



# SNAPSHOT

Overall, **75%** (449,713) of the 601,539 individuals included in the May 2024 Cohort have **renewed** their coverage across NY State of Health (74%) and the Local Departments of Social Services (LDSS) (77%). This includes individuals enrolled in Medicaid, Child Health Plus, and Essential Plan with May 31st renewal dates.



Data within this report reflects renewal status, demographics, and program transitions for individuals in the **May 2024 Cohort**. May 2024 is the last cohort of the PHE Unwind. A final report detailing the overall outcomes of the New York Public Health Emergency Unwind is forthcoming.



As New York permits late renewal, renewal completions rates rise in the month post-coverage end date. This report provides updated renewal outcomes, including late renewal for the May Cohort.

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

May 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."

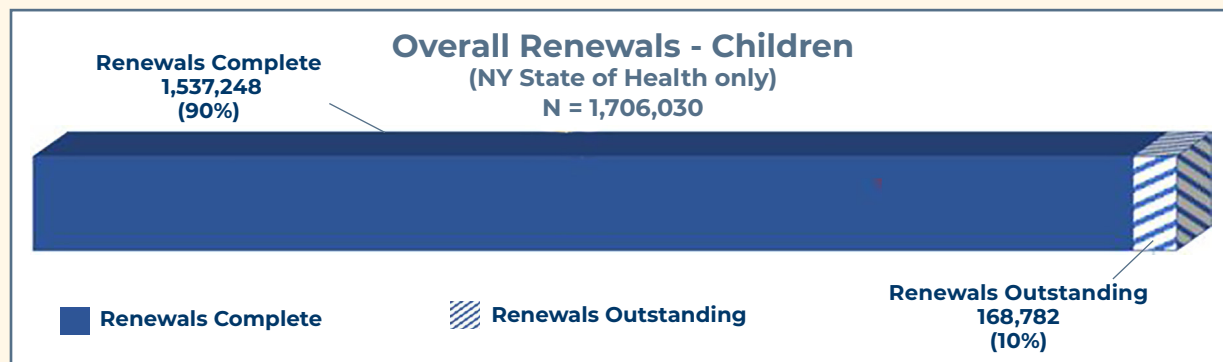
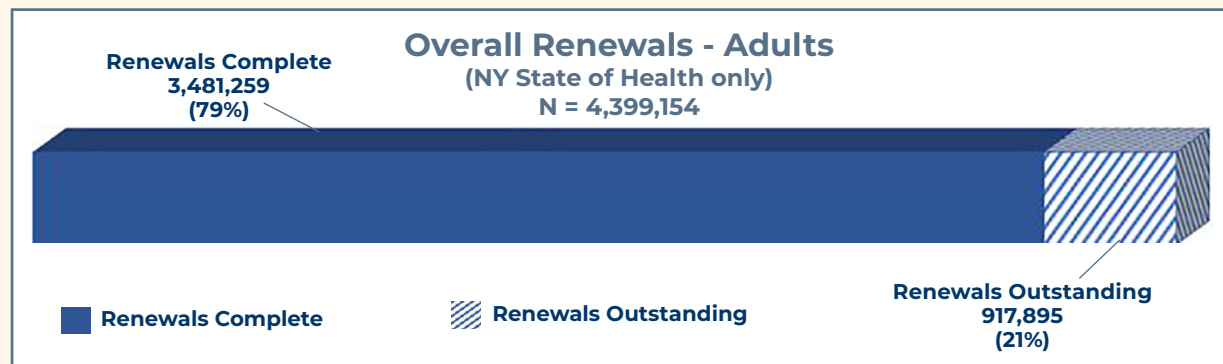
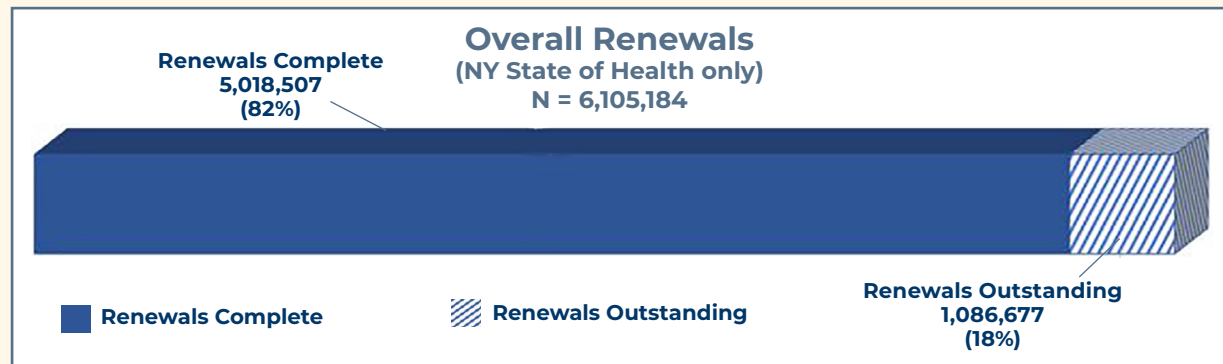
New York State began sending renewal notices in spring 2023 to enrollees in Medicaid, CHPlus, and EP with June 30, 2023 coverage end dates. This process continued each month until every renewal cycle of enrollees, referred to as a cohort, had their eligibility redetermined, with the final cohort occurring in May 2024 on NY State of Health.

**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 May, New York has completed the public health emergency unwind. Between June 2023 and May 2024, **over 6.1 million** renewals have been initiated through NY State of Health. Overall, 82% have been renewed, including 79% of adults and 90% 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](#).



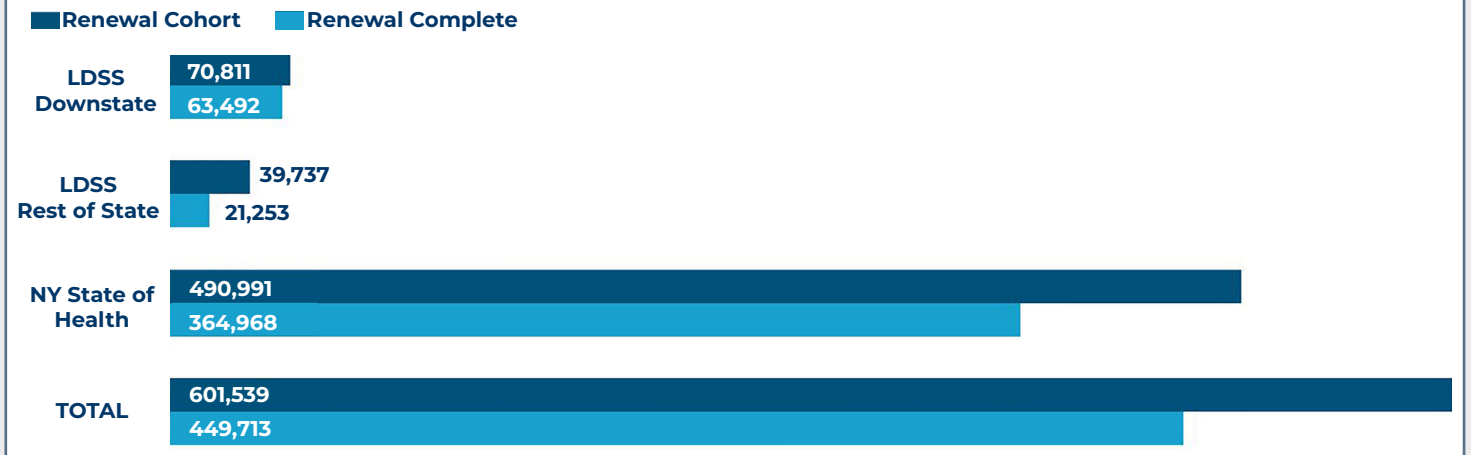
## PHE UNWIND - May Renewal Tracking

May 2024 Cohort

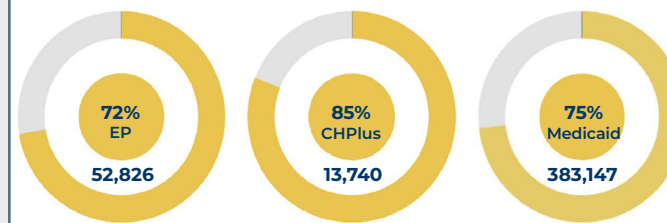
Total renewed:(N= 449,713)

Total renewed: 75%

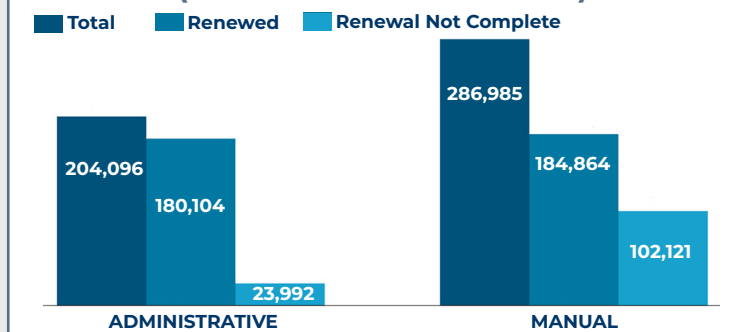
### PHE Unwind - May Renewal Tracking



### Renewal Completed by Program (%) NY State of Health and LDSS Data



### NY State of Health Renewal Type (Administrative vs Manual)



**NOTE:**

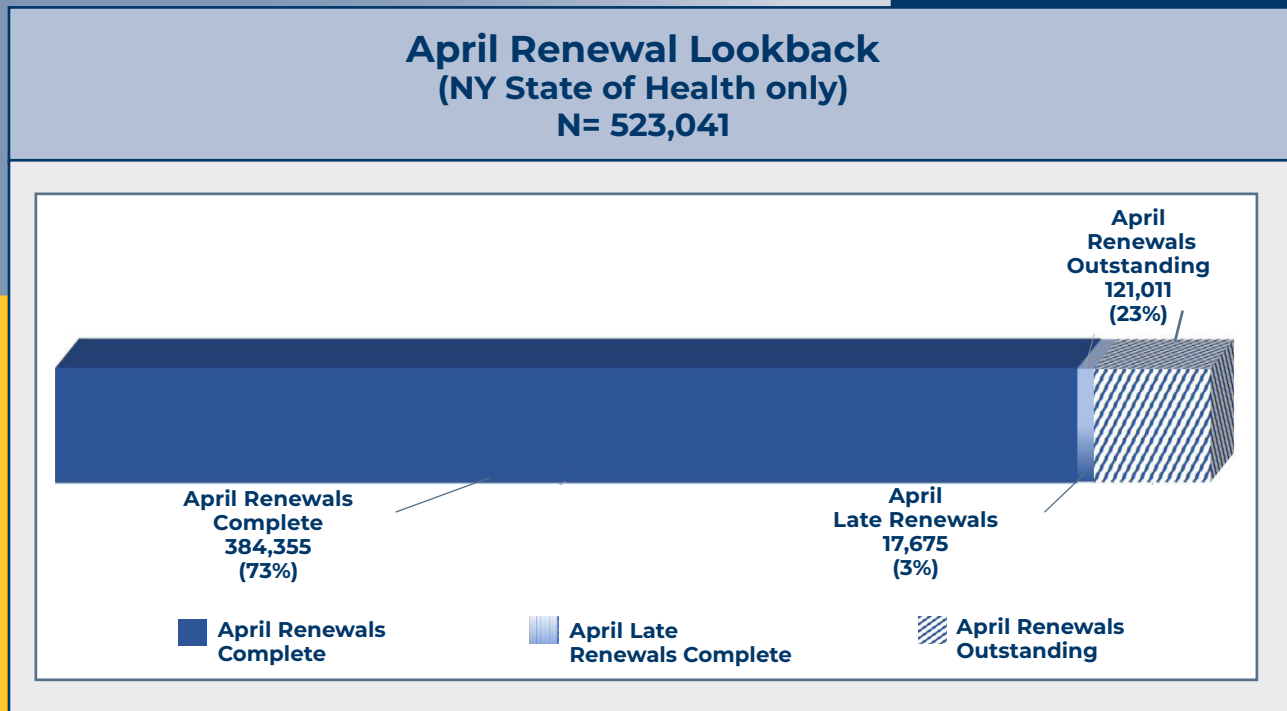
- Administrative renewal, also known as "ex parte" renewal, refers to the process of using available data sources to confirm eligibility without the enrollee needing to take any action. Manual renewal enrollees must update their application to stay enrolled in coverage.
- EP: Essential Plan, New York's 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 May 2024 Cohort across NY State of Health and the LDSSs is 601,539 of which 449,713 have successfully renewed and 151,826 are still outstanding (meaning that individuals have not yet returned or enrolled with a health plan). Because New York permits late renewal through June 30, 2024 for the May 2024 Cohort, the total number of individuals in this cohort completing their renewal is expected to increase.

# APRIL RENEWAL TRACKING LOOKBACK

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



**Customer Service Center May 2024**

Type	Total
Calls Received	578,263
Call Center Wait Time	1m 44s
Abandoned Call Rate	7.8%

## 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.

**May 2024 Cohort (NY State of Health and LDSS data)**

**Program Transitions for those Completing Renewals (N= 449,713)**

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	
<b>CHPlus (13,740)</b>	87%	0%	11%	0%	0%	0%	1%	100%
<b>Essential Plan (52,826)</b>	0%	76%	19%	3%	0%	0%	1%	100%
<b>Medicaid (383,147)</b>	6%	13%	77%	1%	0%	0%	3%	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.

May 2024 Cohort (NY State of Health only)					
Written Language	Renewal Complete	% Renewal Complete	Written Language	Renewal Complete	% Renewal Complete
Albanian	66	79%	Korean	789	82%
Arabic	360	79%	Nepali	67	82%
Bengali	261	92%	Polish	133	75%
Burmese	106	68%	Russian	3,425	81%
Chinese	14,561	89%	Somali	3	60%
English	267,863	72%	Spanish	75,789	80%
French	499	73%	Swahili	11	46%
French Creole	93	71%	Tagalog	7	88%
Greek	15	79%	Tigrinya	4	67%
Haitian Creole	466	78%	Traditional Chinese	117	87%
Hindi	45	79%	TWI	4	100%
Italian	40	73%	Urdu	56	78%
Japanese	43	88%	Vietnamese	63	86%
Karen	55	80%	Yiddish	27	87%
<b>Total</b>	<b>364,968</b>	<b>74%</b>			

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

## May 2024 Cohort (NY State of Health only)

Race	Renewal Complete	% Renewal Complete
African	1,353	79%
American Indian/Alaskan Native	1,523	67%
Asian Indian	8,227	76%
Bangladeshi	2,395	92%
Black/African American	44,818	72%
Burmese	138	92%
Chinese	22,654	88%
Filipino	1,271	71%
Guamanian/Chamorro	241	86%
Haitian	921	77%
Jamaican	843	75%
Japanese	395	77%
Korean	2,015	77%
Middle Eastern/North African	1,488	84%
Native Hawaiian	73	72%
Other	37,047	80%
Other Asian	11,110	79%
Other Pacific Islander	663	72%
Pakistani	450	90%
Samoan	57	74%
Taiwanese	58	92%
Unknown	140,367	69%
Vietnamese	652	78%
White	99,927	78%
<b>Total*</b>	<b>378,686</b>	<b>74%</b>

**\* 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.

## RACE AND ETHNICITY DATA

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

### May 2024 Cohort (NY State of Health only)

Hispanic	Renewal Complete	% Renewal Complete
Yes	97,271	78%
No	194,278	77%
Unknown	73,419	64%
<b>Total</b>	<b>364,968</b>	<b>74%</b>

## AGE DATA

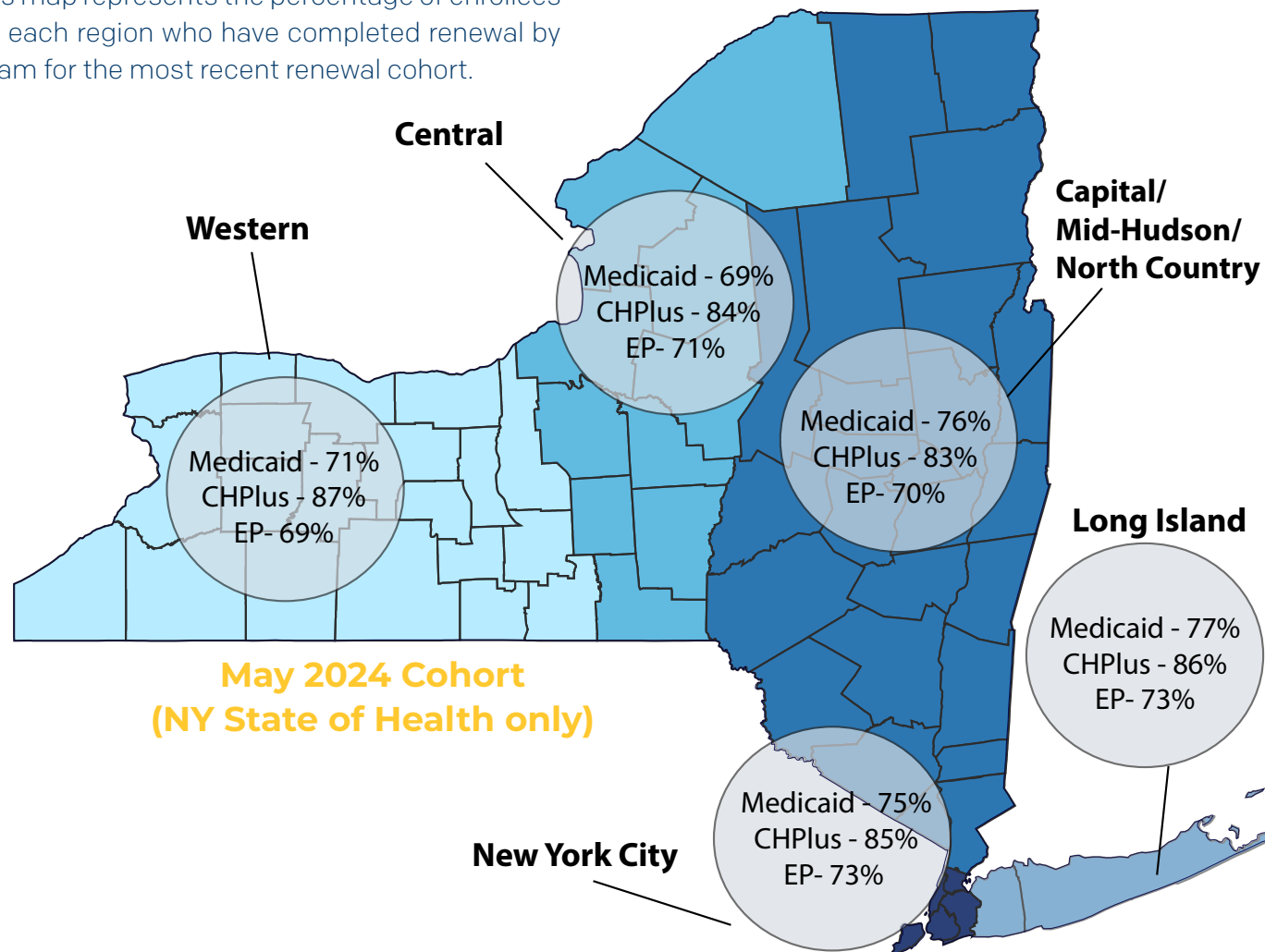
Renewal outcomes are broken down by age in the tables shown here.

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

May 2024 Cohort (NY State of Health only)		
Age Group	Renewal Complete	Completion Rate
00-17	100,166	80%
18-25	46,315	70%
26-34	58,101	68%
35-44	57,124	74%
45-54	48,434	78%
55-64	47,774	82%
65+*	7,054	44%
<b>Total</b>	<b>364,968</b>	<b>74%</b>

## 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.

May 2024 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Albany	3,570	70%
Allegany	595	71%
Bronx	41,737	73%
Broome	2,510	69%
Cattaraugus	1,139	73%
Cayuga	820	69%
Chautauqua	1,728	72%
Chemung	1,135	72%
Chenango	672	69%
Clinton	858	72%
Columbia	709	72%
Cortland	576	73%
Delaware	541	75%
Dutchess	3,461	74%
Erie	12,471	70%
Essex	390	71%
Franklin	611	64%
Fulton	831	75%
Genesee	654	74%
Greene	613	70%
Hamilton	53	77%



# COUNTY DATA

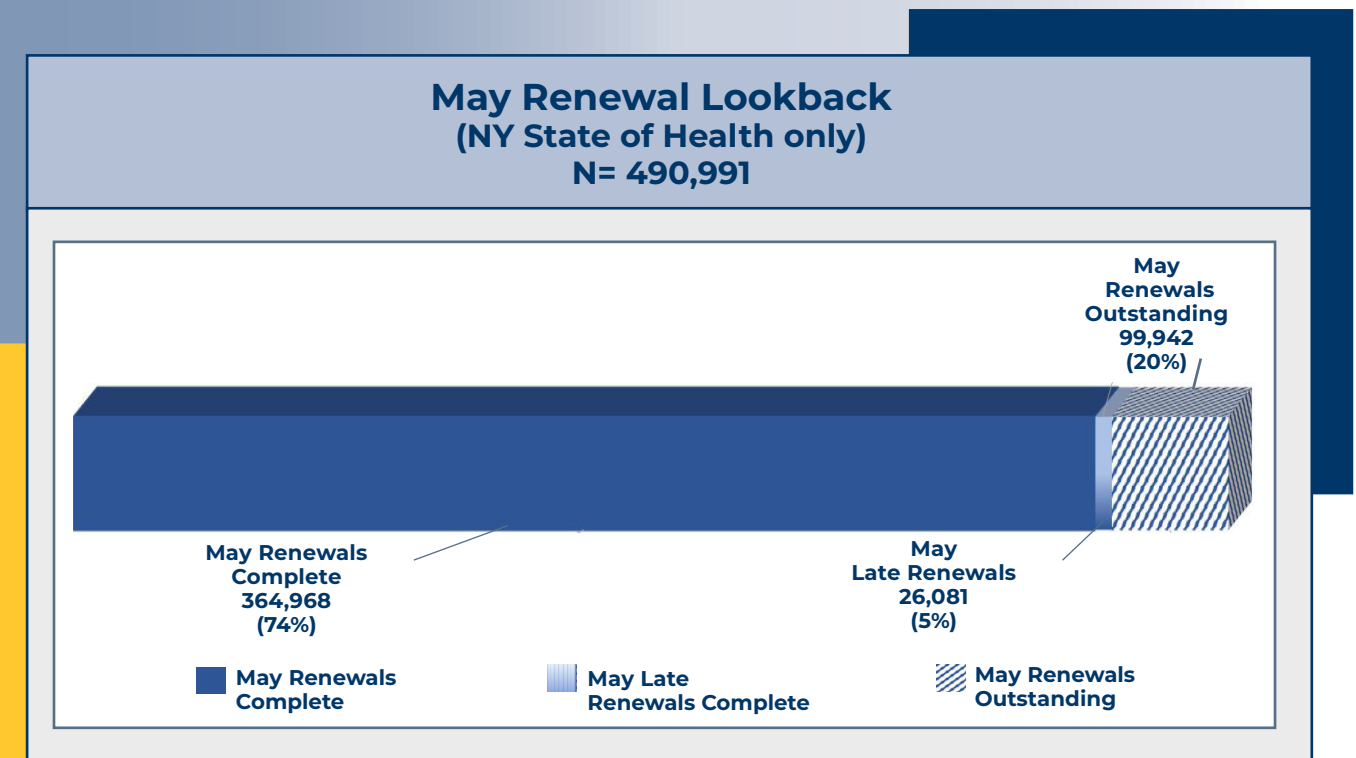
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May 2024 Cohort (NY State of Health only)			May 2024 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate	County	Renewal Complete	Completion Rate
Herkimer	843	72%	Richmond	9,039	74%
Jefferson	1,527	71%	Rockland	7,839	82%
Kings	70,888	75%	Saratoga	1,990	74%
Lewis	372	81%	Schenectady	2,446	72%
Livingston	611	70%	Schoharie	439	76%
Madison	781	75%	Schuyler	189	68%
Monroe	9,320	67%	Seneca	356	67%
Montgomery	778	72%	St. Lawrence	1,187	69%
Nassau	19,057	77%	Steuben	1,293	73%
New York	21,021	72%	Suffolk	23,154	77%
Niagara	2,727	72%	Sullivan	1,460	78%
Oneida	3,235	71%	Tioga	620	73%
Onondaga	5,547	68%	Tompkins	912	66%
Ontario	1,181	73%	Ulster	2,382	75%
Orange	6,643	78%	Warren	836	75%
Orleans	563	67%	Washington	850	74%
Oswego	1,542	72%	Wayne	1,278	72%
Otsego	712	77%	Westchester	13,712	76%
Putnam	1,070	82%	Wyoming	438	77%
Queens	68,411	76%	Yates	272	77%
Rensselaer	1,773	70%	<b>Total</b>	<b>364,968</b>	<b>74%</b>

## MAY RENEWAL TRACKING LOOKBACK

This section highlights the final renewal outcomes for the May 2024 Cohort. As New York permits late renewal, eligible individuals were able to come back to make changes to their insurance status until June 30, 2024.

As noted, a final report including overall outcomes from the New York State Public Health Emergency Unwind will be made available shortly.



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

**NOTE:** MAGI: Modified Adjusted Gross Income

# MAY 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 6/12/24 (data as of 5/31/24)	Footnote
<b>1. Total pending applications received between March 1, 2020 and the end of the month prior to New York's unwinding period (1a+1b)</b>	0	
1a. Total MAGI and other non-disability applications (2a+3a)	0	
1b. Total disability-related applications (2b+3b)	0	
<b>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)</b>	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	
<b>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)</b>	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

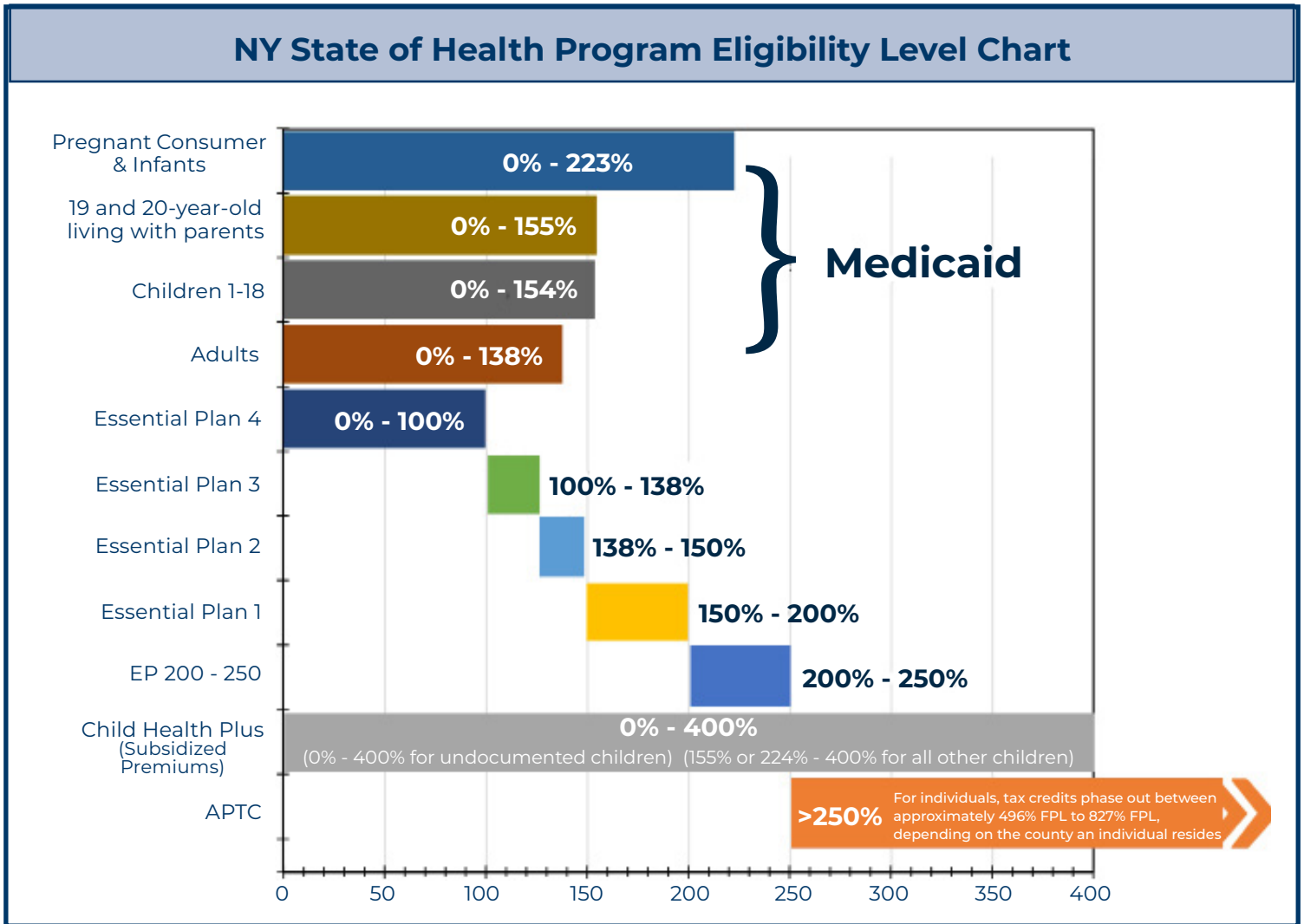
# MAY MONTHLY REPORTING Continued

RENEWALS INITIATED		
<b>4. Total beneficiaries for whom a renewal was initiated in the reporting period</b>	427,803	Reflects beneficiaries initiated during May 2024. Excludes Essential Plan.
RENEWALS AND OUTCOMES		
<b>5. Total beneficiaries due for renewal in the reporting period (5a+5b+5c+5d)</b>	528,551	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)]	342,259	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	187,977	
5a(2) Number of beneficiaries renewed using a pre-populated renewal form	154,282	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)	89,063	
5c. Of the beneficiaries included in Metric 5, the number terminated for procedural reasons (i.e. failure to respond)	80,184	
5d. Of the beneficiaries included in Metric 5, the number whose renewal was not completed	17,045	Beneficiaries are still being extended manually as part of the mitigation plan
<b>6. Month in which renewals due in the reporting month were initiated</b>	February, March and April 2024	Renewals due during May 2024 were initiated in February, March and April 2024.
<b>7. Number of beneficiaries due for renewal since the beginning of New York's unwinding period whose renewal has not yet been completed</b>	61,274	Beneficiaries are still being extended manually as part of the mitigation plan
MEDICAID FAIR HEARINGS		
<b>8. Total number of Medicaid fair hearings pending more than 90 days at the end of the reporting period</b>	10,025	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.