enrollment end date?

You will receive your renewal notice before your enrollment end date. Your enrollment end date is the date your insurance will end if you do not follow the instructions on your renewal notice.

- If you enrolled in Medicaid, Child Health Plus, or the Essential Plan through NY State of Health, you can find your enrollment end date in the following ways:
 - Log into your NY State of Health account at nystateofhealth.ny.gov, then click the "Plans" tab at the top of the screen.
 - Call the Customer Service Center at 1-855-355-5777.
 - Contact your enrollment assistor. If you are not already working with an enrollment assistor, find one at <https://info.nystateofhealth.ny.gov/findassistor>.
- If you enrolled in Medicaid through your county's Local Department of Social Services (LDSS) or the New York City Human Resources Administration (HRA), you can contact that office to ask what your enrollment end date is. Contact information is available at https://www.health.ny.gov/health_care/medicaid/ldss.htm.

Q: Where can I find more information?

- If you enrolled in Medicaid, Child Health Plus, or the Essential Plan through NY State of Health, call 1- 855-355-5777 (TTY: 1-800-662-1220) with any questions you have. You can also learn more about this at <https://info.nystateofhealth.ny.gov/COVID-19-Changes>.
- If you enrolled in Medicaid through your county's Local Department of Social Services (LDSS) or the New York City Human Resources Administration (HRA), [contact that office](#) with any questions you have. You can also learn more about this at https://www.health.ny.gov/health_care/medicaid/changes.