Date: December 7, 2023 Time: 10:00am – 12:00am



IMMIGRATION AND NEWLY ENTERING MIGRANTS



Log into the WebEx first: click HERE

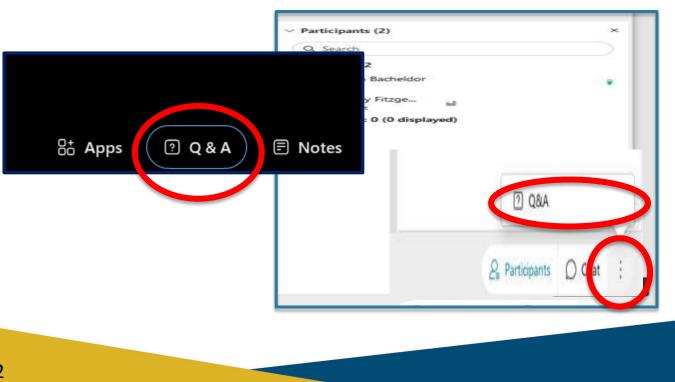
Then, you may connect to audio via computer audio or via telephone audio.

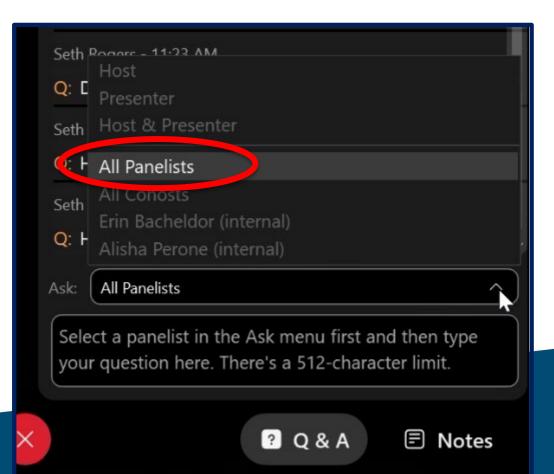




Questions can be submitted using the Q & A function on your WebEx control panel.

- Chat function is disabled, please use Q & A panel to submit questions. ٠
- We will pause two times to take questions. •





Recording and Materials



A recording of the webinar and any related materials will be available online on our Spring Training Webpage. Please visit:

https://info.nystateofhealth.ny.gov/SpringTraining

Session	Торіс	Training Materials
1 April 19, 2023	Unwinding from Continuous Coverage Requirements in NY State of Health, Part 1 - An overview of the unwind process and timelines as well as a refresher on provisions that will be reinstated, such as documentation requirements	Presentation Video
2 April 26, 2023	Unwinding from Continuous Coverage Requirements in NY State of Health, Part 2 - An overview of the outreach and messaging that NY State of Health will be using during the unwind period as well as a refresher on tools available to Assistors and Assistor Oversight Managers through their respective dashboards	Presentation Video Assistor Tips for Document Review Unwind Resources for Assistors Unwind Email and Text Messages for Consumers
3 June 21, 2023	What's Coming in NY State of Health: Marketplace Facilitated Enrollers (MFEs), Renewals and Late Renewals, Child Health Plus Premium Payments, 12-Months Continuous Coverage in Essential Plan, Consumers 654 and/or with Medicare, Income Verification for Non-Applying Consumers who do not provide Social Security Numbers, System Updates for Pregnant Minors, and Postpartum Coverage for Pregnant Consumers	Presentation Video
4 July 19, 2023	Privacy and Security – Providing a reminder and an update on the Privacy and Security rules and regulations by which all NY State of Health Assistors must comply	Presentation Video Identity Proofing Training Video Identity Proofing Slides Authorized Representative Training Video Authorized Representative Slides
5 September 27, 2023	Open Enrollment and Renewals	Presentation Video 2023 Income Levels for 2024 QHP Enrollment
ó October 25, 2023	2024 Qualified Health Plan and Essential Plan Line Up	Presentation Video



Webinar Statistics:

- 97% of respondents said the webinar was informative on the upcoming 2024 Qualified Health Plan (QHP) and Essential Plan (EP) options.
- Over 96% said information from the webinar will help them be better prepared to assist QHP and EP consumers through the plan selection process.

Here's what you said:

- *"The information is clear and plan options were laid out nicely."*
- *"Keep updating us on immigration information we need to stay current!"*

TODAY'S WEBINAR



Director

Gabrielle Armenia Director, Child Health Plus and Marketplace Consumer Assistance Group

Panelists

Megan Gagliardi Assistant Director, Bureau of Community Enrollment and Eligibility Processing

Tracie LaDeaux Director, Bureau of Exchange Application Support



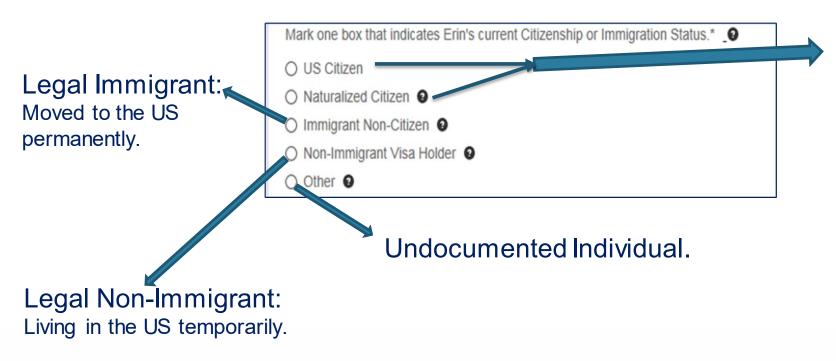


- 1. Overview of Citizenship/Immigration Question
- 2. Immigrant Non-Citizens
- 3. Non-Immigrant Visa Holders
- 4. Undocumented Consumers
- 5. Newly Entering Migrants
- 6. Immigration Reminders and Resources

OVERVIEW OF THE CITIZENSHIP/IMMIGRATION QUESTION



This question is a mandatory question which must be answered for each applying household member.

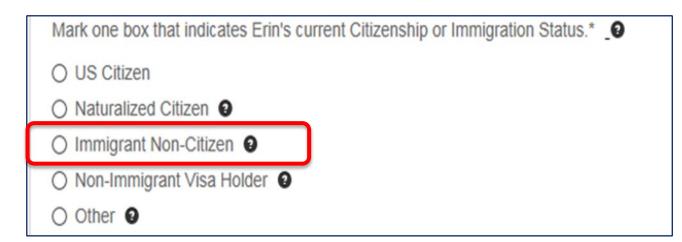


Both Categories are for US Citizens.

 Only choose Naturalized Citizen if the consumer has their Certificate Number and Alien Number available.
 If not, choose US Citizen and system may be able to validate using SSN.



Immigrant Non-Citizens





Is the individual living in the US with permission from the United States Citizenship and Immigration Services (USCIS) without being on a short-term visa?

Below is a list of questions to help Assistors understand what this means. Anyone who can answer "yes" to any one of these questions would be appropriately marked as an "Immigrant Non-Citizen."

- Are you a green card holder/Lawful Permanent Resident?
- Do you have an Employment Authorization Card which is not expired?
- Are you an Asylee?
- Are you a Refugee?
- Do you have PRUCOL status?
- Are you a Cross Border Native American?
- Have you been granted withholding of removal?
- Are you a Cuban/Haitian Entrant who was granted parole status after October 1980?
- Are you a certified Victim of Trafficking?
- Are you an Amerasian?
- Are you an Iraq or Afghan Special Immigrant Visa Holder?
- Are you currently Granted Parole for period of more than 1 year (not medical)?
- Are you a Battered Spouse or Child(ren) of US Citizen or Lawful Permanent Resident petitioning under the Violence Against Women Act (VAWA)?
- Are you a non-citizen who can show continuous residence since on or before 1/1/1972?





Individuals who are "Immigrant Non-Citizens" will also be asked to choose a "Document Type" from the dropdown of options to prove that they are lawfully living in the United States.

• When choosing from the options in the documentation type dropdown, the following options will provide the best opportunity to help the individual electronically verify their immigration status without the need for documentation, in this order:

1. Permanent Resident Card	Document Type Select	~	
2. Employment Authorization Card		port or I-94 Arrival/Departure Record)	
3. Arrival/Departure Record.	Unexpired Foreign Passport I-327 (Reentry Permit) I-551 Permanent Resident Card I-571 (Refugee Travel Document	Document Type I-551 Permanent Resident Card	~
	Machine Readable Visa (With Te I-94 Arrival/Departure Record I-94 Arrival/Departure Record in I-766 (Employment Authorization	Alien # 2 Receipt #	Alien Expiration Date

Mark one box that indicates Erin's current Citizenship or Immigration Status.*
O US Citizen
O Naturalized Citizen
O Immigrant Non-Citizen O
O Non-Immigrant Visa Holder
O Other 9

What does it mean to be PRUCOL?

PRUCOL means "Permanently Residing Under Color of Law" and is a category that was created by courts and is used for public benefits eligibility, including Medicaid. It is not recognized as an immigration status by the US Citizenship and Immigration Services (USCIS).

For a person to be residing "under color of law," the government must know about the person's presence in the U. S. and has indicated that it is not contemplating the individual's departure or planning deportation.

A person residing under PRUCOL status cannot directly apply for US citizenship or sponsor family members to obtain U. S. Citizenship. Though some of these individuals do not have SSNs, if financially eligible, PRUCOL individuals can get Medicaid, Child Health Plus, or the Essential Plan in New York State.

• Depending on their particular immigration status, they may also be eligible for a QHP with or without the Advance Premium Tax Credits or Cost-Sharing Reductions.

Note: If at any point after the non-citizen is determined to be PRUCOL, the USCIS has denied the non-citizen's request for relief or for a certain status, or otherwise indicates that it is not permitting the non-citizen to remain in the U.S., the non-citizen loses PRUCOL status. The non-citizen is no longer residing here "under color of law." The non-citizen would be eligible only for Medicaid coverage for the treatment of an emergency medical condition, if otherwise eligible.

Mark one box that indicates Erin's current Citizenship or Immigration Status.*
O US Citizen
O Naturalized Citizen O
O Immigrant Non-Citizen O
O Non-Immigrant Visa Holder O
O Other O

What is an example of someone who is PRUCOL?

If the individual presents with an I-862 and has applied for Asylum or has been granted parole since entering the country, the individual would be considered Permanently Residing Under Color of Law (PRUCOL) and should be marked on the application as an "Immigrant/Non-Citizen."

Department of Homeland Security U.S. Citizenship and Immigration Service U.S. Department of Justice Executive Office for Immigration Review			4	-	pplication for Asylun ithholding of Remova
START HERE - Type or print in b application. There is no filing fee f NOTE: Check this box if you a	or this application.				
Part A.I. Information Ab	out You				
1. Alien Registration Number(s) (A-	Number) (if any) 2. U.S	 Social Security Number 	r (if any)	 USCIS Onlin 	e Account Number (If any)
4. Complete Last Name		5. First Name			6. Middle Name
7. What other names have you used	(include maiden name a	nd aliases)?			
8. Residence in the U.S. (where you	physically reside)				
Street Number and Name				Apt. Number	
City	State		Zip Code		Telephone Number ()



13

Ma	ark one box that indicates Erin's current Citizenship or Immigration Status.* 🧕
0	US Citizen
0	Naturalized Citizen
0	Immigrant Non-Citizen O
0	Non-Immigrant Visa Holder
0	Other O

What documentation is needed to verify that a consumer is PRUCOL?

If the consumer could submit an I-94 Arrival/Departure Record, an I-766 Employment Authorization Document or an I-797 Notice of Action Form to show they have PRUCOL status, this is preferred. If they have any of these, input the Document Numbers as appropriate into their NY State of Health application.

If the consumer does not have any of these documents, they can submit a copy of their completed application to USCIS <u>with</u> either the canceled check or the postal receipt which may be enough to show they are PRUCOL.

 In this scenario, they would be marked as "Immigrant Non-citizen" but they would choose "Other" from the "Document Type" drop down and <u>not</u> enter in any document numbers. To prove their immigration status, they should upload a copy of their completed, submitted application and a copy of their canceled check and/or postal receipt.

Document Type	You have selected "Other Document"
Select v	If you do not have an Alien# or I94#, you should leave all of the boxes blank. You will be asked to submit
Select	a copy of your immigration document after your application is completed. If you have an Alien# or I94#, please fill in those boxes now. Completing those boxes will help us process your application.
Other	
Temporary I-551 Stamp (on Passport or I-94 Arrival/Departure Record)	Document Type
I-327 (Reentry Permit)	Other
I-551 Permanent Resident Card	
I-571 (Refugee Travel Document)	Alien # O 194 # O SEVISID # Document Description
Machine Readable Visa (With Temporary I-551 language)	
I-94 Arrival/Departure Record	
I-94 Arrival/Departure Record in Unexpired Foreign Passport	oAdd Document
I-766 (Employment Authorization Card)	



Non-Immigrant Visa Holders

Mark one box that indicates Erin's cu	urrent Citizenship or Immigration Status.* 🧕 🚱
O US Citizen	
O Naturalized Citizen	
O Immigrant Non-Citizen @	
O Non-Immigrant Visa Holder @	
O Other @	



Is the individual a Non-Immigrant Visa Holder? Sometimes individuals in this category may also be called a Temporary Non-Immigrant or a Short-Term Visa Holder.

- This question includes checking that the consumer has not overstayed the date of departure listed on their I-94 Arrival/Departure record.
- Consumers who have overstayed the date of departure listed on the I-94 Arrival/Departure record and have no application pending with an immigration agency should be marked as "Other."
- ✓ Are you a worker here on an H Visa?
- ✓ Are you here on a student visa, such as an F or M Visa?
- ✓ Are you here on a tourist visa for business or pleasure such as a B Visa?
- ✓ Are you the spouse of a Lawful Permanent Resident here on a V Visa?
- ✓ Are you the spouse or child of a US Citizen here on a K3/K4 Visa?
- ✓ Are you a religious worker here on an R Visa?
- Are you a person here on with a special ability such as an artist, scientist, athlete on an O or P Visa?
- ✓ Are you a cultural exchange visitor here on a J Visa?
- ✓ Are you a victim of crime here on a U Visa?

ΟU	JS Citizen				
ON	Vaturalized Citizen				
() Ir	mmigrant Non-Citizen 🗿	_			
ON	Non-Immigrant Visa Holder				
00	Other 0				

Please note, consumers who are on a medical visa are not eligible for coverage through NY State of Health.

A Non-Immigrant Visa Holder will also be asked to choose a "Document Type" from a dropdown of options to prove that they are lawfully living in the United States.

A visa holder might have several different items from this list including:

- Certificate of Eligibility for Exchange Visitor (J-1) Status
- Certificate of Eligibility for Non-immigrant (F-1) Student Status
- Employment Authorization Card
- I-94 Arrival Departure Record
- Machine-readable Visa (With Temporary I-551 language)

If the consumer is able to select and complete the additional data fields for an Employment Authorization Card or I-94 document, this will give them the best probability of being electronically verified <u>without</u> needing to upload documentation of their immigration status.

	Enter CIN - Begins with two letters, followed by five numbers and ends with a letter e.g.AB12345C			
е	Mark one box that indicates Essentia's current Citizenship or Immigration Status.* O			
0	O US Citizen			
na	 Naturalized Citizen 9 			
	O Immigrant Non-Citizen			
re	Non-Immigrant Visa Holder			
	O Other O			
	If you do not fit into any of the Citizenship or Immigration Status categories above but you are lawfully living in the United States, do NOT choose "Other" as your immigration status. Please choose either "Immigrant Non-Citizen" or "Non-Immigrant Visa Holder," depending on which category best describes your immigration status.			
nt	Check this box if you or your spouse is an active military member or U.S. Veteran.			
tatus	To qualify for health insurance, you must prove that you are lawfully living in the United States. Select the document that shows your current immigration status from the list below. You will then type in some information from your document.			
	Alien numbers are on most official immigration documents, even expired documents. The I-94 Arrival- Departure record is a small white card that you got when you arrived in the U.S. It has your name and where you are from The number we need is across the top. Do not give us any information or numbers not issued to you directly by the immigration authorities. If you do not have any of the documents listed, please select "Other" for document type.			
	You can tell us about more than one document by clicking on the Add Document button.			
data				
	Document Type			
nt, this will	-Select-			
<u>without</u>	Select- Other DS2019 (Certificate of eligibility for Exchange Visitor (J-1) Status) I-20 (Certificate of Eligibility for Nonimmigrant (F-1) Student Status) I-766 (Employment Authorization Card)			
	I-94 Arrival/Departure Record			



Residency Review

All consumers who check "Non-Immigrant Visa Holder" will have to answer five (5) questions on residency.

 In order to establish NYS residency, Visa Holders must be able to answer "yes" to at least one of the residency questions and consumers eligible for certain programs must provide documentation of their residency as well.

Assistors and Brokers must understand that these questions are about New York State residency and should help consumers understand this as well.

Please note, if a consumer owns a home in another country but does not own a home in New York State, they should <u>not</u> answer "Yes" to the residency question for "Do you own a home?"

Residency Test - Mom Visa Holder	
Have you or your child(ren) applied to adjust your status to become a legal permanent resider 전 Yes O No	nt? *
Do you work?* • Yes • No Does your child(ren) go to school?* • Yes • No • Yes • No	
O Yes O No	
Does your child(ren) go to school? *	
⊖Yes ⊙No	
Do you own your own home? *	
⊖ Yes ⊃ No	
Do you rent a house or apartment? *	
🔿 Yes 💆 No	
Back	Next

18



Questions appear for <u>each household member</u> marked as "Non-Immigrant Visa Holder."

- If a parent answers "Yes" to any one of these questions but is unsure whether to answer "Yes" for another household member (such as a child), they should also answer "Yes" for the other household member to at least one question.
- Answering "Yes" to the school question is recommended if the child attends school.
- For children who are not attending school, we recommend answering "Yes" for the child on the same question to which the parent answered "Yes."

Residency Test - Mom Visa Holder	Residency Test - Baby Visa Holder
Have you or your child(ren) applied to adjust your status to become a legal permanent resident? * Yes O No Do you work? * Yes No	Have you or your child(ren) applied to adjust your status to become a legal permanent resident? * Yes O No Do you work? * Yes O No
Does your child(ren) go to school? * Yes Q No Do you own your own home? * Yes No Do you rent a house or apartment? * No No No No No	Does your child(ren) go to school? * ○ Yes ② No Do you own your own home? * ○ Yes ③ No Do you rent a house or apartment? *
Back	Back





Undocumented Consumers

Mark one box that indicates Erin's current Citizenship or Immigration Status.*
O US Citizen
O Naturalized Citizen 2
O Immigrant Non-Citizen @
O Non-Immigrant Visa Holder 3
O Other @

Mark one box that indicates Erin's current Citizenship or Immigration Status.* _ O US Citizen O Naturalized Citizen O Immigrant Non-Citizen O Non-Immigrant Visa Holder O Other O Other O Other O Discrete Citizen O Di Discrete Citizen O Discrete Citizen O Discrete

Who is undocumented?

Undocumented individuals include the following five (5) categories of individuals:

- An individual who entered this country on a valid visa who has now overstayed the departure date listed on their I-94 Arrival/Departure record and has no application pending with immigration.
- An individual who entered this country without inspection and has no application pending with immigration.
- An individual who is in or scheduled for removal/deportation proceedings (I-862) and has not applied for or received any other updated immigration status.
- An individual who has been ordered removed/deported and does not have a stay.
- An individual who has been ordered removed/deported and is not under an order of supervision.

If undocumented, mark their Citizenship/Immigration Status as "Other."

Individuals presenting the I-862 and/or an unexpired passport alone, without additional documentation demonstrating they have applied for or received any updated status, are considered undocumented for purposes of the NY State of Health application and should be marked as "Other." These individuals are not PRUCOL.



What programs in NY State of Health are undocumented individuals eligible for?

- Undocumented adults ages 19 64 may be eligible for Emergency Medicaid only, if otherwise eligible.
- Undocumented children under age 19 may be eligible for Child Health Plus, if otherwise eligible.
 - Undocumented children may be eligible for Emergency Medicaid in the month of their application submission up through their CHPlus enrollment start date and in the three (3) previous retroactive months, if otherwise eligible.
- Undocumented pregnant individuals, may be eligible for full Medicaid coverage, including enrollment in Medicaid Managed Care (MMC) and 12-months Medicaid postpartum coverage, if otherwise eligible.

New!

Starting January 1, 2024, undocumented individuals aged 65 and older may be eligible for Medicaid coverage through mainstream managed care plans.

Mark one box that indicates Erin's current Citizenship or Immigration Status.*
O US Citizen
O Naturalized Citizen
O Immigrant Non-Citizen 9
O Non-Immigrant Visa Holder
O Other 🛛



What is Emergency Medicaid for adults aged 19 – 64, and what does it cover?

An emergency medical condition is a condition (including emergency labor and delivery), that manifests itself by acute symptoms of sufficient severity (including severe pain), such as the absence of immediate medical attention could reasonably be expected to result in:

- Placing the patient's health in serious jeopardy,
- Serious impairment to bodily function,
- Serious dysfunction of any bodily organ or part.

The definition of emergency medical condition must be met at the time the medical service is provided, or it will not be considered an emergency medical condition and, therefore, will not be covered by Medicaid. The individual's medical provider will decide if the medical condition is considered an emergency medical condition.

Emergency medical conditions do not include medical conditions resulting from the initial event which later requires ongoing regimented care.

Mark one box that indicates Erin's current Citizenship or Immigration Status.*
O US Citizen
O Naturalized Citizen 💿
O Immigrant Non-Citizen
O Non-Immigrant Visa Holder 3
⊖ Other ♀





How does Child Health Plus enrollment work for undocumented children under 19 and what does it cover?

Child Health Plus is full health insurance coverage. It is a subsidized health insurance program for uninsured New York State children under the age of 19, who are not Medicaid-eligible and do not have access to the state health benefits plan (NYSHIP).

- There is no cost-sharing for Child Health Plus. This means no co-payments, coinsurance or deductibles.
- Monthly premium contribution amounts vary based on FPL.

Coverage in the CHPlus Program does not begin until the family chooses a health plan, enrolls, and then pays the first month's premium (if one is due).

- If a family enrolls their child in a Child Health Plus Plan between the 1st and 15th of the month, coverage begins the first of the following month.
- If a family enrolls their child after the 15th of the month, coverage will not be effective until the first day of the subsequent month.
- If there is a premium contribution due, coverage is not effectuated until the first month's premium is paid (if applicable).

Child Health Plus At a Glance Card

23



WHO IS ELIGIBLE?

CHILDREN WHO ARE:

- Under age 19
- New York State residents
- Not eligible for Medicaid
- Not covered by other health insurance
- Not eligible for or enrolled in health coverage through a state
- Children may be eligible regardless of immigration status



WHAT'S COVERED?

- Well-child visits
- Physical exams
- Immunizations
- Inpatient hospital/ surgical care
 ·
- Lab and imaging services
- Dental and Vision Services
 - Emergency services

This is not an all-inclusive list of covered benefits. You should contact your health plan directly for any questions about services and benefits covered through your health plan and providers.

therapy

Short-term physical and occupational

Prescription and Non-Prescription drugs

if ordered by a licensed professional

Inpatient and outpatient mental health

alcohol and substance use services

Therapeutic outpatient services

(chemotherapy, hemodialysis)

Speech and Hearing Services

Ma	ark one box that indicates Erin's current Citizenship or Immigration Status.*
0	US Citizen
0	Naturalized Citizen
0	Immigrant Non-Citizen 💿
0	Non-Immigrant Visa Holder 😨
0	Other O

24



How does Emergency Medicaid work for undocumented children?

Undocumented children who need Emergency Medicaid coverage while they wait for their CHPlus enrollment to begin, or in the retroactive period of their application, (the three months before their application month), could also become eligible for Emergency Medicaid during this time.

If the child selects and enrolls in a CHPlus Plan on December 18th, 2023, then their CHPlus Plan enrollment will be effective on February 1, 2024.

- In this scenario, the child could ask for retroactive Emergency Medicaid coverage for the three months before completing their application (September – November 2023) and also in the current month(s) (December and January) while waiting for their CHPlus Plan enrollment to kick in.
- If an Assistor needs help with a case for an undocumented child who needs Emergency Medicaid coverage in the retroactive period or while waiting for their CHPlus coverage to start, please send the case on an encrypted Account Review Spreadsheet to <u>Assistor.Cases@health.ny.gov</u>.





How does Medicaid work for undocumented pregnant individuals?

Undocumented pregnant individuals can become eligible for full Medicaid coverage including enrollment in MMC up to 223% FPL.

- Twelve (12) months of continuous postpartum coverage is also available in all instances where a consumer was eligible and enrolled in Medicaid prior to the end of their pregnancy.
- Consumers who get Medicaid postpartum coverage must have reported their pregnancy in their NY State of Health application prior to the end of their pregnancy.
- The change in length of the postpartum period (from 2 months to 12 months) ensures all pregnant consumers will receive the same length of coverage at the conclusion of a pregnancy, regardless of their immigration status.





How does Medicaid work for undocumented individuals 65 years or older?

New: January 1, 2024

Undocumented consumers in NY State of Health who meet the following criteria will be able to become eligible for Medicaid coverage through enrollment in a Medicaid Managed Care (MMC) plan. Affected consumers will be notified and should take action to pick a plan.

- Aged 65 years or older; and
- Attest to a Citizenship/Immigration Status of "Other"; and
- Are otherwise eligible for Medicaid.







QUESTIONS?



27



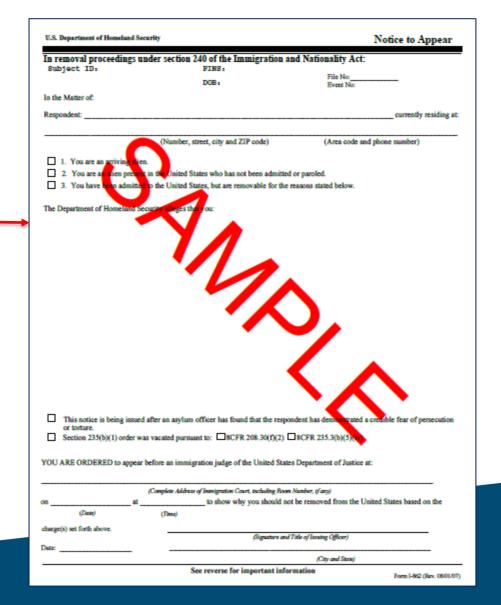
Newly Entering Migrants

NEWLY ENTERING MIGRANTS

nystateofhealth The Official Health Plan Marketplace

We want to address the influx of newly entering migrants in New York State.

- Some individuals entered through a border checkpoint where they were issued an I-862, which is a notice to appear in court for removal proceedings. This document has a court date that is scheduled in the future.
- Some individuals have been granted a temporary or permanent immigration status before entering the country or since entering.
- Some individuals entered the country without any legal means, through no legal checkpoint or otherwise through a lawful path.
- Some individuals may have had a temporary status which has since expired.
- Some individuals, regardless of how they entered, may have applied for an immigration benefit and are waiting for a determination.



NEWLY ENTERING MIGRANTS



Assistors and Brokers need to be able to help newly entering migrants and their families apply for coverage in NY State of Health which will determine what programs they may be eligible for.

New migrants may be asking:

- Can I see a doctor?
- Can my children see a doctor?
- Can my pregnant partner see a doctor?
- What happens if we need emergency medical care?
- What happens if I apply for an immigration benefit?

NEWLY ENTERING MIGRANTS AND EP



- Many consumers are being found temporarily eligible for EP with a document request for their Citizenship/Immigration Status if they do not have their documentation at the time of application.
- Consumers who are temporarily eligible for EP must satisfy this verification request within 90 days and also before retroactive Medicaid can be determined.
- Consumers who are temporarily eligible for EP may enroll in an EP plan during the 90-day reasonable opportunity period and will be disenrolled if they do not demonstrate that they are lawfully present.

Essential Plan Eligibility Rules:

In order to be eligible for EP, consumers must be:

- 19-64 (EP 3 & 4 Ages: 21 64)
- Lawfully Present
- New York State Resident
- Not eligible for Medicaid, CHPlus, or APTC
- Not eligible for affordable Minimum Essential Coverage (MEC)

NEWLY ENTERING MIGRANTS – COMMON MISCONCEPTIONS



- We have seen many examples of newly entering migrants being temporarily enrolled into EP. This may be appropriate if the consumer has applied for a lawful immigration status but not if they are only entering the country with form I-862 as they would be undocumented.
- We have been asked if undocumented individuals can get EP for 90 days just for moving into and living in the state. This is not the case. If undocumented, the consumer is not eligible for EP. This may be the result of the application being completed incorrectly by the user including Assistors or the Broker.
- Undocumented individuals enrolled in EP will be disenrolled from EP after 90 days as they
 will be unable to document that they have a legal immigration status.
 - This individual was only getting the 90-day reasonable opportunity period to provide verification of their legal immigration status based on the application being completed incorrectly.
- Undocumented individuals should be marked as "Other".

Essential Plan is only for consumers who have lawfully-present status.



Are undocumented individuals eligible for Essential Plan (EP)?

No, undocumented individuals are not eligible for Essential Plan.

- Undocumented individuals should be marked as "Other" for their immigration status.
 - If an undocumented individual is marked appropriately as "Other," then the system will determine them appropriately based on the details of their application and will never find them eligible for Essential Plan.

What should an Assistor or Broker do if they are working with an undocumented consumer who is enrolled in EP?

They should update their application and change their immigration status to "Other," which will make the consumer ineligible for EP and eligible for the appropriate program, depending on their age and

pregnancy status.

33

Mark one box that indicates Erin's current Citizenship or Immigration Status.* _
O US Citizen
O Naturalized Citizen
O Immigrant Non-Citizen
O Non-Immigrant Visa Holder
O Other



Immigration Reminders





What is an "I-797, Notice of Action"?

USCIS uses numerous types of Form I-797, Notice of Action, to communicate with applicants/petitioners or to convey an immigration status.

Form Number	Description
I-797, Notice of Action	Issued when an application or petition is approved.
I-797A, Notice of Action	Issued to an applicant as a replacement Form I-94.
I-797B, Notice of Action	Issued for approval of an alien worker petition.
I-797C, Notice of Action	Issued to communicate receipt of payments, rejection of applications, transfer of files, fingerprint biometric, interview and re-scheduled appointments, and re-open cases.
I-797D	Accompanies benefit cards.
I-797E, Notice of Action	Issued to request evidence.

https://www.uscis.gov/forms/filing-guidance/form-i-797-types-and-functions

I-797s

I-797, Notice of Action

Read this document carefully each time it is presented.

This document may convey different information. For example, it may report:

- The receipt of a consumer's application for a change in status.
- The receipt of an address change.

In most cases, an applicant with an I-797 will have an immigration status of "Immigrant Non-Citizen" and a document type of "Other."

Костичиства Ко.С10-123-45678 Костичиства Костичиства МАТ 12, 2010 Мат 12, 2010		CARNYN 1129 PETITION FOR A HOHIMMIGRANT MORKER MUNYAS UNIY OF HAWAII	
AUGUST 10, 2010	1 of 1	FACL.	AT.
2565 MCCARTHY M DONOLULO HI 960 he above petiting and lawertraction in barr	22 I thinge of status new i d as indicated above. A As period authorized.	ters approved 1 for tervige serve	Valid from 08/20/2010 to 08/19/2012 me manuae of the named forming scottring in this read can work for the petitioner, for only as detailed in dependent megations a new petition. Alass this septement
	I with any questions also	it tis withheidi	



If you do not have an Alien# or I94#, you should leave all of the boxes blank. You will be asked to submit a copy of your immigration document after your application is completed. If you have an Alien# or I94#, please fill in those boxes now. Completing those boxes will help us process your application.

Other			•
Alien # 🛛	194 # 🛛	SEVISID #	Document Descrip
	1		

I-797s

Sometimes the I-797 has the I-94 printed at the bottom.

If so, use the COA Code resource to determine the correct • immigration status.

			The approval of this visa petition does n	not in itself grant any immigration status and does not guarantee that th
H-1B	► Alien specialty occupation		an materion, change, or adjustment of at. THIS FORM IS NOT A VISA NOR MAR IT BE USED	ID IN FLACE OF A VIEW.
H-1C	Registered nurse (working up to 3-yrs in health professional shortage area)			and Fairness Act established the Office of the Ballonal Onbudanan (000) e back. You will be notified separately about any other cases you filed. ION SVC
H-2A	 Temporary agricultural worker 	Non-Immigrant Visa Holder	P. O. BOX 30111 LAGUNA NIGUEL CA 92607-0	0111
H-2B	 Temporary worker-skilled and unskilled 		Customer Service Telephone: Form 1797A (Rev. 10/31/05)N	(800) 375-5283 REAS TEAR OF YORK I IN RENTED BELOW, AND STATUS TO ORDERAL LIN
H-3	▶Trainee		Detach This Half for Personal Records	erresense pa
H-4	► Spouse or child of "H" worker (see categories above) or trainee		Receipt# 1-94# NAME CLASS #10	Receipt Number United States Citizenship and Immigr Services I-94
	Mark one box that i O US Citizen O Naturalized Citiz O Immigrant Non-O O Non-Immigrant V O Other 😨	Citizen 🛛	or Immigration Status.* _	

RECEIPT NUMBER	FRIGHTY DATE	CASE TYPE I129 PETITION FOR A NONIMMIGRANT WO				
April 27, 201	12	DUKE UNIV UNIV MED CTR & AFFIL INS				
July 13, 2012	2 1 of 2	BENEFICIARY				
	an over a service pass	Notice Type: Approval Notice				
tion of management of	Los and the second	Class: H1B Valid from 06/30/2012 to 05/31/2013				
states at 11100		Consulate:				
classification is wi detailed in the peri- new form 1-12 peti- separate employment questions about tax The petitioner shoul or she abould keep t	alid as indicated above. The ition and for the period such club. Since this engloyment us or training authorization dor withholding. Id keep the upper portion of t the right part with his or her	approved. The status of the mased foreign verter(s) in this foreign verker(s) can verk for the periitener, but only as wised. Changes is employment or training may require you to file a training worthorization mass from the filing of this pertition, unschallen is not required. Please contact the INE with any his notice. The lower portion should be given to the worker. We foce 1-04, Arrival-Opparture Meduad. The 1-94 portion should be				
given to the U.S. Customs and border fatrol when he or she lawses the United States. The left part for records. A person granted a change of status who lawses the U.S. must normally obtain a visa classification before returning. The left part can be used in applying for the new visa. If a vi required, he or the should present it, along with any other required documentation, when applying this new classification at a port of entry or pre-flight lampection station. The petitioner may a 1-MPA, Application for Action on an Approved Application or Meticion, to request that we notify a of entry, or pre-flight inspection office of this approval.						
alien beneficiary a	s visa petition does not in it will subsequently be found to e, or adjustment of status.	self grant may immigration status and does not guarantee that the be eligible for a visa, for admission to the United States, or for				
THIS FORM IS NOT A V	VISA NOR MAT IT BE USED IN PLA	CE OF A VIEN.				
The Small Dusiness 3	Regulatory Enforcement and Pai	mean Act established the Office of the National Ombudaman (000)				
Please see the additi U.S. CITIZENS	ional information on the back. SHIP & IMMIGRATION SV	You will be notified separately about any other cases you filed.				
CALIFORNIA SE P. O. BOX 301	ERVICE CENTER					
LAGUNA NIGUEI						
Customer Serv Form 1797A (Rev. 1	vice Telephone: (800) 0/31/05/N	375-5283				
Sec. And the		PLEASE THAN OFF FORM 1-14 PROTECT BLOW, AND STAFLE TO ORIGINAL LIM IF AVAILA				
	r Personal Records	erresees pe				
Detach This Half for		Receipt Number				
Detach This Half for Receipt#	and the second se	1 United States Citizenship and Immigration				
Receipt#		United States Citizenship and Immigration				
Receipt#	-	Services				

I-797s



The following documents will provide the best opportunity to electronically verify or document an individual's immigration status. <u>They should be provided whenever</u> <u>possible, rather than an I-797.</u>

- 1. Permanent Resident Card
- 2. Employment Authorization Card
- 3. Arrival/Departure Record

FAMILIES



In most circumstances, the whole family should have the same immigration status.

- It could be possible that adults who are undocumented or have a legal immigration status are with children who were born here and therefore, the children are US Citizens.
- If the adults have a valid immigration status, then their children should have the same valid status.
- Adults should not be marked as "Immigrant Non-Citizens" or "Non-Immigrant Visa Holders" while their children are "Other."

This would be a red flag that the application is not correct. Ο



FAMILIES

	p or Immigration Status." O Docume	ent Type	
US Officien	-Sele	d-	
Naturalized Citizen	Sele		
Immigrant Non-Ottoen	Other Temp		p (on Passport or I-94 Arrival/Departure Recor
Non-Immigrant Visa Holder O	1-327	(Reentry Permit	1
		Permanent Res (Refugee Trave)	
			sa (With Temporary 1-551 language)
		mival/Departure mival/Departure	Record in Unexpired Foreign Pasaport
			uthorization Card)
And the second s		Statistics.	
	Straman 2nd P	and stated	
UNITED STATES OF AM	AFRICA CUDU OVAL	LOCAL DATE	
UNITED STATES OF AN	EMPLOYME	NI AUTH	ORIZATION CARD. 🖌 🐊
	Surname		and the second second second second
SPECTRO	and the second se		
	CDECIMEN		THE REPORT OF THE PARTY OF THE
VILLINEN TEST V OT JAN	14. SPECIMEN		A PARTY AND A P
SPECIMEN TEST V OT 444	Given Name		
WILLINEN TEST Y OF IN			C. States and States a
VICCINEN TEST Y OT 244	Given Name	- Categor	Card#
WILLINEN TEST Y OT 244	Given Name TEST V USCIS#	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	and the second se
WILLINEN TEST Y OT 244	Given Name TEST V USCIS# 000-000-725	Categor C09	Card# SRC000000725
WILLINEN TEST Y OT AN	Given Name TEST V USCIS# 000-000-725 Country of Birth	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	and the second se
WILLINEN TEST Y OF AN	Given Name TEST V USCIS# 000-000-725 Country of Birth Ethiopia	C09	and the second se
VICCINEN TEST Y OF AAN	Given Name TEST V USCIS# 000-000-725 Country of Birth Ethiopia Terms and Conditi	C09	and the second se
VICCINEN TEST Y OF AAN	Given Name TEST V USCIS# 000-000-725 Country of Birth Ethiopia	C09	and the second se
VICCINEN TEST Y OF AAN	Given Name TEST V USCIS# 000-000-725 Country of Birth Ethiopia Terms and Conditi	C09	and the second se
VICCINEN TEST Y OT AAN	Given Name TEST V USCIS# 000-000-725 Country of Birth Ethiopia Terms and Conditi None	C09	and the second se
VICCINEN TEST Y OF AN	Given Name TEST V USCIS# 000-000-725 Country of Birth Ethiopia Terms and Conditi None Date of Birth 01 JAN 1920	C09 ons Sex M	SRC000000725
VICCINEN TEST Y OF AN	Given Name TEST V USCIS# 000-000-725 Country of Birth Ethiopia Terms and Conditi None Date of Birth 01 JAN 1920 Valid From:	C09 ons Sex M 01/01	SRC000000725
ALLINEN TEST Y OT AAN	Given Name TEST V USCIS# 000-000-725 Country of Birth Ethiopia Terms and Conditi None Date of Birth 01 JAN 1920 Valid From: Card Expires:	C09 Sex M 01/01 05/10	SRC000000725

Document Type	8						
I-766 (Employ	ment Authorization Card)); 					Ý
Alien # 🛛	Receipt #	Alien	Exp	iratio	n D	ate	
	SRC000000725	05		10		2025	



If a parent enters document numbers from their work authorization card, they should not re-enter those same document numbers for the child(ren) on their application.

 Instead, for the child, choose the document type of "Other" and these fields will not be mandatory.

You have selected "Other Document"

If you do not have an Alien# or I94#, you should leave all of the boxes blank. You will be asked to submit a copy of your immigration document after your application is completed. If you have an Alien# or I94#, please fill in those boxes now. Completing those boxes will help us process your application.

Document Type

Alien # O	194 # 0	SEVISID #	Document Description



What if a consumer only has old/expired documents?

Try to use the information, or upload what the consumer has, to help them verify their status.

Help consumers to understand that they should provide an updated document, if possible.

In some circumstances, you may need to work with consumers to provide any/all immigration documents, including the most recent, if available.



What if a consumer reports that they have a valid immigration status, but has no documentation?

- If a consumer has no US Passport and has lost their immigration documentation, they can apply for replacement.
 - For low-income individuals, a fee waiver may be available.
- Submit proof to NY State of Health that the replacement application has been received by USCIS (I-797, Notice of Action, showing receipt).



Immigration Resources



Immigration Desk Aid for NY State of Health Assistors

- Describes the five (5) ulletcitizenship/immigration categories on the NY State of Health application and how to choose the correct category.
- Gives a sample walkthrough script for the Assistor to use, if needed.

Determining Citizenship or This worksheet is designed to help Assistors determine which listed in the NY State of Health application to select for an ino Assistors may use this tool as a script and read through the e so that the individual can be determined correctly in the Mark Immigration status.	of the 6 Ottizenship/immigration categories Wdvaf consumer. ntire script asking consumers specific questions	
Are you a United States (U8) oitizen by birth, or were you bo U8 oitizen at the time of your birth, or are you a U8 National? Don't forget, this category includes ditzens of Puerto Rico, American Samoa, Swains [slag] or other US Territories.	f Yes, check the box marked "US Citizen."	
US Citizen If no, move to question #2.		
you reside(d) naturalized. If yes, check the box marked "Natura Naturalized Cilizen if no, move to question #3.		
 Are you living in the United States with permission from the Services (USCIS)? If yes, ask: Are you here on a chort-term visa? If yes, move to cr 	United States Citizenchip and Immigration	
 Immigrant Non-Citizen What does this question mean? Below is a list of questions to help can answer yes, would be appropriately marked as an "Immigrant example questions is not comprehensive. An you green card heldenferful germenent neckent? Do you have an employment subhotization card which a not a subject? An you is makinger? An you is makinger? An you is makinger? An you is makinger? An you have process of applying for an immigration benefit Do you have process of applying for an immigration benefit An you is makinger? An you can be process of applying for an immigration densit? An you can be process of applying for an immigration densit? An you can be process of applying for an immigration densit? An you can be process of applying for an immigration densit? An you can be applying for an immigration densit? An you can the process of applying for an immigration densit? An you can be apprended withholding of manswart? An you can an analyzed and the immigration densite at the you an American? An you cannot you apply an Apple of Cabone i latter if you an American? An you cannot you apply an Apple of Cabone i latter if you an you an Apple of Apple of Cabone i latter if you an you an Apple of Apple of Cabone i latter if you an you an Apple of Apple of apple of apple of the you an immigration apple of the process of applying the apple of the process of applying the apple of the process of of the p	 Are you a cultural exchange visitor here on a J Are you a victim of crime here on a U visa? This question includes checking that the consume 	box marked "Non-Immigrant Visa Holder." this means. Anyone who can answer yes, would be lease note, this additional list of example questions is not vr M vise? leasure such as a B visa? sticent nere on a V visa? re on a K3/K4 visa? visa such as an artist, scientist, athlete on an O or P visa? visa? r has not overstayed their visa or have an expired visa. If t red visa, do not mark them as a "Non-Immigrant Visa Hold
	 expired visa and has no application pend An individual who entered this country with immigration. 	ndividuals: a valid visa who has now overstayed their visa or has an ling with immigration. nout inspection and has no application pending with) removal/deportation proceedings and has not applied for status.

Othe

Assistors are uploading documentation of an individual's citizenship/immigration status, they should efer to the "Documentation Checklist for Assistors" to make sure that the documentation provided matches the citizenship/immigration category already selected in the application.

Subsidy Chart by Immigration Category

Describes eligibility options based on Federal Poverty Level (FPL) across different citizenship/immigration categories.

Subsidy Charts by Immigration Category

US Citizens, Naturalized Citizens, & Immigrant Non-Citizens who are <u>not</u> in the 5 year-bar or PRUCOL

Medicald

0%-223% - Pregnant Women 0%-164% - Children ass 1-18 years 0%-165% - 19 & 20-year old's living with their parents 0%-133% - Adults >188%-160% - <u>Essential Plan 2</u> >160%-200% - <u>Essential Plan 1</u>

Child Health Plus

>154% - 400% - Children 1-18
>223% - 400% - Infants under the age of 1

>200%-400% - Advanced Premium Tax Credit (APTC)

Short Term Visa Holders who are NYS Residents & Allessa (Individuals in the 5-year bar and PRUCOL)

Medicald

Child Health Plus

>164% - 400% - Children 1-18

>223% - 400% - Infants under the age of 1

 0%-223% - Pregnant Women
 0%

 0%-154% - Children asg 1-18years
 >100%

 0%-155% - 19 & 20-year old's living with their parents
 >133%

 0%-155% - 19 & 20-year old's living independently, Individuals receiving Long Term Care services
 >150%

 or personal care services, individuals eligible for MEC
 0%-150% - Certain PRUCOLS who are parent/caretaker relatives

0%-100% - <u>Escential Plan 4</u> >100%-138% - <u>Escential Plan 2</u> >138%-150% - <u>Escential Plan 2</u> >150%-200% - <u>Escential Plan 1</u>

>200% - Advanced Premium Tax Credit (APTC)

Short-Term Visa Holders who are not NYS Residents

Medicald for the Treatment of an Emergency Medical Condition Only 0%-223% - Pregnant Women 0%-164% - Children gas 1-18years

0%-164% - Children 338 1-18years 0%-166% - 19 & 20-year old's living with their parents 0%-188% - Adults

Undocumented Individuals

Medicald 0%-223% - Pregnant Women Child Health Plus 0%-400%

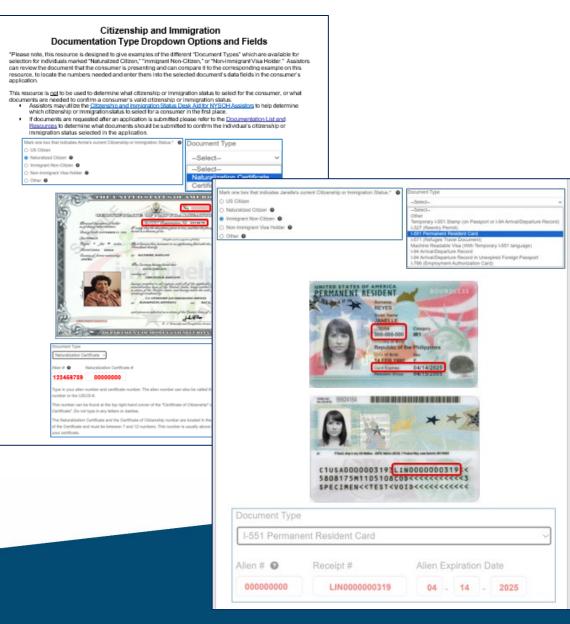
Medicaid for the treatment of an Emergency Medical Condition Only 0%-103% - Adults



Citizenship and Immigration Documentation Type Dropdown Options and Fields

This resource is designed to give examples of the different "Document Types" which are available for selection for individuals marked "Naturalized Citizen," "Immigrant Non-Citizen," or "Non-Immigrant Visa Holder."

- Assistors can review the document that the consumer is presenting and can compare it to the corresponding example on this resource to locate the numbers needed and enter them into the selected document's data fields in the consumer's application.
- This resource is <u>not</u> to be used to determine what citizenship or immigration status to select for the consumer, or what documents are needed to confirm a consumer's valid citizenship or immigration status.



EAD and COA Code Resource for Assistors

This resource is designed to allow Assistors to look up most EAD and COA codes which they might find on various immigration documentation to determine based on the code, whether the consumer should be marked as either:

- Immigrant Non-Citizen; or
- Non-Immigrant Visa Holder.

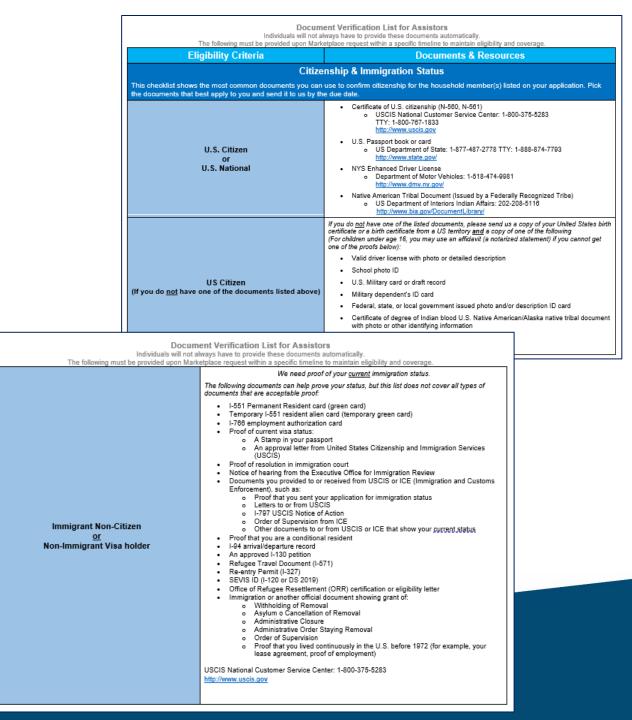


Key to I-766 Employment Authorization Documents (EADs) The codes on the front of the card indicate the person's immigration status. The list below is not all-inclusive

ors	Code On EAD	Employment Authorization Meaning			Immigration Status	
		(a)(1)	Law	ful Permanent Resident		Immigrant Non-Citizen
		(a)(3)		ugee		Immigrant Non-Citizen
		(a)(4)		oled as a refugee.		Immigrant Non-Citizen
		(a)(5)	Gra	nted asylum		Immigrant Non-Citizen
						Non-Immigrant Visa Holder
ny	stateofhealt	h	1		/isa) or Visa).	OR PRUCOL, if the immigrant has filed I-485 to adjust status to LPR with USCIS.
	The Official Health Plan Marketpla	ce			al or (L)	Non-Immigrant Visa Holder OR
Key to Class of Admission (COA) Codes These codes can be found on <u>Visas</u> and the <u>I-94</u> . If the document is expired, it is no longer valid and is not a list is not all-inclusive.			acceptable proof. This	ial or (L) or	PRUCOL, if the immigrant has filed I-485 to adjust status to LPR with USCIS	
COA	Definition of Visa/Immig	ration Status		Immigration Status	shall	Immigrant Non-Citizen
CODE A-1	Diplomats, officials and e		an	Immigration Status		Immigrant Non-Citizen
A-2 A-3	governments recognized on official business	by U.S. when cor		Non-Immigrant Visa Holder	under	
B-1	Temporary visitor for bus			Non-Immigrant Visa Holder	er the	Immigrant Non-Citizen
B-2	Temporary visitor for pleasure (tourist), Medical Treatment				re.	
C-1 C-1D	Non-citizen in transit dire Combined transit and cre					Immigrant Non-Citizen
C-2	Non-citizen in transit to U				(TPS).	Immigrant Non-Citizen
C-3	district			Non-Immigrant Visa Holder	he	Immigrant Non-Citizen
~~	immediate family, attenda				E Act.	Immigrant Non-Citizen
054 5014	personal employee in tra	nsit			hor child /-3 visa).	Immigrant Non-Citizen
CFA/FSM CFA/MIS CFA/PAL	Indefinite legal residents Marshall Islands, Federal Micronesia or the Republic	States of		Immigrant Non-Citizen	afficking	Immigrant Non-Citizen Non-Immigrant Visa Holder
				In a large black black Children		Non-Immigrant Visa Holder
CM	Central American Minors			Immigrant Non-Citizen		Immigrant Non-Citizen
CQ1 CQ2 CQ3	Afghan Refugee			Immigrant Non-Citizen		ining an Non-Orazon
D-1, D-2	Crewmember of ship or a	ircraft		Non-Immigrant Visa Holder		
E-1 E-2	Treaty trader and investo	r and dependents		Non-Immigrant Visa Holder		
F-1 F-2	Foreign student and depe Spouse	endents,		Non-Immigrant Visa Holder		
FX1	Spouse of a Lawful Perm	anent Resident		Immigrant Non-Citizen		
G-1 G-2 G-3 G-4 G-5	Representative of interna dependents & employees		ι,	Non-Immigrant Visa Holder		

Document Verification List for Assistors

This resource describes different types of verification documentation that can be provided for all types of verification requests, including immigration.





Office for New Americans (ONA)

The New York State Office for New Americans (ONA) provides free services to all immigrants through its statewide network of community-based service providers.

- Civic and Social Engagement
- Developmental Disabilities Services
- English Language Learning
- Immigration Legal Services
- Mental Health Services
- Workforce Development



Golden Door program offers mental health support groups for immigrants across the state and connects to other free resources supported by a licensed mental health provider.

HR Workforce Developmen

New Americans Can Code initiative provides free basic digital literacy training for immigrants as well as more advanced software coding training.

Professional Pathways program connects high-skilled immigrant job seekers with local ONA Job Coaches, a well as support from a statewide Lead Agency, to gain the training and certification necessary to be placed in employment that matches their skills and experience.

https://dos.ny.gov/office-new-americans

WRAP-UP



We want Assistors and Brokers to get more comfortable talking to the consumers you are helping and looking at immigration documents.

If you know what a lack of documentation means and if you know how to read and understand the documents you are presented with, you will be better prepared to discuss the underlying immigration status with your consumers, and make changes to the account, when needed.



WRAP-UP



- Immigrant eligibility in NY State of Health is in the spotlight due to the huge influx of new migrant populations into NYS.
- You are the face of NY State of Health. Assistors and Brokers must be educated on the immigration rules and application functionality to combat misinformation and provide accurate facts to the public.
- Contact your Assistor Support Bureau or Broker Support if you need additional training or help reviewing a case.
- DOH is tracking immigration errors made by individuals and agencies and could require additional training for specific agencies or specific individuals. Assistors who are deliberately entering inaccurate information will not be allowed to continue to work as an Assistor.



QUESTIONS?



52

EMAIL CONTACTS



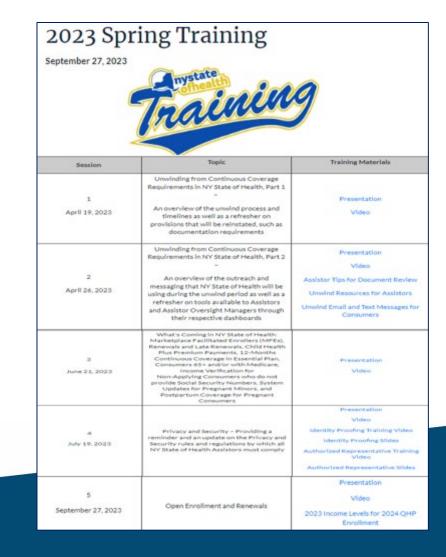
- If you have general Assistor Training questions, or questions about this specific training, please send them to: <u>Eligibility.Training.Support@health.ny.gov</u>.
- If you have a case-specific question that you have already discussed with your supervisor or program manager, the issue should be submitted on an encrypted Account Review Spreadsheet to: <u>Assistor.Cases@health.ny.gov</u>.
- If you are a Broker and have questions about this specific training, please send them to <u>NYSOHBrokerSupport@health.ny.gov</u>.

RECERTIFICATION PROCESS

- We will be adjusting our recertification timeline by a few weeks to accommodate today's webinar.
- We anticipate sending the recertification email to agency primary contacts on Monday, December 11th.
- Agencies will have until Friday, January 12th to submit all required documentation to successfully recertify their Assistors.
- Keep track of the date you watched the live webinar or the recording.
- The webinars that are required for 2023 will be posted at:

https://info.nystateofhealth.ny.gov/SpringTraining2023





ASSISTOR SUPERVISOR TRAINING

- In addition to the recertification requirements for all Assistors, every individual who has been designated a primary contact at an assistor agency will need to view and attest to watching the supervisory training webinar.
- We will share the link to the training when we send out the recertification information to agencies.
- We will collect the date in which supervisors watched this webinar along with a signed Assistor Agency Agreement during our annual review of recertification information for your assistors.



Individuals & Families Employers Assistors & Brokers Info & Events

☆ » News & Events » Assistor Agency Supervisor Training

Assistor Agency Supervisor Training

September 30, 2021

The New York State Department of Health has posted a training for assistor agency supervisors. The goal of this training is to provide a broad overview of the responsibilities of a primary contact or supervisor of an assistor agency and provide resources for managing groups of assistors.

The Assistor Agency Supervisor Training includes the following topics:

- Assistor Certification Training, Registration, and Recertification
- Dashboard Management and the AOM Role
- Contact Information and Staff Changes
- Monitoring and Reports
- Outreach, Customer Service, and Additional Resources

You may view the recording of this training at the following link: <u>https://meetny.webex.com/meetny/ldr.php?RCID=1455c422bcc955981390d6285c3e64e3</u>

If you have any questions regarding this training, please email Assistor.Admin@health.ny.gov.

News Type

Webinars

Attachments

 Attachment
 Size

 Assistor Agency Supervisor Training Presentation.pdf
 731.46 KB

THANK YOU FOR JOINING US!



Please complete the survey: Evaluation of Webinar: <u>Immigration and Newly Entering Migrants</u>

As always, watch for the video and materials to be posted to: <u>http://info.nystateofhealth.ny.gov/SpringTraining</u>

