



## FAST FACTS ON

# The Essential Plan Cooling Program

### Are you eligible for the Essential Plan?

Contact  
NY State of Health:

Online at  
[nystateofhealth.ny.gov](https://nystateofhealth.ny.gov)

By phone at  
1-855-355-5777  
TTY: 1-800-662-1220

Free help from an assistor near your home or work, in person or by phone.

More information about the Essential Plan Cooling Program is available at:

[info.nystateofhealth.ny.gov/CoolingProgram](https://info.nystateofhealth.ny.gov/CoolingProgram)



### NY State of Health is now providing eligible Essential Plan members with a free air conditioner to help keep their homes cool.

Air conditioning units are now available to Essential Plan members with persistent asthma on a first-come, first-serve basis until September 30, 2025 or until funds run out, whichever comes sooner.

## 1 Who can get an air conditioner?

You must apply for the Essential Plan Cooling Program and meet the following eligibility requirements to qualify. Note: because funding is limited, only Essential Plan enrollees with persistent asthma are eligible.

- Be enrolled in [NY State of Health's Essential Plan](#).
- Have persistent asthma. This means you experience asthma symptoms including: shortness of breath, wheezing, coughing attacks, chest tightness, or chest pain much of the time. You may also have persistent asthma if you need a daily medication for asthma.
- Have not already gotten more than one cooling unit in the last five years through the Essential Plan Cooling Program or Home Energy Assistance Program (HEAP) Cooling Program.
- Ask for the air conditioner to be set up at the home address NY State of Health has on file.
- Agree to the [program terms and conditions](#).

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5/2025

## Do you have questions about the Essential Plan Cooling Program?

For consumers who have applied, and have been approved, and are having trouble reaching an approved vendor or need help with this program, please contact via email at: [NYSoHCoolingProgram@health.ny.gov](mailto:NYSoHCoolingProgram@health.ny.gov)

For general questions about this program or the application, please contact the NY State of Health Customer Service Center at 1-855-355-5777 (TTY: 1-800-662-1220):

- Monday through Friday, 8am – 8pm; and
- Saturday, 9am-1pm

More information on the Essential Plan Cooling Program is also available at:

[info.nystateofhealth.ny.gov/CoolingProgram](https://info.nystateofhealth.ny.gov/CoolingProgram)



Si usted habla un idioma diferente al inglés, los servicios de asistencia de idioma están disponibles gratis para usted. Llame al 1-855-355-5777 (TTY: 1-800-662-1220)

如果您使用的語言不是英語，您可以使用我們的免費語言支援服務。請致電 1-855-355-5777 (TTY: 1-800-662-1220)

## 2 How do I apply?

- Complete the online application, available at: [info.nystateofhealth.ny.gov/CoolingProgram](https://info.nystateofhealth.ny.gov/CoolingProgram)
- Applications are accepted until September 30, 2025, or until funds run out.
- The application can be translated into your preferred language using the Google Translate tool at the top of the page. Notices are provided in 13 different languages.

## 3 How does the Program work?

- Each eligible Essential Plan enrollee can get one air conditioner every five years if they qualify.
- Funding for this program in the summer of 2025 is limited. If we have run out of funding when you apply, we will let you know.
- Individuals should apply using the online application. You will be notified within three weeks whether you are approved or denied.
- Approved applicants will be told how to contact a vendor. They will receive directions to schedule two appointments: a pre-installation assessment and an installation appointment with the vendor.
- The air conditioner will be delivered and installed by an approved vendor. If an air conditioner cannot be safely installed, a fan will be provided.
- After installation, the air conditioner will belong to the consumer. Consumers are responsible for maintenance. This includes removing, covering and storing, or reinstalling the unit or sleeve seasonally. The vendor will register the cooling equipment warranty and provide a copy to the consumer.