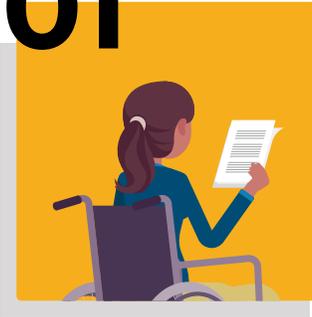


# HOW TO RENEW YOUR HEALTH INSURANCE

THROUGH THE NEW YORK CITY HUMAN RESOURCES ADMINISTRATION

WITH SOFIA

01



Sofia received her renewal packet in the mail advising she must complete the renewal and return it with all required documents (no original documents) by the **specified date** on the renewal form.



Sofia completed her renewal form by providing all requested information required to make a Medicaid or Medicare Savings Program eligibility determination.

The form also highlighted who and how to contact at Human Resources Administration (HRA) if she had any questions.

02



After the renewal form was completed and signed, Sofia returned the renewal form and the required documentation by the **specified date** on her form. She sent it by USPS mail, but it can also be dropped off in person to HRA or online through Access HRA:

<https://a069-access.nyc.gov/accesshra>



03



Once a Medicaid or Medicare Savings Program eligibility determination was made by HRA, Sofia was sent a notification by mail with the decision on her renewal. Sofia received her decision and successfully renewed.



04



If Sofia disagrees with the decision made by HRA, she has 60 days from the date of the decision to ask for a fair hearing using the phone number provided on the notice.

05

