

Assistor Recertification Webinar Series
Open Enrollment and Renewals, Race and Ethnicity Questions, and
Private Pay Home Care Services
September 30, 2020
FAQs

Renewals

- 1. What is the easiest way for an Assistor to know if action is needed on a consumer's account, especially if the consumer signed up for automatic renewals?**

When a consumer signs up for automatic renewals, this action gives NY State of Health the best chance to be able to automatically renew his or her account using data sources (with the permission of the consumer). However, there are times when the consumer will still need to pick a plan or manually renew his or her account if NY State of Health cannot automatically renew the account using data sources.

Assistors can check the consumer's account and review the overview page as well as the renewal notice to see if a consumer's account needs action.

Assistors can check the "Manual Renewal" tab on their dashboard to see a list of consumers on their dashboard who need action in order to be renewed. Assistors can also sign up for Client Renewal Reminder Notices to receive a list of accounts on their dashboard which are due to renew in the upcoming months. This notice lists those who will be renewed automatically and those who need to be renewed manually.

- 2. Will the renewal flyers be emailed in the consumer's preferred language?**

The renewal flyers will be sent in both English and Spanish. Currently, they are not available in additional languages.

- 3. How can Assistors help consumers who do not have email and cannot receive the renewal flyers?**

All consumers who need to renew will receive a renewal notice from NY State of Health. The renewal notice is specific to each household and provides the best opportunity for each consumer to be aware if action is needed on his or her account. Assistors should encourage consumers to look for this notice. If consumers are receiving their notices by mail, the renewal notice will be mailed to them. The flyers that are being emailed to consumers are supplemental to the renewal notice.

Assistors can look at consumers' accounts and review their overview screen and inbox for the renewal notice to find this same information.

Assistors can also sign up for Client Renewal Reminder Notices and check the Overview section of their dashboard. The tab at the bottom labeled, "Manual Renewal" will provide a list of consumers who need action in order to be renewed. The Client Renewal Reminder notice lists those who will be renewed automatically and those who need to be renewed manually.

4. What is the process for consumers to attest that they have filed their taxes and reconciled the previous year's APTC when the system doesn't recognize this?

If a consumer has in fact filed his or her taxes and has a transcript from the IRS verifying that, the transcript can be uploaded to the consumer's account. If the document is valid, the issue will be resolved. If the transcript is unavailable but the consumer indicates he/she has filed their 2019 taxes, the consumer should contact the Customer Service Center. Customer Service will work directly with the consumer and can provide options to resolve this issue depending on the tax filing and reconciliation status.

5. If a consumer has eligibility for Emergency Medicaid only, does he or she need to renew every year?

Yes, once a consumer is determined eligible for Emergency Medicaid services, he or she will remain eligible for the 12-month period. If consumers do not renew their account, their coverage will end.

COVID – Related Questions

6. Will you clarify the process for Medicaid, Essential Plan and Child Health Plus renewals due to COVID?

Medicaid, Child Health Plus and Essential Plan members that have a coverage end date of 2/28/21 will be automatically extended for an additional 12 months of coverage. Automatic extensions have been ongoing since the spring. We will notify you if this date is further extended if the public health emergency is extended.

7. I no longer see any accounts in the "Manual Renewal" tab on my dashboard and the notice in my inbox that lists the accounts that are due to renew has far less accounts on it. What happened?

During the COVID-19 public health emergency, NY State of Health extended Medicaid, Child Health Plus and Essential Plan cases for an additional 12 months of coverage. This extension caused accounts for these programs to not appear as needing any action in both the Manual Renewal tab and the Client Renewal Reminder Notices. As we approach Open Enrollment, Assistors will begin to see accounts with QHP coverage ending in the Manual Renewal tab and on the Individual Marketplace Renewal Notification.

8. If consumers' Medicaid/CHPlus/EP coverage has been extended due to the pandemic, will there be any penalty or reconciliation process if it turns out later that they were ineligible?

No, there will be no penalty for the consumer.

9. Where can I locate the Assistor Tool Kit?

The Assistor Tool Kit can be found by visiting: <https://info.nystateofhealth.ny.gov/assistor toolkit>

Race and Ethnicity Questions

- 10. If a consumer does not want to answer the Race and Ethnicity questions, should the Assistor press him or her with messaging about why it is important?**

Assistors should assess each situation individually. We want Assistors to encourage consumers, if it is appropriate, to answer these questions and remind them that they can update this information in the application at any time. It only takes a moment and is very helpful to get this information. Remind consumers that this information is confidential and will only be used to help NY State of Health improve our service to the community and enhance our outreach.

- 11. If a consumer answers that his or her race is Hispanic, how should the Assistor respond? Should the consumer answer “yes” to the ethnicity portion of the race and ethnicity question, and then leave the section for “race” blank?**

The Assistor’s role is to help consumers select the option that they most identify with. In this instance, the Assistor can let the consumer know that the next question addresses ethnicity.

- 12. How can an Assistor help a consumer who states that his or her race is something other than the options presented on the screen?**

There is an “Other” option for Race that may be selected. An additional prompt appears where the consumers’ race can be manually entered.

Private Pay Home Care Services

- 13. Will NY State of Health screen consumers for Private Pay Home Care Services eligibility?**

No, consumers and family members will select an available home care aide of their choice and will work directly with the Licensed Home Care Services Agency (LHCSA) that employs the home care aide to determine the consumer’s needs.

- 14. Will consumers be able to search for these services and expect that the services might be covered by their NY State of Health plan/program?**

No, these services are not covered through their NY State of Health plan.

- 15. Are there eligibility criteria for consumers who are searching for Private Pay Home Care Services using the NY State of Health website (for example, does the consumer need to be on Medicare)?**

There are no eligibility criteria to shop for or purchase Private Pay Home Care Services through this new initiative. It is separate from a NY State of Health application for health insurance.

- 16. Is the payment for Private Pay Home Care Services going to be electronically facilitated through the NY State of Health website?**

No, consumers will work directly with the LHCSA. Payment for the services will be made directly by the consumer to the LHCSA.

17. Are there going to be any subsidy options available for consumers searching for Private Pay Home Care Services?

No, there will not be subsidy options. NY State of Health is launching this new pilot program to make it easier for New Yorkers to shop for and purchase home care services for themselves and their families.

18. If Assistors are not to assist with Private Pay Home Care Services, who can we refer consumers to if they need help?

Consumers can be referred to Customer Service (855-355-5777), where they can answer basic questions about this program and refer consumers to NY State of Health for further assistance.

19. Which counties in NYS are currently participating in the Private Pay Home Care Services pilot?

This pilot will be launched in late 2020 and will be available in Nassau, Suffolk, and Westchester counties. The intention is to expand statewide in the future.