



# SNAPSHOT

For the individuals who had an **August 31, 2023 coverage end date**, overall **78%** (447,506) of the 574,525 individuals included in the August 2023 Cohort have **renewed** their coverage across NY State of Health (78%) and the Local Departments of Social Services (LDSS) (78%). This includes individuals enrolled in Medicaid, Child Health Plus and Essential Plan with August 31st renewal dates.



Data within this report reflects renewal status, demographics, and program transitions for individuals in the **August 2023 Cohort**. This also includes individuals who were reinstated in accordance with the CMS Household Ex Parte (administrative) Renewal Guidance.



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

August 2023

## 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.

# PHE UNWIND - August Renewal Tracking

August 2023 Cohort

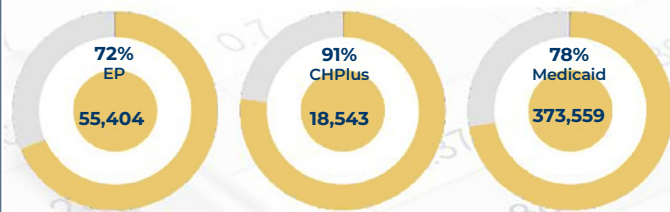
Total renewed:(N= 447,506)

Total renewed: 78%

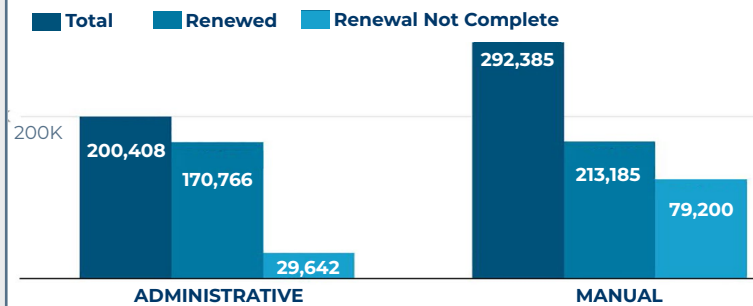
## PHE Unwind - August Renewal Tracking



### 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

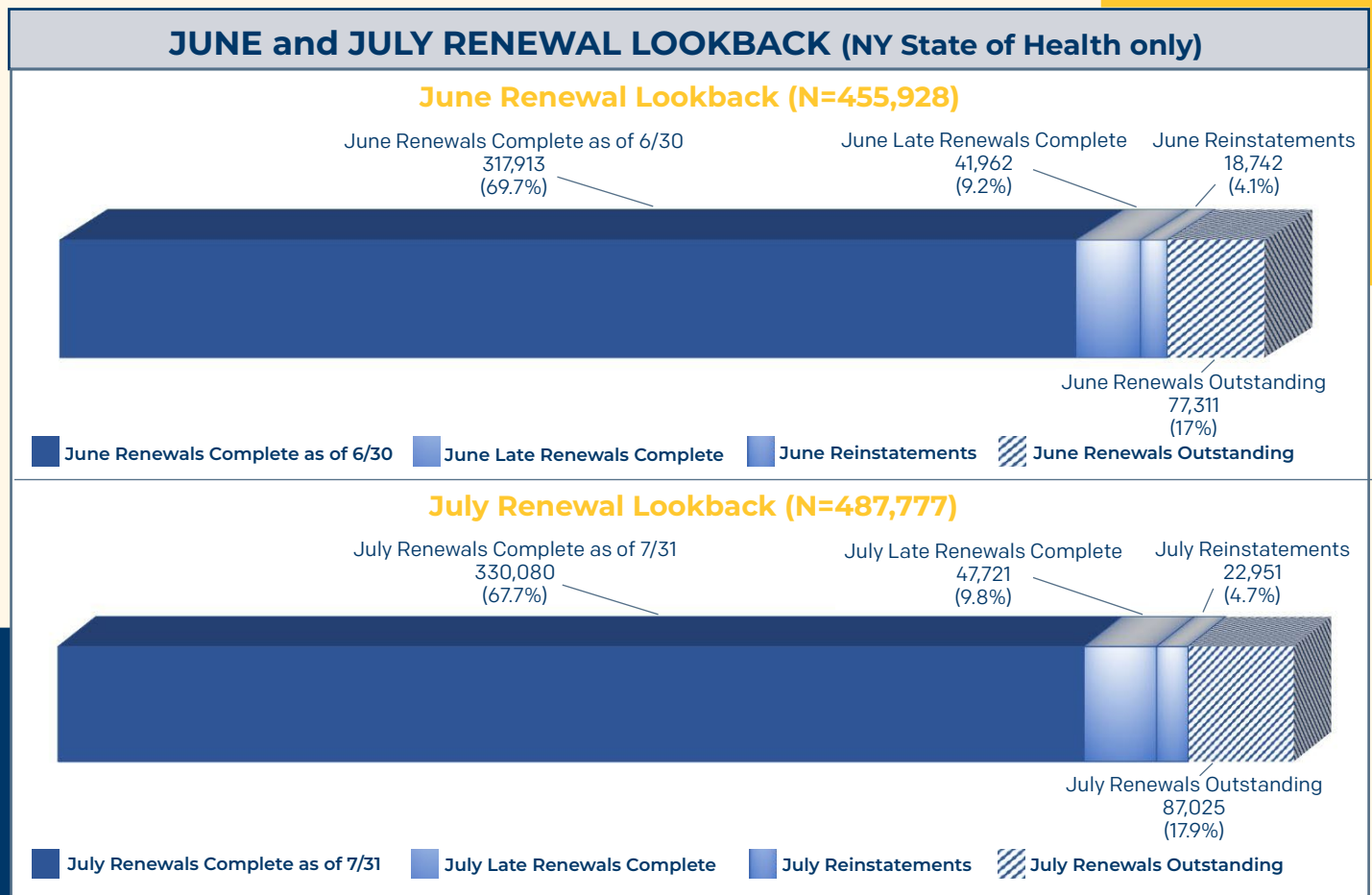
The total number of individuals up for renewal in the August 2023 Cohort across NY State of Health and the LDSSs is 574,525, of which 447,506 have successfully renewed and 127,019 are still outstanding (meaning that individuals have not yet returned or enrolled with a health plan). Included in the 447,506 are the 25,951 individuals who were reinstated in accordance with the CMS Household Ex Parte (administrative) Renewal Guidance. In August, of these reinstatements, 9.6% were reinstated in CHP, 84.9% were reinstated in Medicaid, and 5.5% were reinstated into the Essential Plan.

# RENEWAL TRACKING LOOKBACK

As part of our ongoing efforts to make sure all New Yorkers have access to health insurance coverage, New York State reinstated approximately 68,000 people to the State’s Medicaid, Child Health Plus and Essential Plan programs who lost coverage in June, July, and August. This broadly increases renewal completion across all age groups – the renewal rate increased from 82% to 92% for children under 19 and from 70% to 72% for adults 19 and older.

This is a result of a new federal directive from the Centers for Medicare and Medicaid Services (CMS) that a person’s eligibility must be determined at the individual level rather than the household level to remain in their program. Individuals who were incorrectly moved from the ex parte (administrative) renewal process to a manual process will automatically have their coverage extended for 12 months, and this will continue as a monthly process, while our contractor works toward a more permanent system solution. Individuals who were affected received a notice in the mail, telling them their coverage has been reinstated. Consumers are being provided notice of how to get outstanding medical bills paid for or reimbursement for any paid medical bills during the period without coverage.

The data below shows the impact of the reinstatements on the June and July Cohorts. The data throughout this report is inclusive of the reinstatements to the August Cohort.



In June, of the 18,742 reinstatements, 9.8% were reinstated in CHP, 83.7% were reinstated in Medicaid, and 6.5% were reinstated into the Essential Plan.

In July, of the 22,905 reinstatements, 8.7% were reinstated in CHP, 85.8% were reinstated in Medicaid, and 5.5% were reinstated into the Essential Plan.

# 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 14.

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.

## August 2023 Cohort (NY State of Health and LDSS data)

### Program Transitions for those Completing Renewals (N= 447,506)

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 (18,543)</b>	87%	<1%	11%	0%	0%	<1%	1%	100%
<b>Essential Plan (55,404)</b>	0%	64%	19%	10%	4%	2%	1%	100%
<b>Medicaid (373,559)</b>	5%	8%	80%	3%	1%	1%	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

# DEMOGRAPHICS

This section provides a view of the most current renewal cohort by various demographics, including race and ethnicity, age, region, 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.

August 2023 Cohort (NY State of Health only)					
Written Language	Renewal Complete	% Renewal Complete	Written Language	Renewal Complete	% Renewal Complete
Albanian	83	88%	Korean	845	83%
Arabic	340	82%	Nepali	51	88%
Bengali	254	82%	Polish	118	76%
Burmese	152	79%	Russian	3,661	79%
Chinese	15,011	89%	Somali	18	78%
English	286,291	78%	Spanish	75,692	76%
French	420	71%	Swahili	28	80%
French Creole	83	73%	Tagalog	15	94%
Greek	9	53%	Tigrinya	0	0%
Haitian Creole	400	74%	Traditional Chinese	83	86%
Hindi	34	77%	Twi	5	100%
Italian	53	79%	Urdu	75	91%
Japanese	54	77%	Vietnamese	66	92%
Karen	83	88%	Yiddish	27	55%
<b>Total</b>				<b>383,951</b>	<b>78%</b>

## August 2023 Cohort (NY State of Health only)

Race	Renewal Complete	% Renewal Complete
African	835	73%
American Indian/ Alaskan Native	1,826	79%
Asian Indian	8,974	80%
Bangladeshi	443	94%
Black/African American	50,352	77%
Burmese	20	87%
Chinese	21,588	87%
Filipino	1370	74%
Guamanian/ Chamorro	157	65%
Haitian	489	74%
Jamaican	590	72%
Japanese	348	75%
Korean	2201	80%
Middle Eastern/ North African	901	84%
Native Hawaiian	90	83%
Other	33,448	80%
Other Asian	12,812	82%
Other Pacific Islander	637	71%
Pakistani	83	85%
Samoan	61	80%
Taiwanese	15	94%
Unknown	149,432	75%
Vietnamese	676	80%
White	110,285	80%
<b>Total*</b>	<b>397,633</b>	<b>78%</b>

# RACE AND ETHNICITY DATA

**N**Y State of Health enrollees have the option of selecting their race, ethnicity, or both.

## August 2023 Cohort (NY State of Health only)

Hispanic	Renewal Complete	% Renewal Complete
Yes	104,464	77%
No	210,648	80%
Unknown	68,839	74%
<b>Total</b>	<b>383,951</b>	<b>78%</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.

### Customer Service Center August 2023

Type	Total
Call Received	597,038
Call Center Wait Time	10s
Abandoned Call Rate	0.6%

## CALL CENTER METRICS

Individuals seeking assistance may reach out through the NY State of Health 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.

## COUNTY DATA

This table demonstrates the number of individuals completing renewals by county for the most recent renewal cohort.

August 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Albany	4,171	79%
Allegany	677	78%
Bronx	40,318	75%
Broome	3,046	79%
Cattaraugus	1,382	82%
Cayuga	1,146	81%
Chautauqua	2,099	81%
Chemung	1,398	79%
Chenango	882	82%
Clinton	1,057	79%

August 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Columbia	952	81%
Cortland	761	82%
Delaware	681	80%
Dutchess	3,946	80%
Erie	14,393	79%
Essex	476	81%
Franklin	760	77%
Fulton	1,117	83%
Genesee	856	80%
Greene	761	83%

# COUNTY DATA

*Continued*

August 2023 Cohort (NY State of Health only)			August 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate	County	Renewal Complete	Completion Rate
Hamilton	60	79%	Rensselaer	2,031	77%
Herkimer	1,026	82%	Richmond	8,697	78%
Jefferson	1,709	80%	Rockland	8,810	83%
Kings	68,513	78%	Saratoga	2,380	80%
Lewis	454	82%	Schenectady	2,809	79%
Livingston	735	81%	Schoharie	423	82%
Madison	882	81%	Schuyler	299	85%
Monroe	11,652	78%	Seneca	442	81%
Montgomery	950	80%	St. Lawrence	1,516	79%
Nassau	20,345	78%	Steuben	1,546	82%
New York	21,429	75%	Suffolk	26,066	80%
Niagara	3,136	81%	Sullivan	1,765	82%
Oneida	4,262	81%	Tioga	725	76%
Onondaga	6,925	77%	Tompkins	1,138	81%
Ontario	1,336	83%	Ulster	2,798	80%
Orange	8,037	83%	Warren	917	80%
Orleans	607	71%	Washington	1,000	81%
Oswego	1,969	79%	Wayne	1,474	81%
Otsego	835	81%	Westchester	15,192	77%
Putnam	1,150	78%	Wyoming	517	81%
Queens	66,172	77%	Yates	343	81%
<b>Total</b>				<b>383,951</b>	<b>78%</b>



# AGE DATA

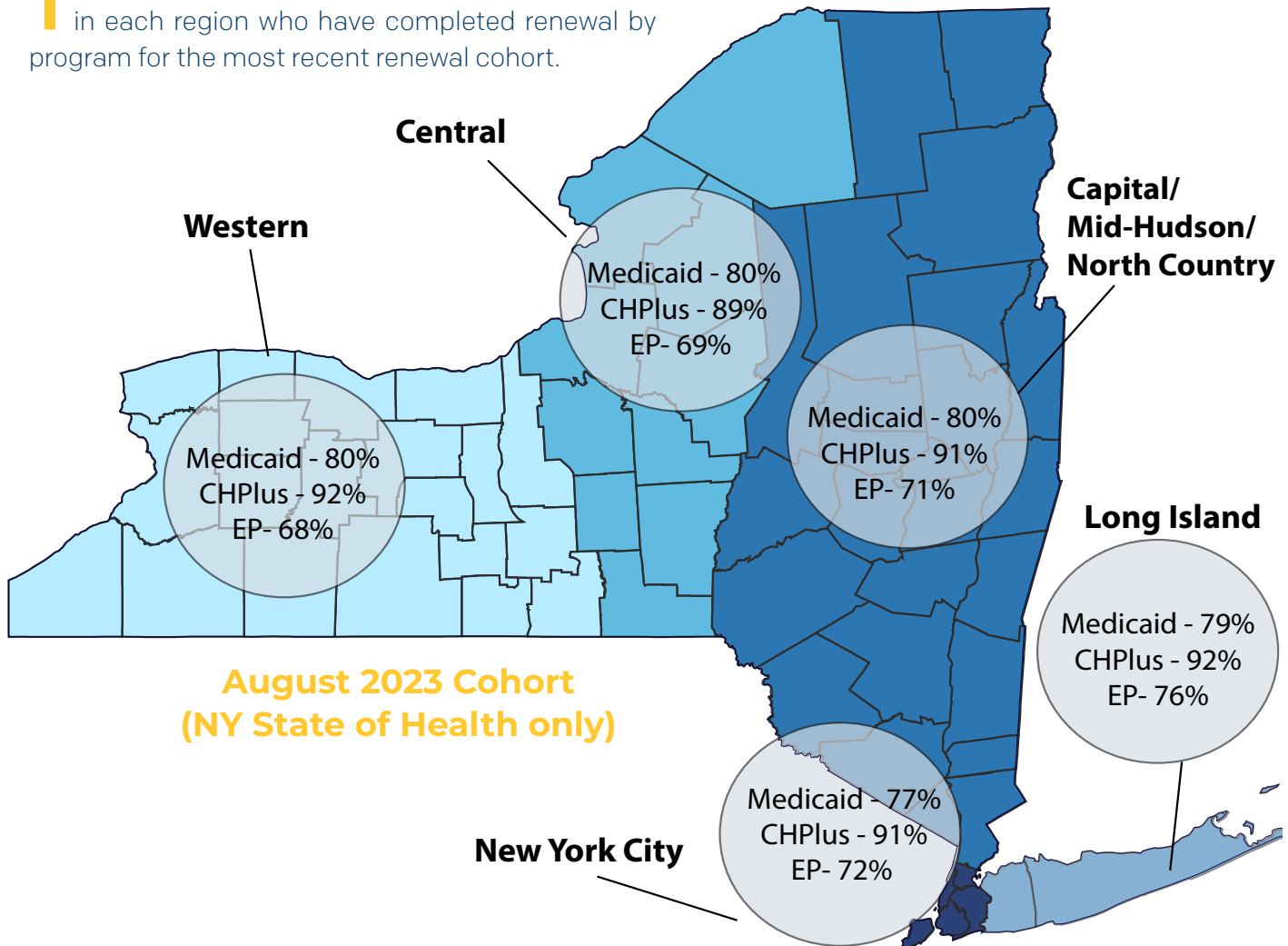
Renewal outcomes are broken down by age in the table shown here.

**\* NOTE:**  
Some individuals in the August renewal cohort who were 65 or older had their eligibility end date extended by four months, so they were not required to complete a renewal in order to continue their coverage.

August 2023 Cohort (NY State of Health only)		
Age Group	Renewal Complete	% Renewal Complete
00-17	128,301	89%
18-25	50,174	69%
26-34	59,156	69%
35-44	55,964	74%
45-54	45,910	77%
55-64	39,871	80%
65+*	4,575	74%
<b>Total</b>	<b>383,951</b>	<b>78%</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.



# 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
<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>	<p><b>NY State of Health:</b> The expected monthly renewal period is 60 days.</p> <p><b>LDSS Rest of State:</b> The expected monthly renewal period is 90 days.</p> <p><b>LDSS Downstate:</b> The expected renewal period is 120 days.</p>	
<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

# AUGUST

## 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. As of September 30, 2023, 25,951 of the 96,423 individuals who were procedurally terminated have since been reinstated.

Application Processing	Submission 9/12/23 (data as of 8/31/23)	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. 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

# AUGUST

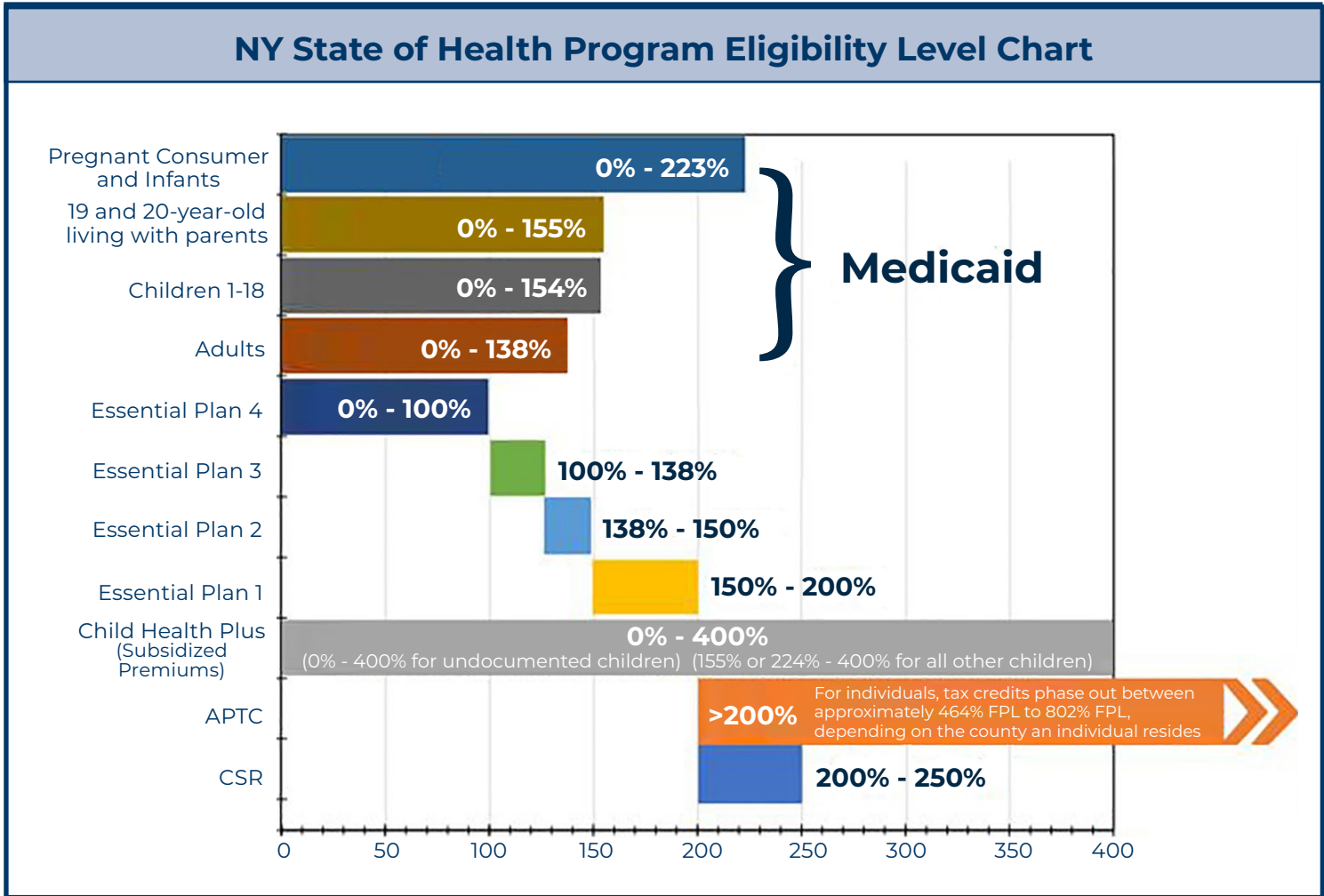
## MONTHLY REPORTING

*Continued*

RENEWALS INITIATED		
<b>4. Total beneficiaries for whom a renewal was initiated in the reporting period</b>	525,559	Reflects beneficiaries initiated during August 2023. Excludes Essential Plan.
RENEWALS AND OUTCOMES		
<b>5. Total beneficiaries due for renewal in the reporting period (5a+5b+5c+5d)</b>	497,883	Excludes Essential Plan
5a. Of the beneficiaries included in Metric 5, the number renewed and retained in Medicaid or CHIPplus (those who remained enrolled) [5a(1)+5a(2)]	311,665	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	128,167	
5a(2) Number of beneficiaries renewed using a pre-populated renewal form	183,498	Includes beneficiaries extended as part of the mitigation plan
5b. Of the beneficiaries included in Metric 5, the number determined ineligible for Medicaid or CHIP (and transferred to Marketplace)	77,056	
5c. Of the beneficiaries included in Metric 5, the number terminated for procedural reasons (i.e. failure to respond)	96,423*	* Includes 25,951 individuals who have since been reinstated
5d. Of the beneficiaries included in Metric 5, the number whose renewal was not completed	12,739	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>	May, June and July 2023	Renewals due during August 2023 were initiated in May, June and July 2023
<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>	31,745	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>	7,211	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 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.