



# SNAPSHOT

As of December 31, 2023, overall 78% (597,861) of the 764,726 individuals included in the December 2023 Cohort have renewed their coverage across NY State of Health (78%) and the Local Departments of Social Services (LDSS) (79%). This includes individuals enrolled in Medicaid, Child Health Plus, and Essential Plan with December 31st renewal dates.



Data within this report reflects renewal status, demographics, and program transitions for individuals in the December 2023 Cohort as of December 31, 2023.



Because New York permits late renewal, data in this report does not provide final outcomes for the December 2023 Cohort. Renewal completion rates are expected to rise over the next month.

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

December 2023

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."

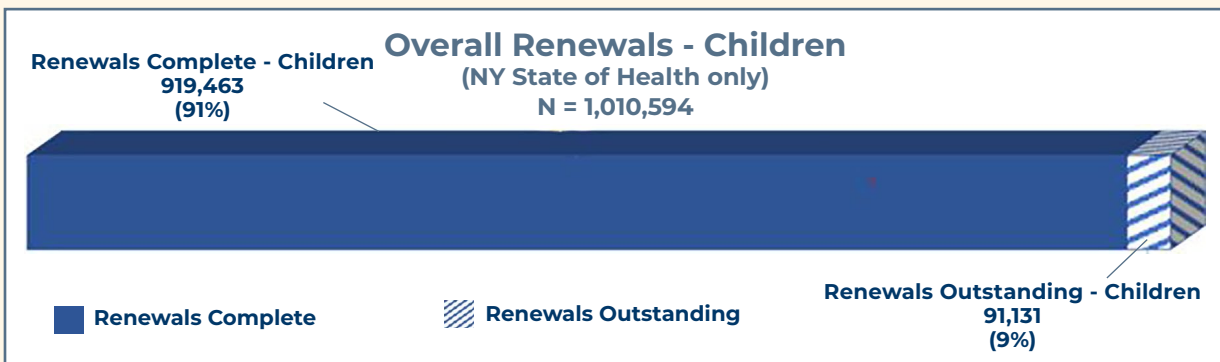
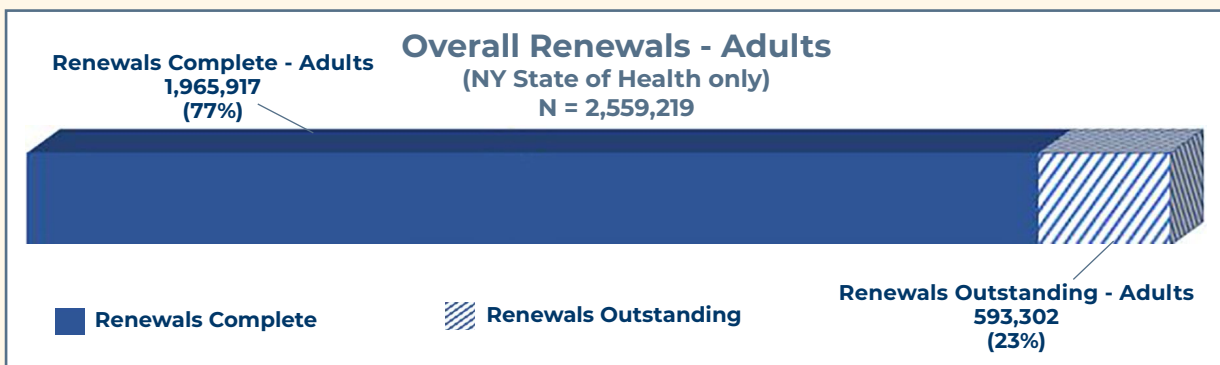
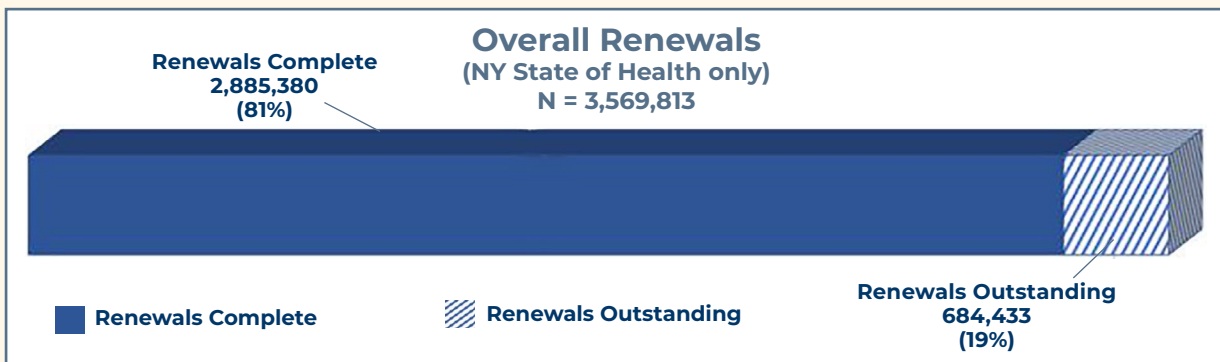
New York State began sending renewal notices in the early spring to enrollees in Medicaid, CHPlus, and EP with June 30, 2023 coverage end dates. This process will continue each month until every renewal cycle of enrollees, referred to as a cohort, has had their eligibility redetermined.

**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 December, New York is over halfway through the public health emergency unwind. Between June and December 2023, over 3.5 million renewals have been initiated through NY State of Health. Overall, 81% have been renewed, including 77% of adults and 91% 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 - December Renewal Tracking

December 2023 Cohort

Total renewed:(N= 597,861)

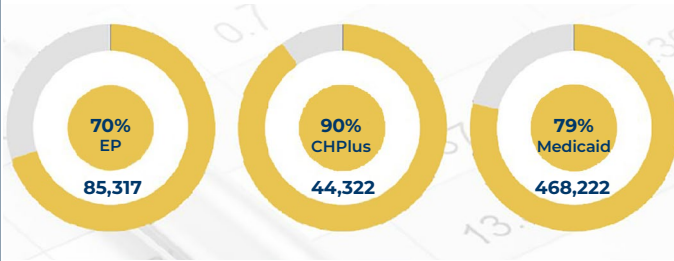
Total renewed: 78%

## PHE Unwind - December Renewal Tracking

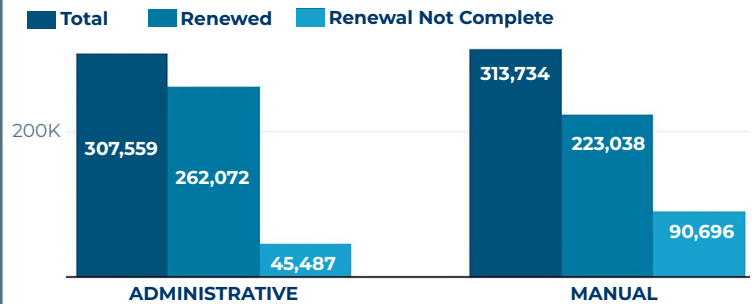
■ Renewal Cohort ■ Renewal Complete



### 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

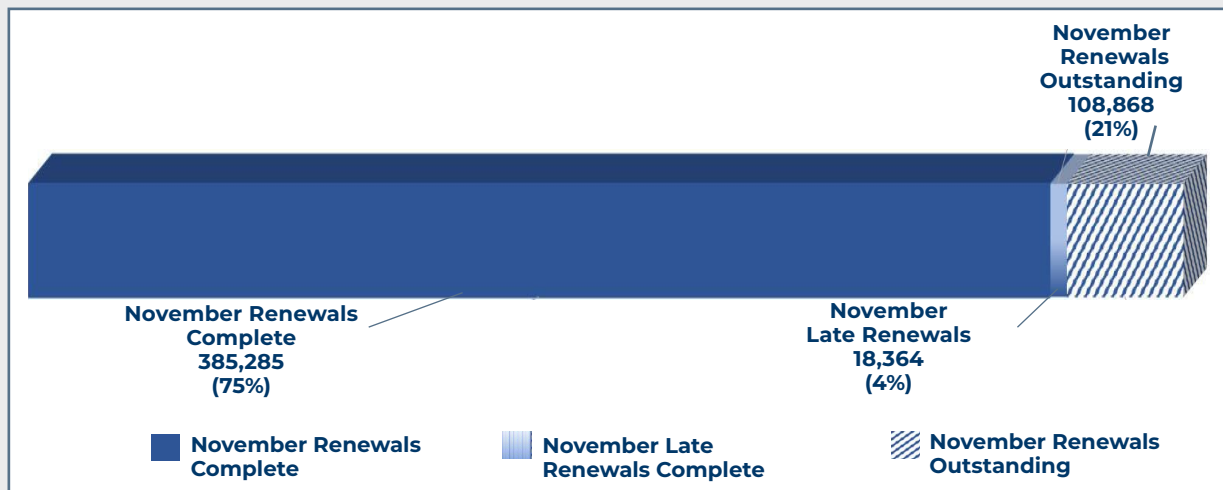
## RENEWAL TRACKING

The total number of individuals up for renewal in the December 2023 Cohort across NY State of Health and the LDSSs is 764,726, of which 597,861 have successfully renewed and 166,865 are still outstanding (meaning that individuals have not yet returned or enrolled with a health plan). Because New York permits late renewal through January 31, 2023 for the December 2023 Cohort, the total number of individuals in this cohort completing their renewal is expected to increase through the end of January.

# NOVEMBER RENEWAL TRACKING LOOKBACK

This section highlights the final renewal outcomes for the November 2023 Cohort. As New York permits late renewal, eligible individuals were able to come back to make changes to their insurance status until December 31, 2023.

## November Renewal Lookback (NY State of Health only) N=512,517



## Customer Service Center December 2023

Type	Total
Calls Received	640,884
Call Center Wait Time	1m 49s
Abandoned Call Rate	5.2%

## 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.

## December 2023 Cohort (NY State of Health and LDSS data)

### Program Transitions for those Completing Renewals (N= 597,861)

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	
<b>CHPlus (44,322)</b>	90%	0%	9%	0%	0%	<1%	<1%	100%
<b>Essential Plan (85,317)</b>	0%	61%	24%	8%	6%	0%	1%	100%
<b>Medicaid (468,222)</b>	4%	8%	83%	1%	1%	<1%	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

# 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.

December 2023 Cohort (NY State of Health only)					
Written Language	Renewal Complete	% Renewal Complete	Written Language	Renewal Complete	% Renewal Complete
Albanian	76	82%	Korean	974	81%
Arabic	334	75%	Nepali	40	75%
Bengali	246	85%	Polish	196	81%
Burmese	125	72%	Russian	3,910	79%
Chinese	17,528	89%	Somali	32	94%
English	375,270	77%	Spanish	84,847	81%
French	511	73%	Swahili	29	94%
French Creole	90	62%	Tagalog	7	78%
Greek	17	74%	Tigrinya	15	94%
Haitian Creole	321	69%	Traditional Chinese	96	88%
Hindi	42	82%	TWI	4	80%
Italian	70	73%	Urdu	62	82%
Japanese	88	84%	Vietnamese	94	80%
Karen	48	87%	Yiddish	38	83%
<b>Total</b>			<b>485,110</b>		<b>78%</b>

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

## December 2023 Cohort (NY State of Health only)

Race	Renewal Complete	% Renewal Complete
African	1,584	70%
American Indian/ Alaskan Native	2,108	69%
Asian Indian	10,152	76%
Bangladeshi	2,002	87%
Black/African American	55,825	73%
Burmese	67	74%
Chinese	27,008	87%
Filipino	2,123	75%
Guamanian/ Chamorro	256	79%
Haitian	729	71%
Jamaican	943	76%
Japanese	914	81%
Korean	3,177	79%
Middle Eastern/ North African	1,391	78%
Native Hawaiian	139	79%
Other	42,343	78%
Other Asian	13,572	77%
Other Pacific Islander	950	75%
Pakistani	391	82%
Samoaan	71	73%
Taiwanese	72	87%
Unknown	161,185	78%
Vietnamese	1,071	78%
White	175,513	79%
<b>Total*</b>	<b>503,586</b>	<b>78%</b>

# RACE AND ETHNICITY DATA

**N**Y State of Health enrollees have the option of selecting their race, ethnicity, or both.

## December 2023 Cohort (NY State of Health only)

Hispanic	Renewal Complete	% Renewal Complete
<b>Yes</b>	118,594	78%
<b>No</b>	287,435	78%
<b>Unknown</b>	79,081	78%
<b>Total</b>	<b>485,110</b>	<b>78%</b>

**\* 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.

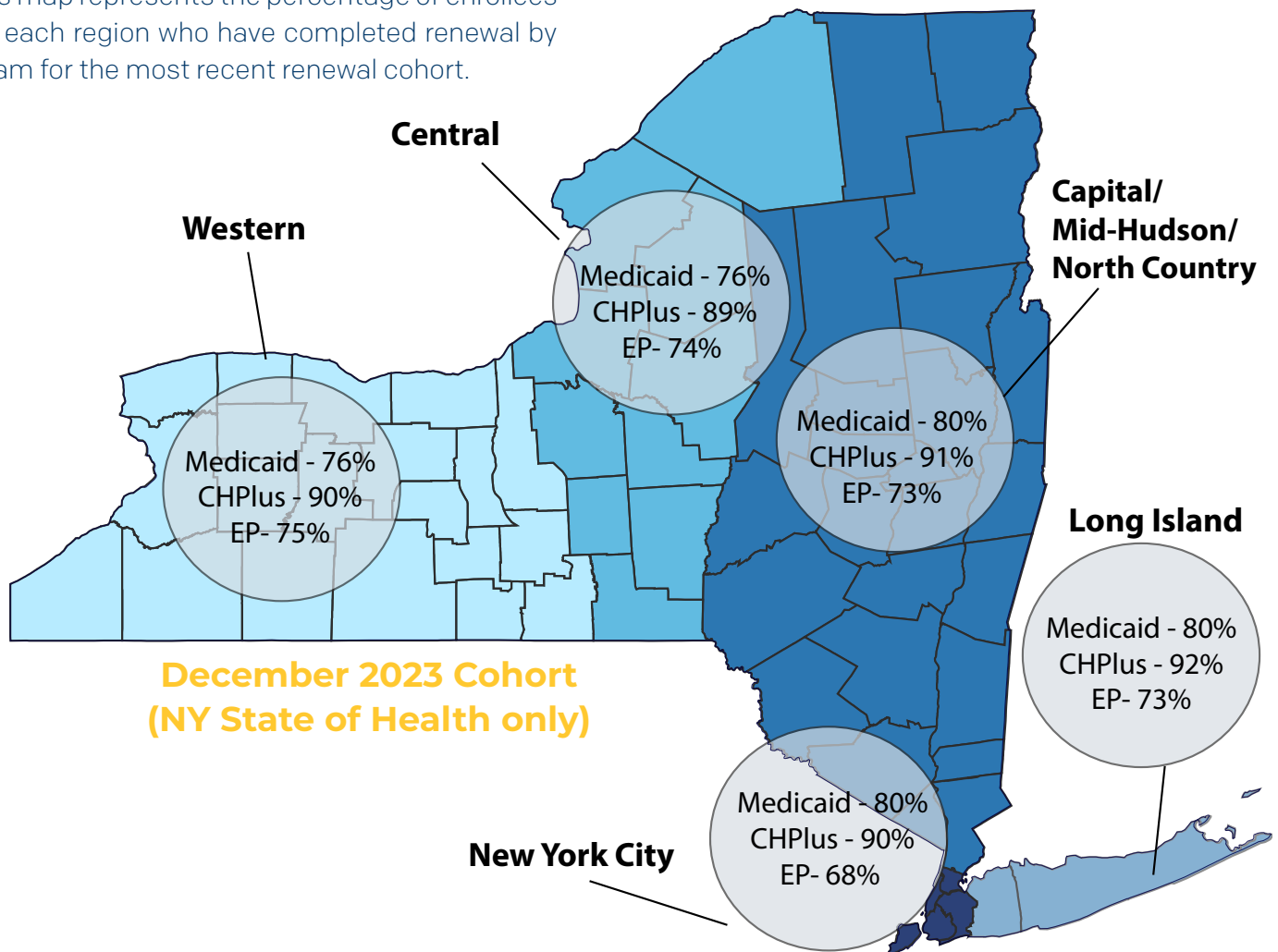
# AGE DATA

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

December 2023 Cohort (NY State of Health only)		
Age Group	Renewal Complete	Completion Rate
00-17	143,709	86%
18-25	57,870	71%
26-34	74,862	69%
35-44	72,744	76%
45-54	61,534	79%
55-64	65,636	84%
65+	8,755	68%
<b>Total</b>	<b>485,110</b>	<b>78%</b>

# 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.

December 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Albany	5,398	75%
Allegany	883	79%
Bronx	44,892	77%
Broome	3,862	76%
Cattaraugus	1,680	77%
Cayuga	1,585	80%
Chautauqua	2,741	80%
Chemung	1,685	77%
Chenango	1,106	76%
Clinton	1,512	77%
Columbia	1,512	80%
Cortland	913	76%
Delaware	840	78%
Dutchess	5,980	80%
Erie	18,937	77%
Essex	809	75%
Franklin	907	72%
Fulton	1,337	78%
Genesee	1,213	79%
Greene	1,130	80%
Hamilton	101	83%

# COUNTY DATA

*Continued*

December 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Herkimer	1,340	75%
Jefferson	2,185	77%
Kings	81,292	78%
Lewis	621	79%
Livingston	1,116	81%
Madison	1,252	76%
Monroe	15,184	76%
Montgomery	1,247	78%
Nassau	29,837	80%
New York	26,682	75%
Niagara	4,236	76%
Oneida	5,260	77%
Onondaga	9,231	76%
Ontario	2,111	79%
Orange	10,302	81%
Orleans	838	75%
Oswego	2,553	78%
Otsego	1,180	77%
Putnam	1,934	85%
Queens	79,422	78%
Rensselaer	2,703	75%

December 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Richmond	11,043	79%
Rockland	11,635	85%
Saratoga	3,840	78%
Schenectady	3,504	77%
Schoharie	672	79%
Schuyler	368	80%
Seneca	647	77%
St. Lawrence	1,888	75%
Steuben	1,925	79%
Suffolk	35,300	80%
Sullivan	2,326	81%
Tioga	920	74%
Tompkins	1,571	79%
Ulster	4,242	80%
Warren	1,388	78%
Washington	1,505	80%
Wayne	1,991	78%
Westchester	19,612	80%
Wyoming	717	77%
Yates	467	77%
<b>Total</b>	<b>485,110</b>	<b>78%</b>

# 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.

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

**NOTE:** MAGI: Modified Adjusted Gross Income

# DECEMBER

## 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 1/12/24 (data as of 12/31/23)	Footnote
<b>1. Total pending applications received between March 1, 2020 and the end of the month prior to New York's unwinding period (1a+1b)</b>	0	
1a. Total MAGI and other non-disability applications (2a+3a)	0	
1b. Total disability-related applications (2b+3b)	0	
<b>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)</b>	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	
<b>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)</b>	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

# DECEMBER

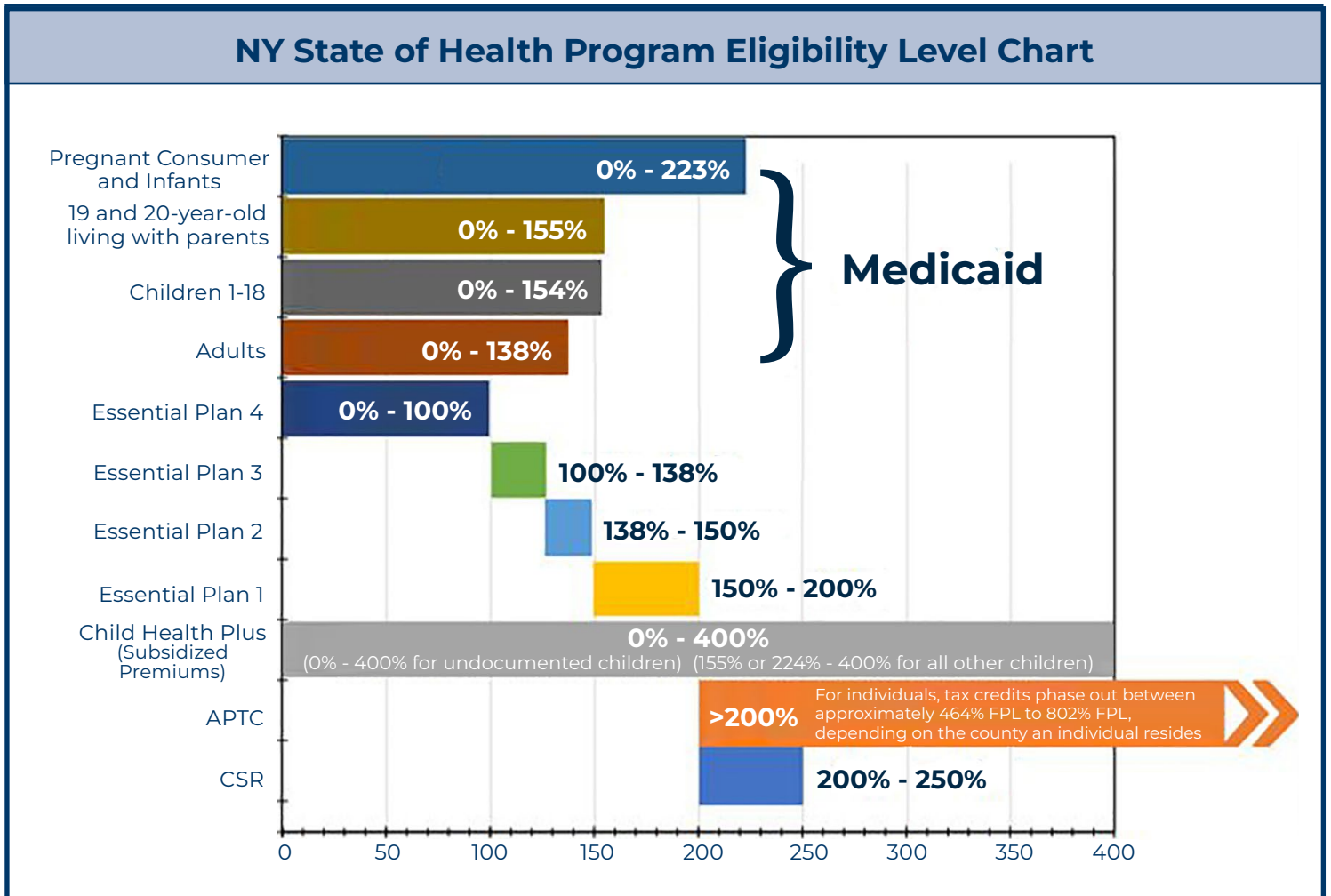
## MONTHLY REPORTING

*Continued*

RENEWALS INITIATED		
<b>4. Total beneficiaries for whom a renewal was initiated in the reporting period</b>	498,086	Reflects beneficiaries initiated during December 2023. Excludes Essential Plan.
RENEWALS AND OUTCOMES		
<b>5. Total beneficiaries due for renewal in the reporting period (5a+5b+5c+5d)</b>	643,689	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)]	459,175	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	286,366	
5a(2) Number of beneficiaries renewed using a pre-populated renewal form	172,809	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)	100,539	
5c. Of the beneficiaries included in Metric 5, the number terminated for procedural reasons (i.e. failure to respond)	62,311	
5d. Of the beneficiaries included in Metric 5, the number whose renewal was not completed	21,664	Beneficiaries are still being extended manually as part of the mitigation plan
<b>6. Month in which renewals due in the reporting month were initiated</b>	September, October and November 2023	*Renewals due during December 2023 were initiated in September, October and November 2023
<b>7. Number of beneficiaries due for renewal since the beginning of New York's unwinding period whose renewal has not yet been completed</b>	52,626	Beneficiaries are still being extended manually as part of the mitigation plan
MEDICAID FAIR HEARINGS		
<b>8. Total number of Medicaid fair hearings pending more than 90 days at the end of the reporting period</b>	7,390	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 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.