



SNAPSHOT

As of November 30, 2023, overall 75% (468,319) of the 624,268 individuals included in the November 2023 Cohort have renewed their coverage across NY State of Health (75%) and the Local Departments of Social Services (LDSS) (74%). This includes individuals enrolled in Medicaid, Child Health Plus, and Essential Plan with November 30th renewal dates.



Data within this report reflects renewal status, demographics, and program transitions for individuals in the November 2023 Cohort as of November 30, 2023.



Because New York permits late renewal, data in this report does not provide final outcomes for the November 2023 Cohort. Renewal completion rates are expected to rise over the next month.

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

November 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.

NEW YORK PUBLIC HEALTH EMERGENCY PROGRESS

The November cohort marks the mid-way point of the public health emergency unwind for New York. Between June and November 2023, nearly 3 million renewals have been initiated. Overall, 81% have been renewed, including 77% of adults and 92% 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 - November Renewal Tracking

November 2023 Cohort

Total renewed:(N= 468,319)

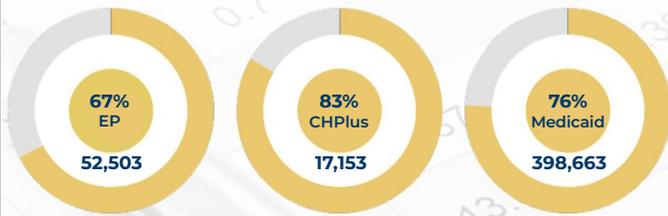
Total renewed: 75%

PHE Unwind - November Renewal Tracking

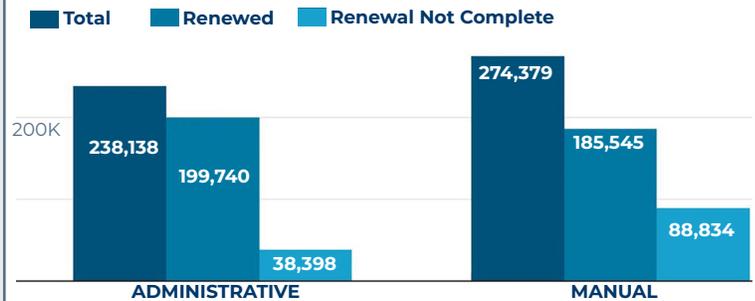
■ Renewal Cohort ■ Renewal Complete



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

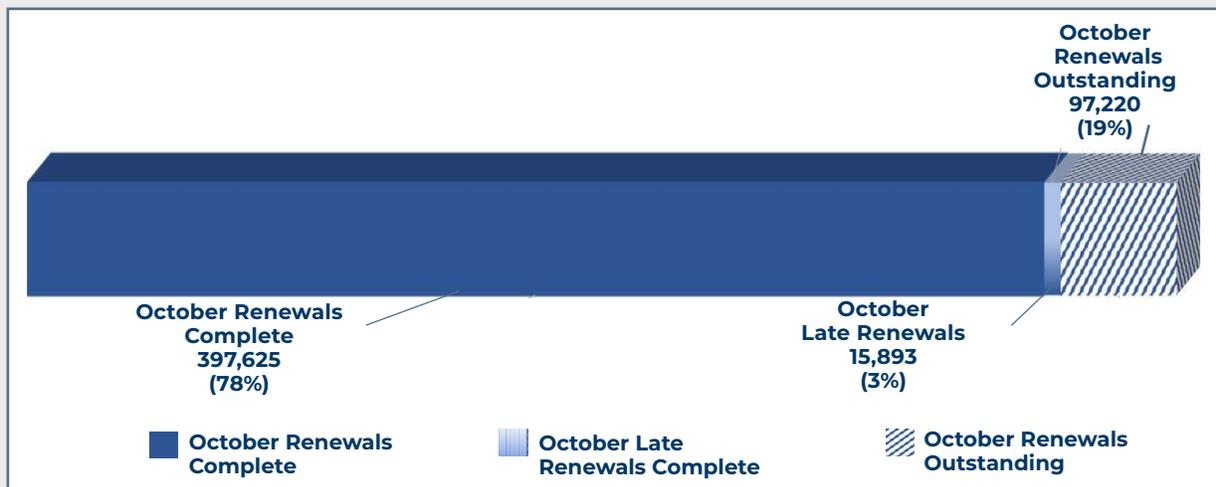
RENEWAL TRACKING

The total number of individuals up for renewal in the November 2023 Cohort across NY State of Health and the LDSSs is 624,268, of which 468,319 have successfully renewed and 155,949 are still outstanding (meaning that individuals have not yet returned or enrolled with a health plan). Because New York permits late renewal through December 31, 2023 for the November 2023 Cohort, the total number of individuals in this cohort completing their renewal is expected to increase through the end of December.

OCTOBER RENEWAL TRACKING LOOKBACK

This section highlights the final renewal outcomes for the October 2023 Cohort. As New York permits late renewal, eligible individuals were able to come back to make changes to their insurance status until November 30, 2023.

October Renewal Lookback (N=510,738)



Customer Service Center November 2023

Type	Total
Calls Received	635,297
Call Center Wait Time	59s
Abandoned Call Rate	2.9%

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 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.

November 2023 Cohort (NY State of Health and LDSS data)

Program Transitions for those Completing Renewals (N= 468,319)

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 (17,153)	87%	0%	12%	0%	0%	0%	1%	100%
Essential Plan (52,503)	0%	63%	20%	9%	4%	2%	2%	100%
Medicaid (398,663)	5%	8%	80%	3%	1%	<1%	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

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.

November 2023 Cohort (NY State of Health only)					
Written Language	Renewal Complete	% Renewal Complete	Written Language	Renewal Complete	% Renewal Complete
Albanian	62	70%	Korean	800	80%
Arabic	317	71%	Nepali	54	69%
Bengali	262	83%	Polish	115	77%
Burmese	126	75%	Russian	3,335	78%
Chinese	13,733	87%	Somali	1	9%
English	294,715	74%	Spanish	70,474	78%
French	436	71%	Swahili	3	75%
French Creole	89	65%	Tagalog	11	65%
Greek	15	71%	Tigrinya	2	67%
Haitian Creole	339	69%	Traditional Chinese	87	92%
Hindi	26	68%	TWI	1	100%
Italian	50	69%	Urdu	45	83%
Japanese	49	77%	Vietnamese	58	78%
Karen	52	81%	Yiddish	28	88%
Total			385,285 75%		

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

November 2023 Cohort (NY State of Health only)

Race	Renewal Complete	% Renewal Complete
African	1,234	67%
American Indian/ Alaskan Native	1,780	65%
Asian Indian	8,269	73%
Bangladeshi	1,950	88%
Black/African American	47,107	71%
Burmese	67	81%
Chinese	20,647	84%
Filipino	1,593	70%
Guamanian/ Chamorro	213	80%
Haitian	612	67%
Jamaican	862	75%
Japanese	565	77%
Korean	2,267	75%
Middle Eastern/ North African	1,204	76%
Native Hawaiian	85	71%
Other	34,648	75%
Other Asian	11,550	76%
Other Pacific Islander	765	72%
Pakistani	365	82%
Samoaan	57	70%
Taiwanese	58	78%
Unknown	136,619	75%
Vietnamese	761	77%
White	126,047	76%
Total*	399,325	75%

RACE AND ETHNICITY DATA

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

November 2023 Cohort (NY State of Health only)

Hispanic	Renewal Complete	% Renewal Complete
Yes	96,688	75%
No	218,861	75%
Unknown	69,736	75%
Total	385,285	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.

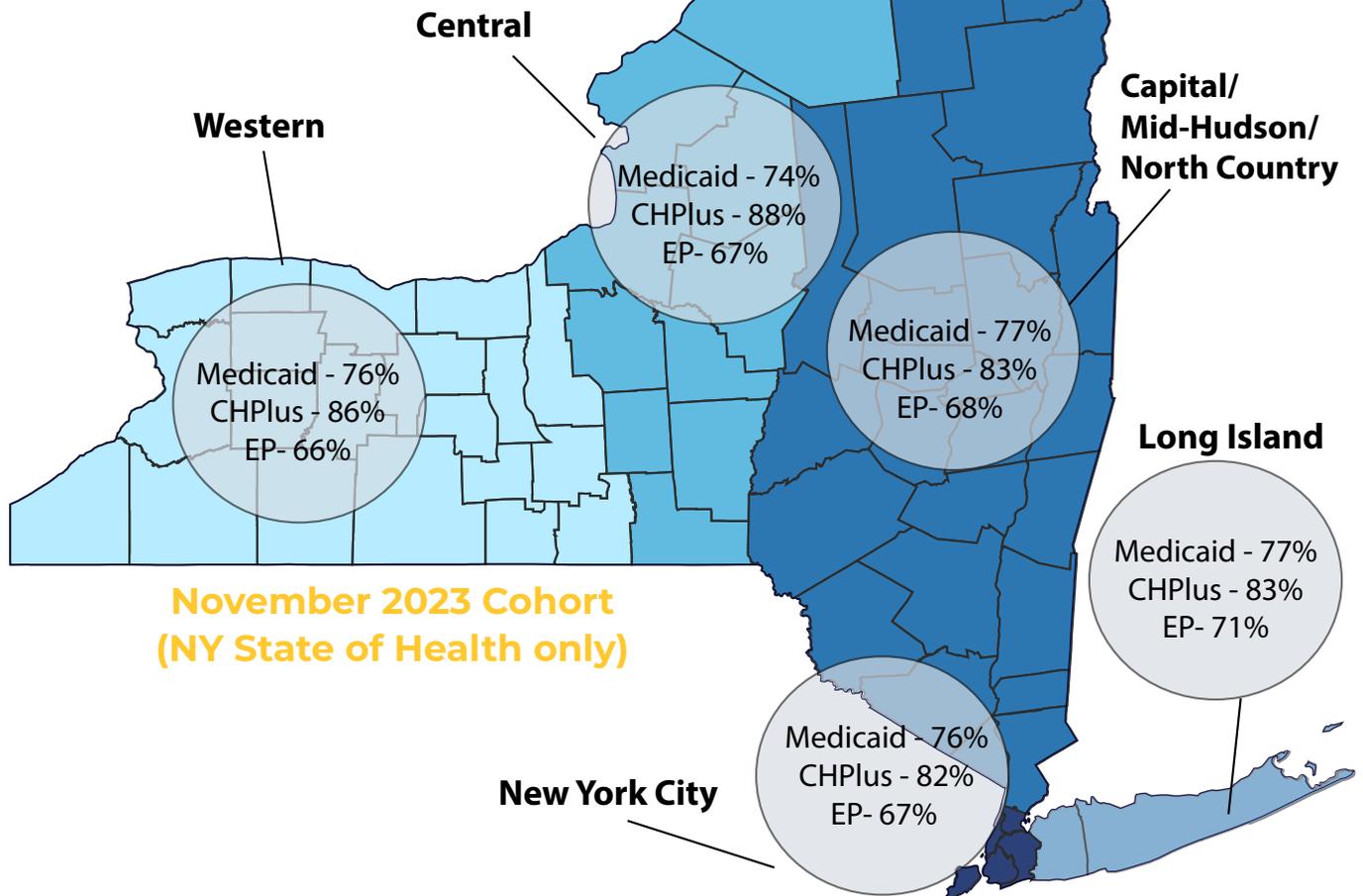
AGE DATA

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

November 2023 Cohort NY State of Health		
Age Group	Renewal Complete	Completion Rate
00-17	103,397	83%
18-25	46,689	69%
26-34	63,010	67%
35-44	58,508	73%
45-54	49,534	77%
55-64	50,649	82%
65+	13,498	69%
Total	385,285	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.

November 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Albany	4,266	73%
Allegany	681	77%
Bronx	38,254	74%
Broome	2,728	74%
Cattaraugus	1,283	76%
Cayuga	1,211	77%
Chautauqua	2,002	74%
Chemung	1,196	74%
Chenango	877	74%
Clinton	1,042	71%
Columbia	964	75%
Cortland	753	76%
Delaware	680	75%
Dutchess	3,981	75%
Erie	15,257	76%
Essex	523	69%
Franklin	678	68%
Fulton	955	73%
Genesee	852	76%
Greene	725	75%
Hamilton	78	83%

COUNTY DATA

Continued

November 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Herkimer	1,063	74%
Jefferson	1,705	77%
Kings	68,398	76%
Lewis	444	77%
Livingston	808	76%
Madison	889	73%
Monroe	12,451	73%
Montgomery	916	76%
Nassau	20,845	76%
New York	22,296	72%
Niagara	3,297	77%
Oneida	3,823	74%
Onondaga	6,908	73%
Ontario	1,597	77%
Orange	7,712	78%
Orleans	643	70%
Oswego	1,900	74%
Otsego	892	76%
Putnam	1,303	81%
Queens	66,634	75%
Rensselaer	2,082	73%

November 2023 Cohort (NY State of Health only)		
County	Renewal Complete	Completion Rate
Richmond	8,760	77%
Rockland	9,176	80%
Saratoga	2,745	74%
Schenectady	2,664	74%
Schoharie	469	78%
Schuyler	252	78%
Seneca	478	72%
St. Lawrence	1,524	74%
Steuben	1,397	75%
Suffolk	26,058	77%
Sullivan	1,712	77%
Tioga	669	73%
Tompkins	1,163	75%
Ulster	3,189	78%
Warren	1,029	74%
Washington	1,010	75%
Wayne	1,567	77%
Westchester	14,934	76%
Wyoming	544	75%
Yates	353	78%
Total	385,285	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

NOVEMBER

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 11/12/23 (data as of 11/30/23)	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. 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

NOVEMBER

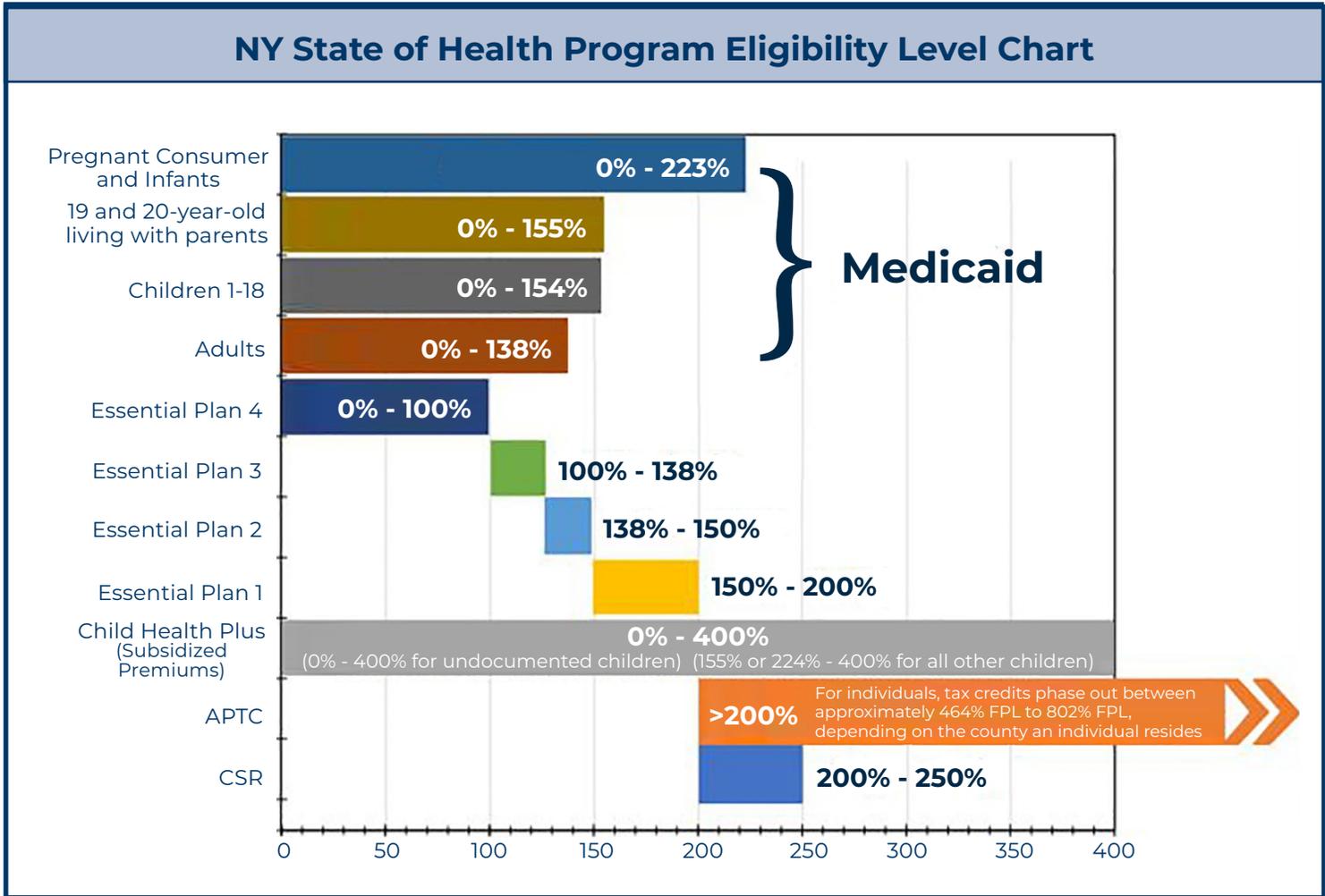
MONTHLY REPORTING

Continued

RENEWALS INITIATED		
4. Total beneficiaries for whom a renewal was initiated in the reporting period	538,186	Reflects beneficiaries initiated during November 2023. Excludes Essential Plan.
RENEWALS AND OUTCOMES		
5. Total beneficiaries due for renewal in the reporting period (5a+5b+5c+5d)	546,384	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)]	367,035	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	197,230	
5a(2) Number of beneficiaries renewed using a pre-populated renewal form	169,805	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)	97,188	
5c. Of the beneficiaries included in Metric 5, the number terminated for procedural reasons (i.e. failure to respond)	61,896	
5d. Of the beneficiaries included in Metric 5, the number whose renewal was not completed	20,265	Beneficiaries are still being extended manually as part of the mitigation plan
6. Month in which renewals due in the reporting month were initiated	August and September 2023	*Renewals due during November 2023 were initiated in August and September 2023
7. Number of beneficiaries due for renewal since the beginning of New York's unwinding period whose renewal has not yet been completed	47,203	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	7,229	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.