



SNAPSHOT

Overall, **75%** (472,209) of the 626,589 individuals included in the March 2024 Cohort have **renewed** their coverage across NY State of Health (75%) and the Local Departments of Social Services (LDSS) (76%). This includes individuals enrolled in Medicaid, Child Health Plus, and Essential Plan with March 31st renewal dates.



Data within this report reflects renewal status, demographics, and program transitions for individuals in the **March 2024 Cohort**.



Because New York permits late renewal, data in this report does not provide final outcomes for the March 2024 Cohort. Renewal completion rates are expected to rise by the end of April.

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

March 2024

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."

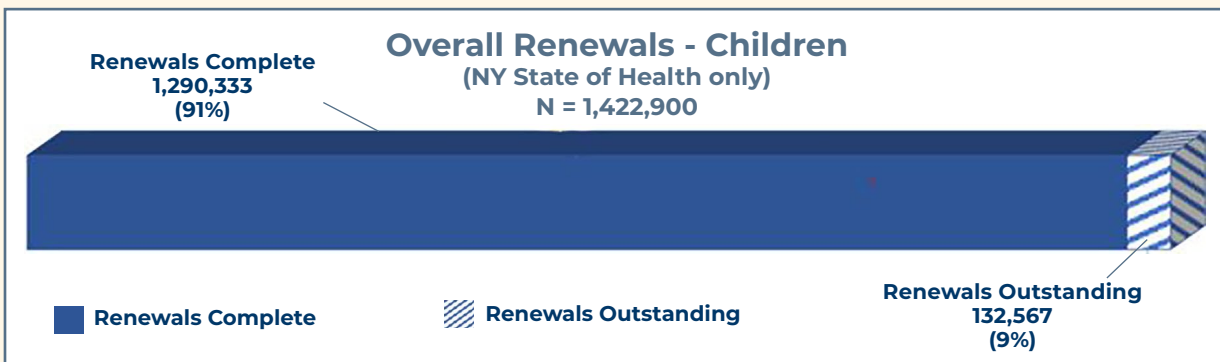
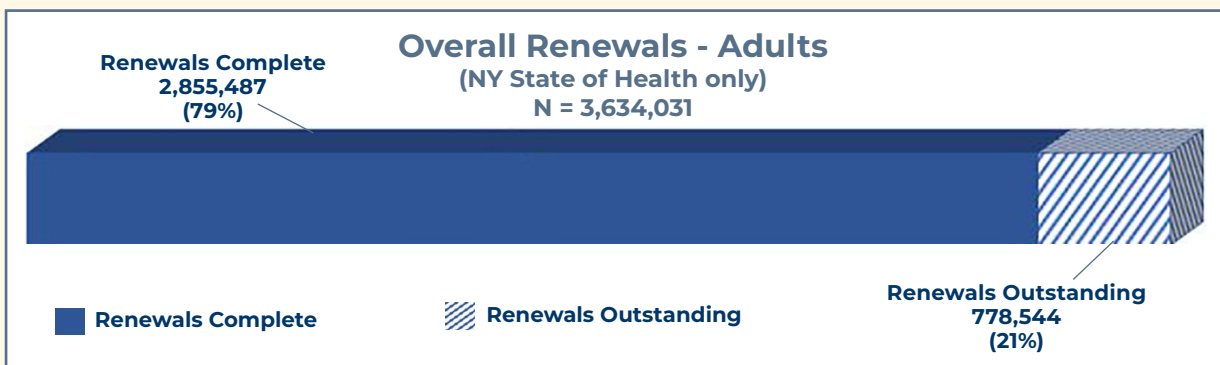
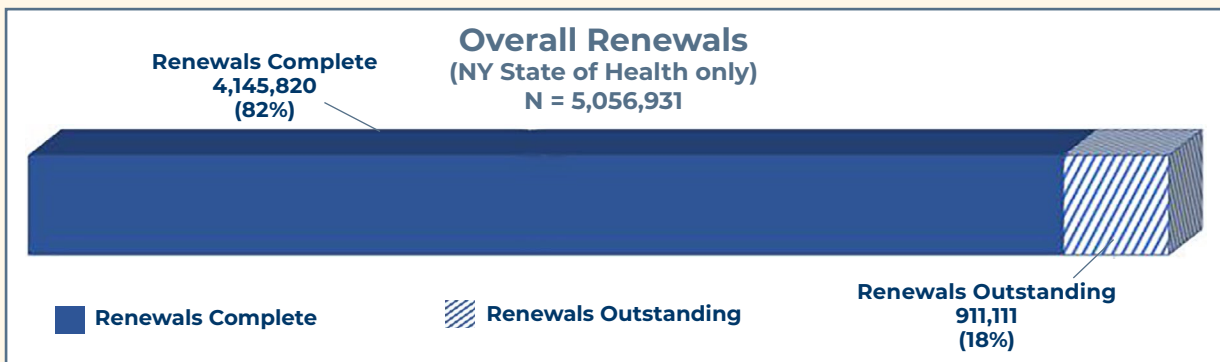
New York State began sending renewal notices in the early spring to enrollees in Medicaid, CHPlus, and EP with June 30, 2023 coverage end dates. This process will continue each month until every renewal cycle of enrollees, referred to as a cohort, has had their eligibility redetermined.

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 March, New York is three fourths of the way through the public health emergency unwind. Between June 2023 and March 2024, **over 5 million** renewals have been initiated through NY State of Health. Overall, 82% have been renewed, including 79% 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 - March Renewal Tracking

March 2024 Cohort

Total renewed:(N= 472,209)

Total renewed: 75%

PHE Unwind - March Renewal Tracking

■ Renewal Cohort ■ Renewal Complete

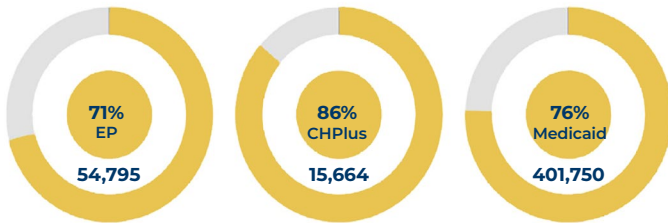
LDSS 67,256
Downstate 59,966

LDSS 39,599
Rest of State 20,946

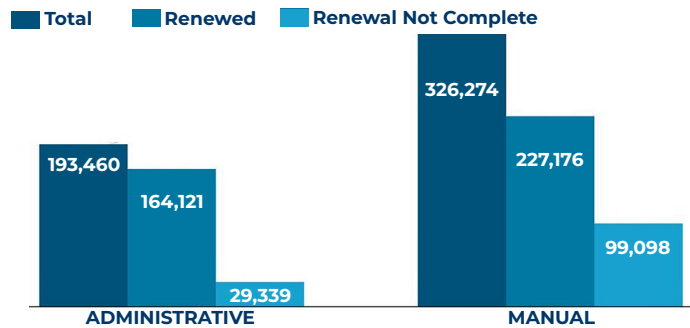
NY State of Health 519,734
391,297

TOTAL 626,589
472,209

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

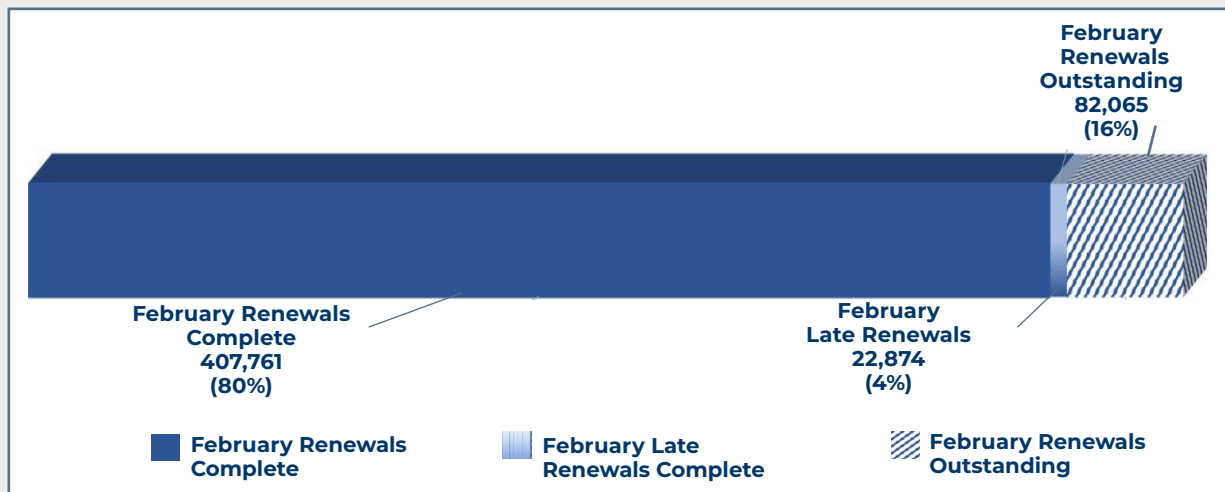
RENEWAL TRACKING

The total number of individuals up for renewal in the March 2024 Cohort across NY State of Health and the LDSSs is 626,589, of which 472,209 have successfully renewed and 154,380 are still outstanding (meaning that individuals have not yet returned or enrolled with a health plan). Because New York permits late renewal through April 30, 2024 for the March 2024 Cohort, the total number of individuals in this cohort completing their renewal is expected to increase.

FEBRUARY RENEWAL TRACKING LOOKBACK

This section highlights the final renewal outcomes for the February 2024 Cohort. As New York permits late renewal, eligible individuals were able to come back to make changes to their insurance status until March 31, 2024.

February Renewal Lookback (NY State of Health only) N=512,700



Customer Service Center March 2024

Type	Total
Calls Received	697,210
Call Center Wait Time	5m 45s
Abandoned Call Rate	18.6%

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.

March 2024 Cohort (NY State of Health and LDSS data)

Program Transitions for those Completing Renewals (N= 472,209)

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	
CHPlus (15,664)	88%	0%	11%	0%	0%	0%	1%	100%
Essential Plan (54,795)	0%	73%	20%	4%	1%	<1%	1%	100%
Medicaid (401,750)	6%	12%	79%	1%	0%	0%	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
- The percent of people transitioning from Medicaid to the Essential Plan has increased. This is due to New York’s recently approved 1332 Waiver, which expands income eligibility for the Essential Plan to 250% of FPL, effective April 1, 2024.

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.

March 2024 Cohort (NY State of Health only)					
Written Language	Renewal Complete	% Renewal Complete	Written Language	Renewal Complete	% Renewal Complete
Albanian	65	83%	Korean	834	84%
Arabic	316	75%	Nepali	45	78%
Bengali	303	92%	Polish	151	80%
Burmese	124	79%	Russian	3,734	78%
Chinese	16,158	90%	Somali	17	81%
English	284,555	73%	Spanish	83,374	80%
French	560	76%	Swahili	47	92%
French Creole	77	68%	Tagalog	11	73%
Greek	18	82%	Tigrinya	4	80%
Haitian Creole	512	71%	Traditional Chinese	62	90%
Hindi	62	86%	TWI	4	100%
Italian	40	71%	Urdu	47	85%
Japanese	31	67%	Vietnamese	63	83%
Karen	65	88%	Yiddish	18	90%
Total			391,297 75%		

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

March 2024 Cohort (NY State of Health only)

Race	Renewal Complete	% Renewal Complete
African	1,324	72%
American Indian/ Alaskan Native	1,664	68%
Asian Indian	9,243	77%
Bangladeshi	2,198	91%
Black/African American	48,079	72%
Burmese	129	87%
Chinese	24,981	88%
Filipino	1,471	74%
Guamanian/ Chamorro	245	85%
Haitian	983	71%
Jamaican	899	75%
Japanese	386	73%
Korean	2,155	77%
Middle Eastern/ North African	1,201	76%
Native Hawaiian	71	70%
Other	39,270	79%
Other Asian	12,350	78%
Other Pacific Islander	818	74%
Pakistani	470	87%
Samoan	56	64%
Taiwanese	39	83%
Unknown	148,658	72%
Vietnamese	747	81%
White	107,876	77%
Total*	405,313	75%

RACE AND ETHNICITY DATA

NY State of Health enrollees have the option of selecting their race, ethnicity, or both.

March 2024 Cohort (NY State of Health only)

Hispanic	Renewal Complete	% Renewal Complete
Yes	110,101	78%
No	210,109	77%
Unknown	71,087	67%
Total	391,297	75%

*** 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

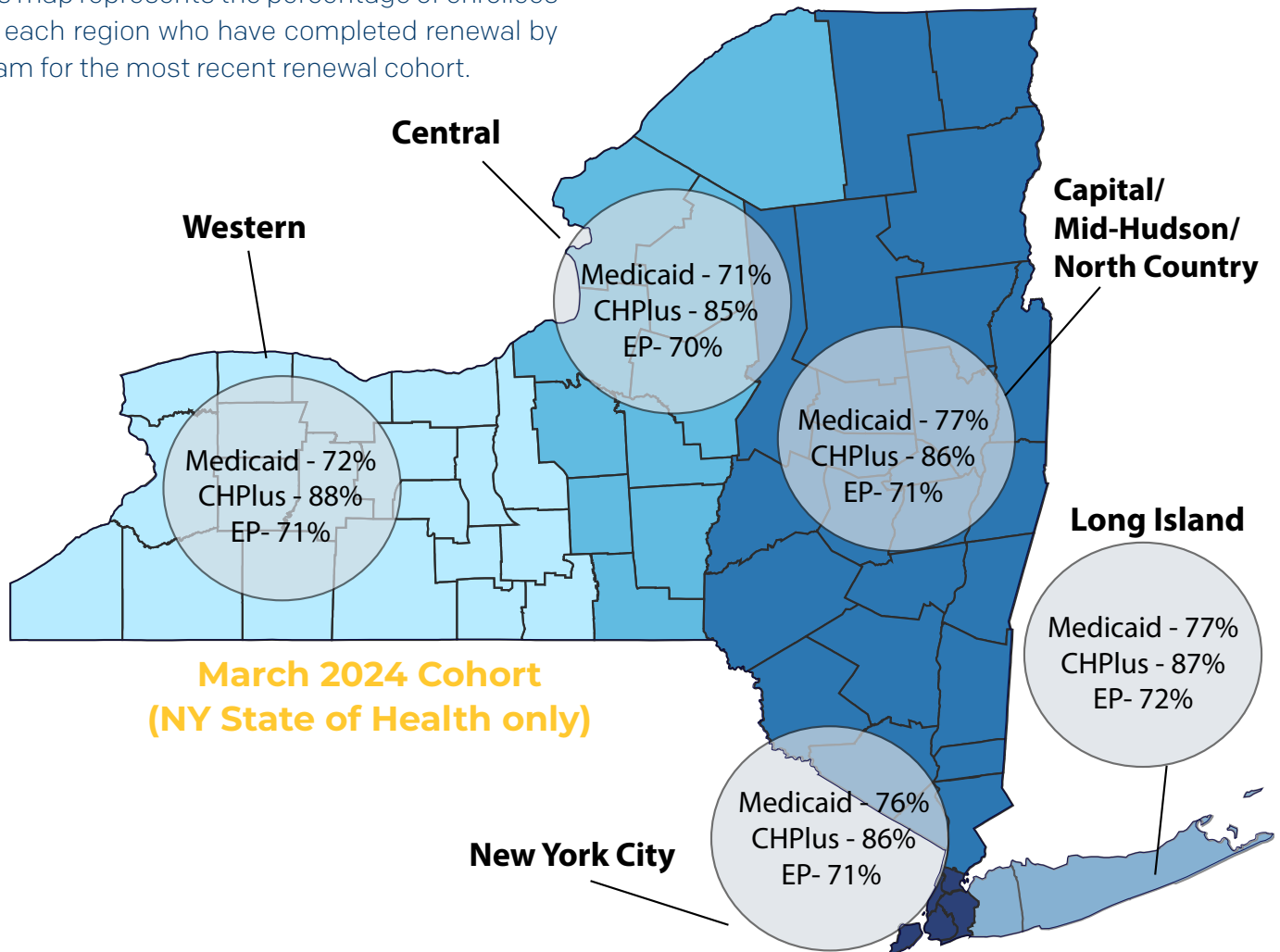
Renewal outcomes are broken down by age in the tables shown here.

* NOTE: This does not include the subset of the 65+ population who were referred to their LDSS to complete their renewal.

March 2024 Cohort (NY State of Health only)		
Age Group	Renewal Complete	Completion Rate
00-17	108,725	81%
18-25	46,796	69%
26-34	59,720	67%
35-44	62,722	74%
45-54	54,430	79%
55-64	52,161	83%
65+*	6,743	55%
Total	391,297	75%

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.

March 2024 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Albany	3,844	71%
Allegany	586	72%
Bronx	43,738	74%
Broome	2,771	72%
Cattaraugus	1,111	73%
Cayuga	1,084	75%
Chautauqua	1,922	73%
Chemung	1,167	69%
Chenango	705	76%
Clinton	885	71%
Columbia	847	74%
Cortland	689	73%
Delaware	623	76%
Dutchess	3,926	77%
Erie	12,620	71%
Essex	548	81%
Franklin	708	73%
Fulton	1,071	76%
Genesee	708	76%
Greene	590	71%
Hamilton	71	87%

COUNTY DATA

Continued

March 2024 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Herkimer	935	74%
Jefferson	1,329	67%
Kings	72,919	76%
Lewis	393	75%
Livingston	717	76%
Madison	796	75%
Monroe	10,224	69%
Montgomery	931	74%
Nassau	21,032	77%
New York	22,089	73%
Niagara	3,058	75%
Oneida	3,609	72%
Onondaga	6,299	70%
Ontario	1,159	73%
Orange	7,155	78%
Orleans	569	69%
Oswego	1,721	74%
Otsego	732	79%
Putnam	1,102	79%
Queens	74,998	77%
Rensselaer	1,878	70%

March 2024 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Richmond	9,475	76%
Rockland	8,556	82%
Saratoga	2,204	74%
Schenectady	2,846	75%
Schoharie	420	74%
Schuyler	273	72%
Seneca	390	70%
St. Lawrence	1,356	71%
Steuben	1,435	75%
Suffolk	25,747	77%
Sullivan	1,693	79%
Tioga	628	73%
Tompkins	936	70%
Ulster	2,663	77%
Warren	906	77%
Washington	929	77%
Wayne	1,260	73%
Westchester	14,985	76%
Wyoming	429	72%
Yates	307	75%
Total	391,297	75%

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.

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

NOTE: MAGI: Modified Adjusted Gross Income

MARCH

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 4/12/24 (data as of 3/31/24)	Footnote
1. Total pending applications received between March 1, 2020 and the end of the month prior to New York's unwinding period (1a+1b)	0	
1a. Total MAGI and other non-disability applications (2a+3a)	0	
1b. Total disability-related applications (2b+3b)	0	
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)	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	
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)	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

MARCH

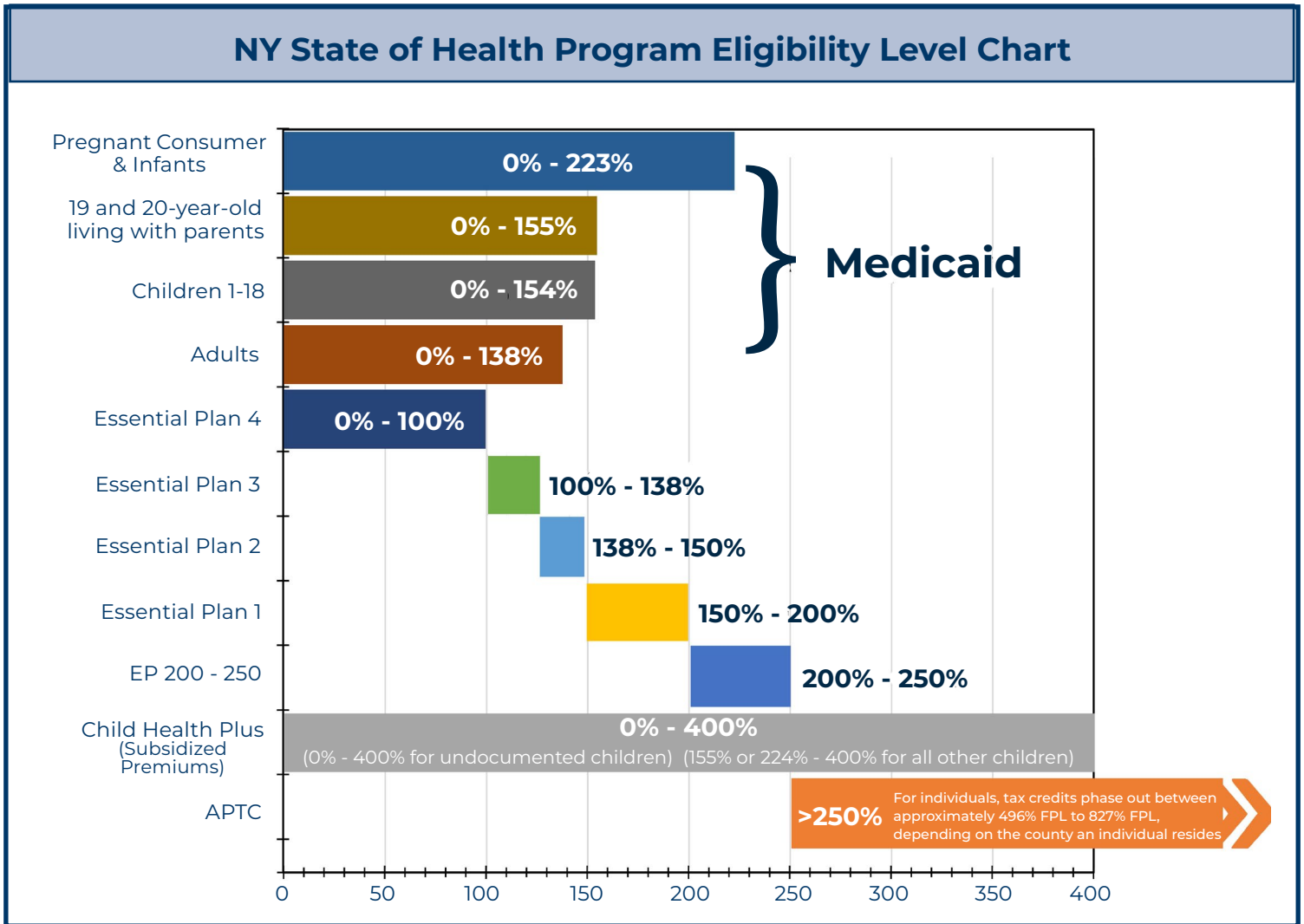
MONTHLY REPORTING

Continued

RENEWALS INITIATED		
4. Total beneficiaries for whom a renewal was initiated in the reporting period	515,473	Reflects beneficiaries initiated during March 2024. Excludes Essential Plan.
RENEWALS AND OUTCOMES		
5. Total beneficiaries due for renewal in the reporting period (5a+5b+5c+5d)	549,599	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)]	357,321	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	180,656	
5a(2) Number of beneficiaries renewed using a pre-populated renewal form	176,665	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)	94,233	
5c. Of the beneficiaries included in Metric 5, the number terminated for procedural reasons (i.e. failure to respond)	80,084	
5d. Of the beneficiaries included in Metric 5, the number whose renewal was not completed	17,961	Beneficiaries are still being extended manually as part of the mitigation plan
6. Month in which renewals due in the reporting month were initiated	December 2023 and January and February 2024	Renewals due during March 2024 were initiated December 2023 and January and February 2024.
7. Number of beneficiaries due for renewal since the beginning of New York's unwinding period whose renewal has not yet been completed	57,908	Beneficiaries are still being extended manually as part of the mitigation plan
MEDICAID FAIR HEARINGS		
8. Total number of Medicaid fair hearings pending more than 90 days at the end of the reporting period	8,493	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 are ineligible for Medicare and Medicaid due to being an Aliessa immigrant or being a Short Term Visa Holder, who pass NYS residency, may be eligible for PTC and CSR, if they are under 100% FPL.
- Consumers age 65 and older, who are 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.