



FAST FACTS ON

Contacting the Call Center on Behalf of Consumers

There are important things to remember when providing support to a consumer who does not speak English:

Agency staff may be in the room and/or on the call (speakerphone or 3-way call), but identifying information must be provided by the consumer only. This includes such elements as birth date, address, social security number, etc. Those assisting the consumer must remain quiet in the background and cannot relay the consumer's identifying information. If agency staff are heard providing the consumer with their identifying information, call center agents are required to end the call.

NY State of Health complies with applicable Federal civil rights laws and state laws, and does not discriminate on the basis of race, color, sex, age, national origin, creed/religion, marital/family status, arrest record, criminal conviction(s), gender identity, sexual orientation, predisposing genetic characteristics, military status, domestic violence victim status and/or retaliation.

This fact sheet is designed to share best practices with all agencies helping consumers apply for health insurance, check coverage status, report changes or renew their health insurance.

Before agency staff may discuss case specific information on behalf of a consumer, call center representatives must obtain permission from the consumer they are seeking to assist unless the agency representative shows as authorized on the consumer's account.

Please follow the steps below:

- Call NY State of Health at 1-855-355-5777 with the consumer. Provide NY State of Health with a brief description of the situation and if the consumer needs language assistance tell them what language the consumer speaks.
- If the NY State of Health representative determines you are not already authorized on the consumer's account, allow the consumer to speak directly to the representative. If language assistance is needed and the representative is not bilingual in the consumer's language, they will add the Language Line to facilitate communication with the consumer to obtain authorization.
- NY State of Health, with the support of Language Line if needed, will then gather the consumer's identifying information so that they may verify they are speaking with the correct individual and that the individual may receive the requested information.
- NY State of Health will ask the consumer if they wish to add you as an authorized user on their account. The consumer can choose to grant access this one time, for 24 hours, or give you ongoing authorization.
- NY State of Health will ask the agency staff to provide the following:
 - CAC/Navigator/Broker: First name, last name, agency name
 - Facilitated Enroller/Family/Friend/Community agency: First name, last name, address, date of birth, gender, phone number and social security number.
- After being authenticated as an individual with authorized access, you may provide the requested support.