

Open Enrollment and Renewals

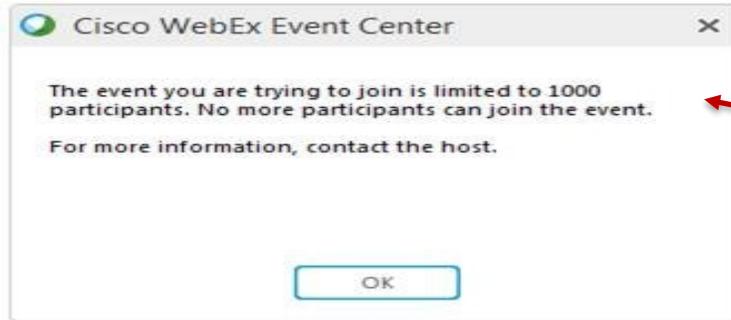
NY State of Health Care at Home Program

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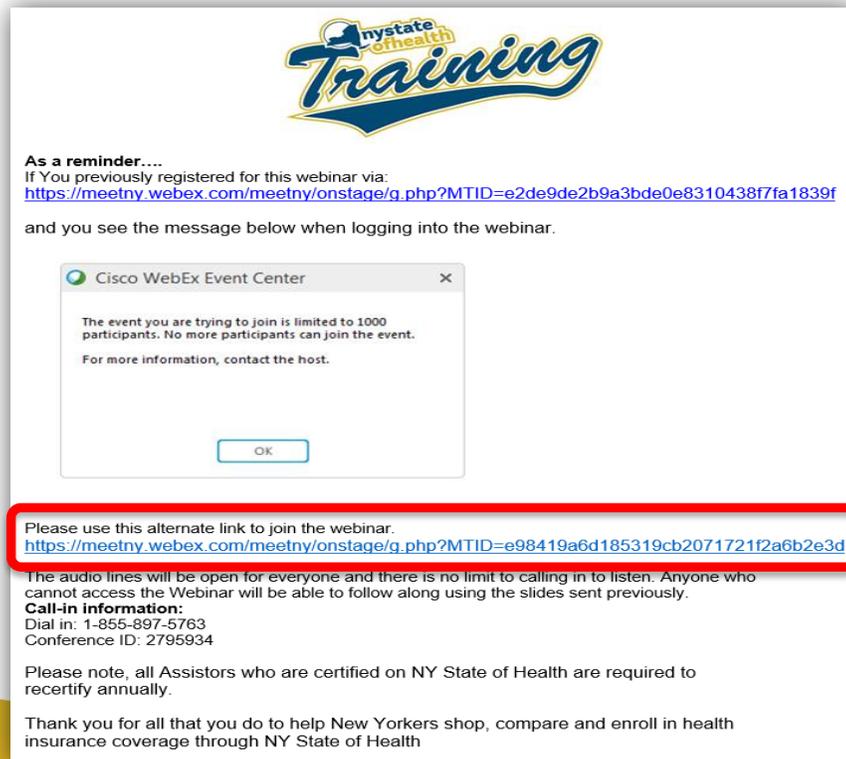
**Time: 10:00am – 11:30am
Date: 9/29/2021
Dial-In Number: 1-855-897-5763
Conference ID: 7074132**

TODAY'S WEBINAR



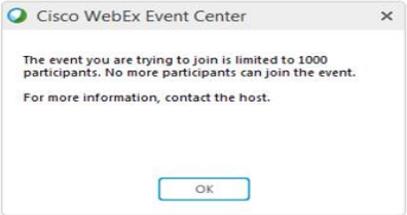
If you see this message when logging into the webinar...

Please find this email:
Subject Line **2021
Recertification Overflow
Webinar I Open Enrollment,
Renewals and NY State of
Health Care at Home Program**
and click on the second link in order to log in.



nystateofhealth Training

As a reminder....
If You previously registered for this webinar via:
<https://meetny.webex.com/meetny/onstage/g.php?MTID=e2de9de2b9a3bde0e8310438f7fa1839f>
and you see the message below when logging into the webinar.



Please use this alternate link to join the webinar.
<https://meetny.webex.com/meetny/onstage/g.php?MTID=e98419a6d185319cb2071721f2a6b2e3d>

The audio lines will be open for everyone and there is no limit to calling in to listen. Anyone who cannot access the Webinar will be able to follow along using the slides sent previously.
Call-in information:
Dial in: 1-855-897-5763
Conference ID: 2795934

Please note, all Assistors who are certified on NY State of Health are required to recertify annually.

Thank you for all that you do to help New Yorkers shop, compare and enroll in health insurance coverage through NY State of Health

**Dial-In Number: 1-855-897-5763
Conference ID: 7074132**

AUDIO

There is no sound through your computer.

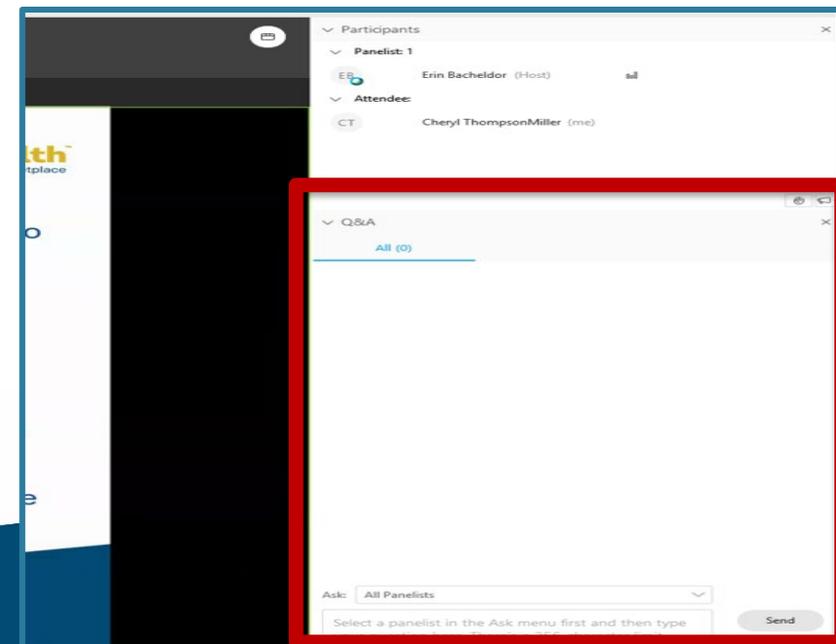
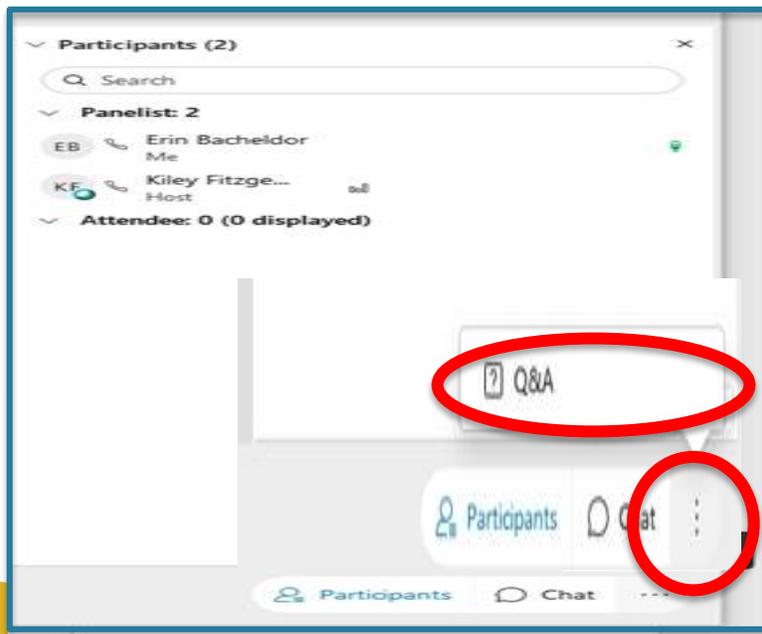
- Dial in to listen to the audio portion of the webinar using the audio instructions on your WebEx control panel.
- All participants will remain muted for the duration of the program.

Dial-In Number: 1-855-897-5763
Conference ID: 7074132

QUESTIONS

Questions can be submitted using the Q&A function on your WebEx control panel.

- Chat function is disabled, please use Q & A panel to submit questions.
- We will pause two times to take questions.



RECORDING AND MATERIALS

A recording of the webinar and any related materials will be available online at our Spring Training webpage at:

<https://info.nystateofhealth.ny.gov/SpringTraining>

2021 Spring Training

★ News & Events

Aug 26, 2021



Session	Topic	Training Materials
1 April 28, 2021	American Rescue Plan Act of 2021 and Changes to NYS's Essential Plan	Presentation Video American Rescue Plan Counting Income Resource APTC Expected Premium Contribution Chart After ARP Q&A SADP Email
2 Pre-recorded Webinar	Part 2 - American Rescue Plan Act of 2021: Health Insurance Changes for Unemployed New Yorkers	Presentation Video
3 July 21, 2021	Privacy and Security - Providing a reminder and an update on the Privacy and Security rules and regulations by which all NY State of Health Assistors must comply.	Presentation Video ID Proofing Tool Kit Authorized Representative Designation Form Document Listing Checklist
4 August 25, 2021	Cultural Humility and NY State of Health Race and Ethnicity Questions	Presentation Video Race & Ethnicity Scenario - Example

YOUR FEEDBACK: CULTURAL HUMILITY AND RACE & ETHNICITY QUESTIONS



Webinar Statistics:

- Just over 94% said the webinar increased your knowledge of the topic!
- Approximately 94% said information from the webinar will allow you to better assist consumers with answering the Race and Ethnicity questions on NY State of Health!

Here's what you said:

- “Excellent presentation. It motivated me to treat every consumer with dignity, respect and compassion.”
- “This information was very helpful to understand and respect cultural differences.”
- “Hope we continue with the regular morning presentation time.”

TODAY'S PRESENTATION



Introductions

Gabrielle Armenia

Director, Bureau of Child Health Plus and Marketplace Consumer Assistance

Panelists

Danielle Holahan

Acting Executive Director, NY State of Health

Marci Natale

Director, Division of Communications for the Office of Health Insurance Programs and NY State of Health

Chris Parker

Director, Requirements and Quality Assurance Group

Lisa Sbrana

Director, Division of Eligibility and Marketplace Integration

Sonia Sekhar

Director, Policy and Evaluation, NY State of Health

Michael Greklek

Director, NY State of Health Care at Home Program

TODAY'S AGENDA

- Open Enrollment and Renewals
 - Extensions due to the Public Health Emergency
 - Important Dates
 - Three types of Renewals
 - NY State of Health Email Messages
 - Assistor Dashboard and Other Resources
- Update on NY State of Health Care at Home Program

OPEN ENROLLMENT EXTENSIONS QUALIFIED HEALTH PLANS



Considering the ongoing public health emergency, **NY State of Health** announced that it will extend the **Open Enrollment Period for Qualified Health Plan (QHP) enrollment to December 31, 2021.**

- Individuals should not avoid seeking testing or medical care for fear of cost during the ongoing public health emergency.
- This deadline extension allows consumers additional time to enroll for 2021 coverage.
 - Also allows consumers additional time to benefit from the enhanced tax credits under the American Rescue Plan Act.
- This announcement was made on the 11th anniversary of President Obama signing the Affordable Care Act into law.

ENROLLMENT EXTENSIONS

MEDICAID, CHILD HEALTH PLUS, ESSENTIAL PLAN

Extension Due to COVID-19 Health Emergency

- NY State of Health has been extending all **Medicaid**, **Child Health Plus (CHPlus)** and **Essential Plan (EP)** consumers for an **additional 12 months of coverage**.
 - This applies to consumers with a coverage end date through 12/31/2021.
- All households with **QHP** members will get a renewal notice.



When is Open Enrollment in New York State?

Open Enrollment Timeframe – NEW for Plan Year 2022
November 16, 2021 – January 31, 2022

- NY State of Health expects to renew coverage for nearly 200,000 households and enroll new people into coverage during the Open Enrollment Period.
- Details about 2022 plan options will be released in early October.
- Enrollment in Medicaid, EP and CHPlus is open all year.
- Due to 2021 Extended Open Enrollment, the 2022 Open Enrollment start date was moved to simplify enrollment for consumers.

OPEN ENROLLMENT AND RENEWALS

IMPORTANT DATES



Date	Action
October 1, 2021	2022 plans will appear on the Anonymous Plan Search tool for browsing.
By November 1, 2021	Renewal Notices will be mailed. These notices are sent to individuals eligible for renewal of their: <ul style="list-style-type: none"> • Qualified Health Plans (QHPs) including Full Pay QHP, & those with Advance Premium Tax Credit (APTC), and Cost Sharing Reduction (CSR).
November 1, 2021*	**Extended 2021 Open Enrollment Continues. <ul style="list-style-type: none"> • Individuals who enroll between November 1 – 15 will have a December 1, 2021 start date. Their coverage will be renewed for 2022. <i>*Please note this is different from prior years due to New York’s COVID-19 Open Enrollment Period extension.</i>
November 15, 2021	Deadline to enroll for December 1, 2021 start date.
November 16, 2021	2022 Enrollment and Renewal Begins. <ul style="list-style-type: none"> • New and renewing consumers may enroll/renew in a QHP. • Consumers can update their account if needed and enroll in a plan for coverage starting on January 1, 2022.
December 15, 2021	Deadline to enroll for January 1, 2022 coverage.
January 31, 2022	2022 Open enrollment closes for QHPs.

OPEN ENROLLMENT AND RENEWALS

IMPORTANT DATES, CONTINUED



Individuals enrolling in coverage for the first time during Open Enrollment should review coverage start date carefully.

For	When Enrollment is Completed	Coverage Begins
New Application	November 16 - December 15	January 1, 2022
New Application	December 16 - January 15	February 1, 2022
New Application	January 16 – January 31	March 1, 2022

POLL QUESTION #1



Cam Miller contacts you because their current employer-based coverage is ending on December 31, 2021. Cam would like to apply for a subsidized Qualified Health Plan for coverage beginning January 1, 2022 and would like to make an appointment on November 1st to apply.

How should you proceed to help Cam?

- A. Make an appointment on November 1st to complete an application.
- B. Explain that you are busy on November 1st (a Monday) due to Open Enrollment, but you can help Cam apply a different day later in the week. Schedule an appointment that works for both of you.
- C. Explain that if Cam wants coverage on January 1st, the appointment should be scheduled between November 16th and December 15th. The sooner the better within this timeframe.
- D. Explain to Cam that an application cannot be completed until after the current coverage ends.

THREE TYPES OF RENEWALS

1. Automatic Renewal with Auto-Enrollment

- No action required.

2. Automatic Renewal without Auto-Enrollment

- **Action required:** Consumer must select & enroll in a plan.

3. Manual Renewal

- **Action required:** Consumer must update their application.

AMERICAN RESCUE PLAN AND AMENDED TAX RETURNS



The final version of the American Rescue Plan contains a number of tax-related provisions. In order to take full advantage of the impact:

- Many consumers amended their 2020 tax returns.
- The IRS automatically amended 2020 tax returns for many consumers.

For these consumers, NY State of Health may not have access to their most up to date income information so Automatic Renewals may not be possible.

Many individuals and families who have been automatically renewed in the past, may need to complete a manual renewal in order to make sure NY State of Health can attain their most current information.

AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT



QHP households only

- Consumer must have given NY State of Health permission to renew eligibility using data sources.
- Consumer will have their eligibility renewed using documented income from the consumer, along with state and federal data sources.
 - Consumer documented income must have been verified by the Marketplace within the past three (3) months.

AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT, CONTINUED



QHP households only

- Consumers will receive a notice by November 1st with 2022 premium information, including APTC applied (if applicable).
 - No action is needed if the consumer agrees with the information in their notice.
 - If the consumer does not agree with the automatic renewal determination, they may update the application.
 - Updates can be made starting 11/16/2021 and should be completed by 12/15/2021 to ensure coverage on 1/1/2022.
- Enrollment into the plan (if the same plan is available in 2022) will be automatically completed by the Marketplace.

AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT, CONTINUED



It is renewal time and NO ACTION is required for the following individuals:

Jo Bernat

Marketplace ID: HX0001000005

CHANGE IN ELIGIBILITY:

You qualify for a premium tax credit to help pay for your health insurance coverage, effective **January 01, 2022**. Your tax credit amount for 2022 is \$284.08 per month.

You can apply all or part or none of this credit to your monthly bill.

INSURANCE DETAILS:

Insurance Company: Healthfirst
Product: Healthfirst Bronze Leaf Premier, NS, INN, Dep25, Family Dental, Family Vision, Free Telemedicine, Fitness & Wellness Rewards
Start Date: January 01, 2022

NO ACTION REQUIRED:

Your health insurance coverage has not changed. We re-enrolled you into the same product that you had before. Contact your insurance company if you have questions about covered services or providers.

If you want to make a change, you must do so between **November 16, 2021 and December 15, 2021**. See the section of this notice, "How and When to Make Changes to Your Account or Coverage."

AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT, CONTINUED



How and When to Make Changes to Your Account or Coverage

Follow the steps below –

IF ... NY State of Health has requested that you complete the renewal process by updating some information (for example, pick a health plan or update information in your application);

IF ... Anything has changed in your life that may affect your health insurance coverage or financial assistance;

IF ... You are enrolled in a plan and want to see if you have other coverage options.

Step 1. Go to www.nystateofhealth.ny.gov and log into your account.

OR

Contact a Navigator or Certified Application Counselor. These individuals, located at a community-based organizations and health plans, are trained to help you understand your health insurance coverage options and enroll in coverage. If you already are enrolled in a plan, you can also call your health plan for assistance.

Step 2. Make changes for you and/or your household members. You need to make the changes between **November 16, 2021** and **December 15, 2021** to see what you qualify for on **January 01, 2022**.

Below are some events in your life or a household member's life that could affect what health insurance coverage you are re-enrolled in, who is covered, or how much you pay. Tell us if:

- You move
- Your income changes (only if you are receiving financial assistance)
- You get access to or enroll in the New York State Health Insurance Program (NYSHIP)
- Your eligibility for health insurance from a job changes
- The cost of your health insurance premium from a job changes
- Your household changes. For example, you marry/divorce, become pregnant, or have a child; adopt a child, or a child is placed for adoption with you
- You become qualified for other health insurance
- There is a change in full-time student status (if applicable to application members)
- There is a change in immigration status
- You change how you plan to file your taxes. For example, you will claim new dependents (only if you are receiving financial assistance)

If you do not report changes within 30 days and they affect your ability to get government help with insurance costs, you may have to pay back some or all of the subsidies you received.

AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT, CONTINUED



Individuals who were automatically renewed and enrolled in a subsidized QHP for 2022 should read their notice carefully. This information may include their APTC amount which could have changed from last year.

- If a consumer is automatically renewed and the amount of APTC that they are eligible for is **more** than they were eligible for in the previous year, the same amount of APTC will be applied.
 - If the consumer would like to apply that higher APTC amount, help them to access their Plans tab to do this.
- If the consumer is automatically renewed and eligible for **less** APTC (and they applied the full amount to their premium last year), the full amount of APTC will continue to be applied.

Jo Bernat

Marketplace ID: HX0001000005

CHANGE IN ELIGIBILITY:

You qualify for a premium tax credit to help pay for your health insurance coverage, effective January 01, 2022. Your tax credit amount for 2022 is \$284.08 per month.

You can apply all or part or none of this credit to your monthly bill.

AUTOMATIC RENEWALS WITH AUTO-ENROLLMENT, CONTINUED

<https://info.nystateofhealth.ny.gov/arpavideo>

To Change the Amount of APTC Applied:

Select the “Plans” tab from the Account Dashboard. Click the “Change APTC Amount” button under “Submitted Enrolment”

On the Plan Selection Introduction page, click “Next”

On the “Plan Selection Dashboard” click the “Review Plan Selections” button

Change the amount of APTC applied, check the box at the bottom of the page, and click the “Confirm Plan Selections” button

Receive confirmation of the change

Jo Bernat – Advanced Premium Tax Credit
Up to \$144.40/Month or \$1732.80/Year may be applied to qualifying plan purchases.
**If your employer helps you pay for health coverage through the Marketplace, you should subtract the amount you get from your employer from your tax credits. Learn more:
<https://HealthCare.gov/help/gsehra>



AUTOMATIC RENEWALS WITHOUT AUTO-ENROLLMENT



Action Required:
Consumer must select and enroll in a plan

This could happen because:

- The consumer became newly eligible for a QHP.
- The consumer's program eligibility changed and the current plan does not offer a plan in the new program.
- The consumer's current plan will no longer be offered in NY State of Health for the upcoming year.

AUTOMATIC RENEWALS WITHOUT AUTO-ENROLLMENT, CONTINUED




The Official Health Plan Marketplace

Jo Bernat
1 Main Street
Brooklyn, NY 11216-1017

|||||

All decisions described in this notice are based on the information in the application you submitted on November 15, 2021.

Help at 1-855-355-5777
TTY: 1-800-662-1220

November 16, 2021
Account ID: AC0009000007

Important Notice About Your Health Insurance Coverage

It's time for you and/or members of your household to renew your health insurance coverage through NY State of Health, The Official Health Plan Marketplace. This letter contains important information about renewing your health insurance coverage.

It is important that you take the steps for each person listed in this notice. **If you miss the deadline to pick a new health plan, you are at risk of not having health insurance coverage for the upcoming year.**

It is renewal time for the following individuals and ACTION IS REQUIRED:

Jo Bernat	Marketplace ID: HX0010000008
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CHANGE IN ELIGIBILITY: You qualify for a **premium tax credit** to help pay for your health insurance coverage, effective **January 01, 2022**. Your tax credit amount for **2022** is **\$414.06** per month.

You can apply all or part or none of this credit to your monthly bill.

ACTION REQUIRED:

Please choose a health plan between **November 16, 2021** and **December 15, 2021** for the next coverage year. Your coverage will not begin until you choose a plan.

To pick a health plan, see the section of this notice, *"How and When to Make Changes to Your Account or Coverage."*

Please choose a health plan between **November 16, 2021** and **December 15, 2021** for the next coverage year. Your coverage will not begin until you choose a plan.

To pick a health plan, see the section of this notice, *"How and When to Make Changes to Your Account or Coverage."*

MANUAL RENEWALS

- QHP consumers need to be manually renewed when NY State of Health is unable to automatically renew them based on data sources.
 - Many consumers with modified 2020 taxes will need to manually renew for 2022 coverage.
- QHP consumers **MUST** update information on or before 12/15/2021 in order to remain enrolled for 1/1/2022.
- Consumers who do not update their information may have a gap in their QHP coverage.

MANUAL RENEWALS, CONTINUED



Jo Bernat
1 Main Street
Brooklyn, NY 11216-1017



October 28, 2021
Account ID: AC0000951515

Help at: 1-855-355-5777
TTY: 1-800-662-1220

Important Notice About Your Health Insurance Coverage

It's time for you and/or members of your household to renew your health insurance coverage through NY State of Health, The Official Health Plan Marketplace. This letter contains important information about renewing your health insurance coverage.

It is important that you update your NY State of Health application **between** November 16, 2021 and December 15, 2021. Log in at www.nystateofhealth.ny.gov to complete your renewal before your current health insurance coverage ends.

It is renewal time for the following individuals and **ACTION IS REQUIRED:**

Jo Bernat

Marketplace ID: FX0010000008

ACTION REQUIRED:

Based on the information from federal and state sources, we cannot make a decision about whether you qualify for financial help paying for your health insurance coverage.

Please update the information on your NY State of Health account by **December 15, 2021** so we can make an appropriate decision.

NOTE: If you miss this deadline, you are at risk of losing your health insurance coverage and if applicable, any financial assistance.

ACTION REQUIRED:

Based on the information from federal and state sources, we cannot make a decision about whether you qualify for financial help paying for your health insurance coverage.

Please update the information on your NY State of Health account by **December 15, 2021** so we can make an appropriate decision.

NOTE: If you miss this deadline, you are at risk of losing your health insurance coverage and if applicable, any financial assistance.

NY STATE OF HEALTH OPEN ENROLLMENT & RENEWAL EMAIL MESSAGES

RENEWAL EMAIL MESSAGES



A “Today’s the Day” email will be sent out by email only on November 16th:

- To QHP consumers who need to manually renew their coverage starting January 1, 2022.
- To inform consumers that the renewal period has started and to encourages them to act between November 16th and December 15th, 2021.
- Will be sent in both English and Spanish.

RENEWAL EMAIL MESSAGES



**IT'S TIME TO
RENEW YOUR COVERAGE**



**ES EL MOMENTO DE RENOVAR
SU COBERTURA**

A “Reminder to Renew” email message will be sent in early December by email only, to consumers who need to manually renew for coverage starting January 1, 2022 but have yet to complete their renewal.

- The email will be sent to QHP-consumers.
- Encourages consumers to review the renewal notice that they have already received and to take action by December 15th, 2021.
- Will be sent in both English and Spanish.

RENEWAL EMAIL MESSAGES



**YOUR NEXT STEPS
FOR 2022 COVERAGE**



**SUS PRÓXIMOS PASOS PARA
LA COBERTURA DE 2022**

A “Reminder to Pick a Plan” email message will be sent by email:

- During Open Enrollment to consumers who are new or who have renewed and who have a **QHP determination for 2022** but have yet to pick a plan. Emails will be sent throughout Open Enrollment beginning in early December.
- During Open Enrollment and throughout the year to consumers who have an **EP determination** but have yet to pick a plan. Emails will be sent beginning in early November.
- Will be sent in both English and Spanish.

Consumers who are receiving this email have already received their renewal notice and have yet to enroll in a plan.

RENEWAL EMAIL MESSAGES



**DON'T MISS OUT
ON 2022 COVERAGE**



**NO DEJE PASAR SU
COBERTURA DE 2022**

A “Deadline Reminder” email message will be sent by email:

- Starting in mid-January 2022.
- Sent to consumers who have a 2022 QHP determination but have not yet enrolled.
- Encourages consumers to take action by 1/31/2022, the last day of Open Enrollment.
- Will be sent in both English and Spanish.

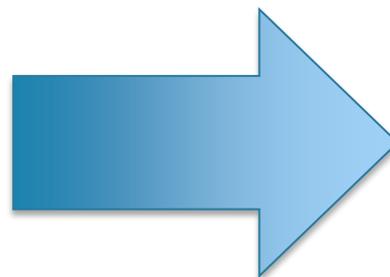
How can an Assistor tell if a consumer on their dashboard needs to be renewed?



MY PROFILE TAB AND RENEWAL REMINDER NOTICES

Account Preferences

- Hide Profile from All Searches
- Hide Profile from Public Search
- Send me Client Renewal Reminder Notice



Erin Test
1 Main Street
Albany NY 12205

October 18, 2021
Account ID: AC0000000000

Dear Erin Test,

Thank you for enrolling individual clients on NY State of Health. You are receiving this notice to alert you of individuals, on your dashboard, that are due to renew their health coverage. **Note that most individuals must update their application by the 15th of month to renew their coverage.** Included in this notice, please find a listing of Account IDs for households with one or more members due to renew within the next 45 days through NY State of Health.

The information included in this notice is believed to be accurate and is for general information purposes only. While every effort has been made to ensure an accurate report, NY State of Health provides no guarantee regarding the accuracy of this report, therefore accepts no liability what so ever for any information subsequently proved incorrect.

If you have questions or need assistance, please contact NY State of Health at 1-855-355-5777 or <https://www.nystateofhealth.ny.gov>. There is no charge for these services.

If you need this information in a language other than English, or you need assistance reading this letter we can help you. Call 1-855-355-5777 (TTY - English: 1-800-662-1220; TTY - Spanish: 1-877-662-4886).

Sincerely,
NY State of Health

Account ID	Coverage End Date	Renewal Status
AC0000000000	12/31/2021	Manual
AC0000000001	12/31/2021	Manual
AC0000000002	12/31/2021	Manual
AC0000000003	12/31/2021	Auto
AC0000000004	12/31/2021	Auto

OVERVIEW AND MANUAL RENEWAL TAB

AC0000063824 - Nick Johnston

Certification #: DOH-000264

Overview My Profile My Clients My Inbox Documents Address History Useful Links

Welcome to your NY State of Health Assistor Overview tab. This screen provides an overview of any accounts which may need your attention. To manage all of your accounts, please navigate to the "My Clients" tab. You may click on the tabs above to move around your dashboard. Please be sure to review each tab for important information.

▼ Messages & Notices 1 of 1 messages | [view all](#) | [collapse](#)

Notice Id	Subject	Type	Date
Notice1025	Welcome	Notice	04/29/2019

Individual Marketplace Overview collapse

Manual Renewal Verification Eligibility In-Progress Plan Selection Needed Communication Events

Renewal end date range

Show entries per page ← Previous 1 Next →

Individual Account ID	Account Holder Name	Phone Number	Renewal LSC End Date
No data available in table			

Showing 0 to 0 of 0 entries ← Previous 1 Next →

MY CLIENTS TAB AND ENROLLMENT END DATE

AC0000063824 - Nick Johnston

Certification #: DOH-000264

Overview [My Profile](#) **[My Clients](#)** [My Inbox](#) [Documents](#) [Address History](#) [Useful Links](#)

Welcome to your NY State of Health Assistor Overview tab. This screen provides an overview of any accounts which may need your attention. To manage all of your accounts, please navigate to the "My Clients" tab. You may click on the tabs above to move around your dashboard. Please be sure to review each tab for important information.

▼ Messages & Notices 1 of 1 messages | [view all](#) | [collapse](#)

Notice Id	Subject	Type	Date
Notice1025	Welcome	Notice	04/29/2019

▼ Manage Clients collapse

Employer **Individual**

Search Individual

Select your Agency or Direct Clients from the drop down to view all associated Individuals or click "Add New Individual" to start a new Individual application. Within the search result, you can search my client list by entering text in the filter or by sorting by column name.

Select Associated Agency *

NYS DOH

Filter: Show entries

Results: 1 to 1 of 1 (filtered from 57 total entries) ← Previous 1 Next →

Individual Name	AccountID SSN Phone Number	Address	Eligibility End Date	Enrollment End Date	Enrollments Status	Renewal Type	Action
Mike Bernat	AC0000064961 ***.**.3302 555-555-5555	PO Box 1110 Albany NY, 12201	12/31/2021	12/31/2021	SUBMITTED		manage invite delete

← Previous 1 Next →

POLL QUESTION #2



Mx. Smith has been in the same QHP with APTC for the past three years. They state that they received a notice saying they were automatically renewed, but that action is required, and they need to pick a plan. Mx. Smith contacts you and asks you to enroll them in the same plan they have had for the past three years.

What could you say that might be true?

- A. We need to review your notice more carefully. If you are newly eligible for a full-pay QHP, then we need to review plan product options, services and costs. These will be different in a full-pay QHP.
- B. We need to review your notice more carefully. You may have become eligible for a different program, like Essential Plan, and your current plan might not be available. Let's look at your options.
- C. Your same QHP product may not be available anymore. Let's review your account and look at your options for 2022.
- D. All the above reasons could be correct.

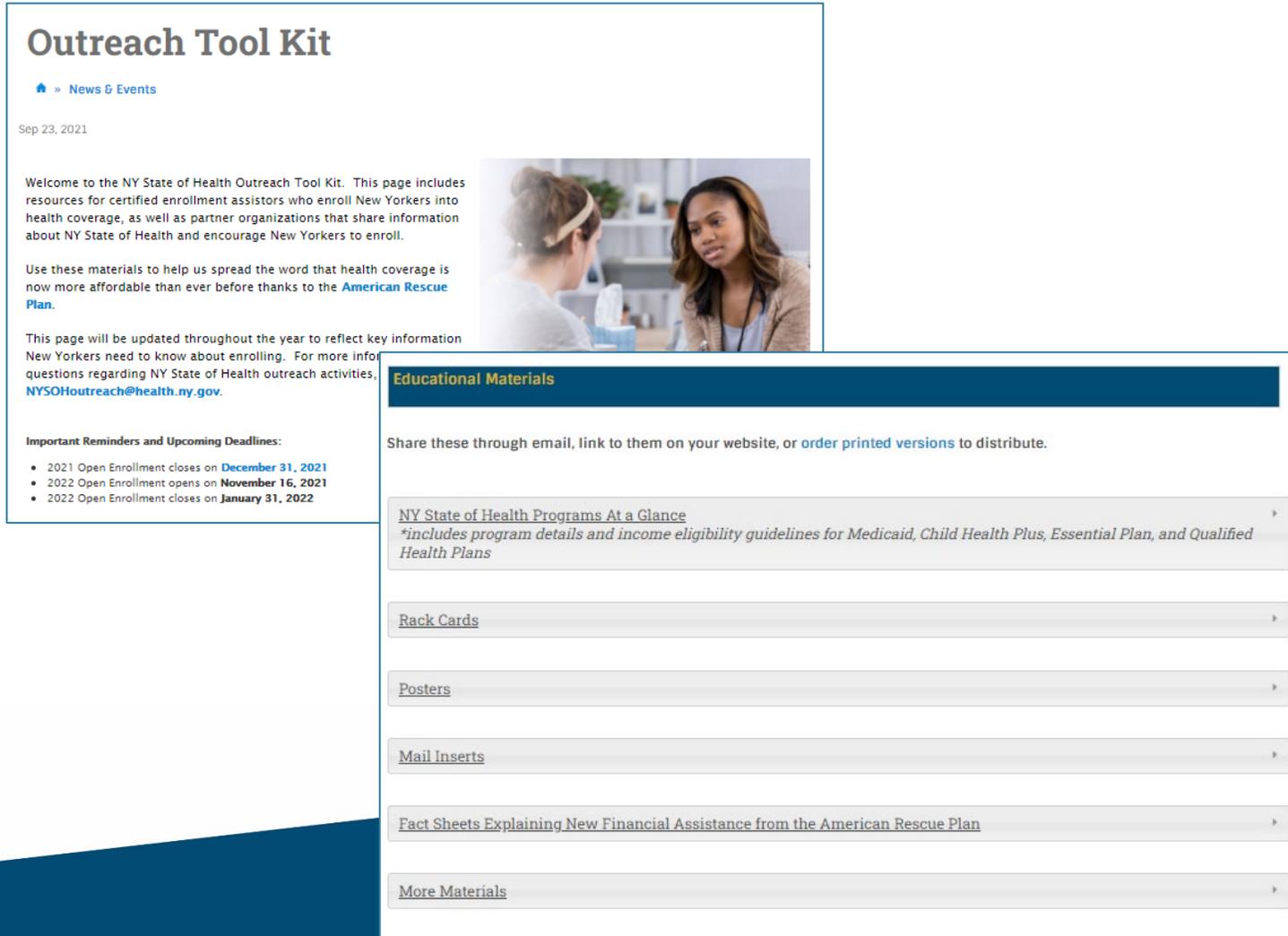
STAY INFORMED WITH NY STATE OF HEALTH

OUTREACH DIGITAL TOOL KIT

<https://info.nystateofhealth.ny.gov/OutreachToolKit>

The Outreach Tool Kit features:

- NY State of Health Educational Materials
 - Materials You Can Distribute
 - Rack Cards, Posters, At-a-Glance Cards
 - Ordering, Printing, Co-Branding
 - Enrollment Tools to Help Consumers
 - How-to Videos, Plan Comparisons, Cost Estimator, Provider Look-Up Tool



Outreach Tool Kit

🏠 » News & Events

Sep 23, 2021

Welcome to the NY State of Health Outreach Tool Kit. This page includes resources for certified enrollment assistants who enroll New Yorkers into health coverage, as well as partner organizations that share information about NY State of Health and encourage New Yorkers to enroll.

Use these materials to help us spread the word that health coverage is now more affordable than ever before thanks to the [American Rescue Plan](#).

This page will be updated throughout the year to reflect key information New Yorkers need to know about enrolling. For more information or questions regarding NY State of Health outreach activities, contact NYSOHoutreach@health.ny.gov.

Important Reminders and Upcoming Deadlines:

- 2021 Open Enrollment closes on **December 31, 2021**
- 2022 Open Enrollment opens on **November 16, 2021**
- 2022 Open Enrollment closes on **January 31, 2022**

Educational Materials

Share these through email, link to them on your website, or [order printed versions](#) to distribute.

- [NY State of Health Programs At a Glance](#)
**includes program details and income eligibility guidelines for Medicaid, Child Health Plus, Essential Plan, and Qualified Health Plans*
- [Rack Cards](#)
- [Posters](#)
- [Mail Inserts](#)
- [Fact Sheets Explaining New Financial Assistance from the American Rescue Plan](#)
- [More Materials](#)

OUTREACH DIGITAL TOOL KIT, CONTINUED



<https://info.nystateofhealth.ny.gov/OutreachToolKit>

The Outreach Tool Kit features:

- NY State of Health Promotional Resources
 - Pre-written Social Media Posts
 - Advertising Campaign Videos
 - Promotional Emails
- Stay Informed with the Latest News
 - Important Reminders
 - Press Releases
 - Enrollment Data
 - COVID-19 Info

Social Media Resources

Pre-written posts with photos

- Posts for Certified Enrollment Assistors to use
- Posts for Outreach Partners to use

Tips for Social Media

- Recommended Times to Post
- Helpful Tools & Resources

Follow NY State of Health and share what we post:



Sample Language for Email and Websites

- Email message you can send
- Short informative description you can add to your website
- Want to create something new to promote NY State of Health? Instructions on how to co-br

Videos

Share these videos on social media, embed them on your website, or play them in your waiting room.

- Ad Campaign Videos
 - English
 - Spanish
 - Mandarin
- An instructional video that explains how enrollees can update their Advance Premium Tax Credit amount

Latest News

NY State of Health News:

- Press Releases
- Enrollment Data
- NY State of Health webpage with American Rescue Plan information

Coronavirus (COVID-19) Information:

- Coronavirus (COVID-19) Pandemic Enrollment Resources
- NYS Department of Health Coronavirus (COVID-19) Updates

Plan Selection Resources

Share these on your website, by email, or on social media.

- Premium Estimator Tool: compare plans and estimate financial help
- Contact information for Enrollment Assistors, who provide free enrollment help:
 - Find a Navigator here
 - Find other Enrollment Assistors here
- How to Find Doctors or Hospitals Working with Health Plans
- Dental Plan Comparison Tool
- Videos on How to Compare Plans
- Training Webinars for Consumers

COVID-19 INFORMATION ON NY STATE OF HEALTH PUBLIC WEBSITE

<https://info.nystateofhealth.ny.gov/resource/coronavirus-covid-19-information>

- Latest press releases related to COVID-19
- Fact Sheets
- Questions and Answers on Coronavirus Special Enrollment Period and Grace Period
- New York State of Health Issuer Letter on COVID-19 Grace Period Rules for EP, CHPlus and QHPs

Coronavirus (COVID-19) Information

Resources

Jun 3, 2021

Share this Page >>



Click here to learn how NY State of Health enrollees benefit from the American Rescue Plan.

The following information has been released in response to the current novel coronavirus (COVID-19) outbreak.

Press Releases

- 6/3/21 Press Release regarding rollout of American Rescue Plan to New Yorkers who earn higher incomes or receive unemployment benefits
- 3/31/21 Press Release announcing significant new tax credits are now available to lower the cost of health coverage
- 3/23/21 Press Release regarding expanded eligibility for financial assistance and enrollment extension through December 31
- 2/17/21 Press Release regarding enrollment extension through May 15
- 1/21/21 Press Release regarding enrollment extension through March 31
- 12/29/20 Press Release regarding December 31 deadline for coverage starting January 1

ASSISTOR-SPECIFIC COVID-19 INFORMATION

<https://info.nystateofhealth.ny.gov/assistor toolkit>



COVID-19: Guidance for Assistors

The following guidance has been distributed to assistors regarding changes to policies and procedures as a result of novel coronavirus (COVID-19).

Logged in as TestAssistor My Dashboard Sign Out

AC0000052788 - Erin TestAssistor

Certification #: 998-000160

Overview My Profile My Clients My Assistors My Inbox Documents Address History **Useful Links**

Useful Links

collapse

These help links will open in a new tab

Assistor Tool Kit

- [Attestation of Identity Form - English \(DOH-5090\)](#)
- [Identity Verification Form \(Children 17 or Younger\) - English \(DOH-5091\)](#)
- [Identity Verification Form - Spanish \(DOH-5088\)](#)
- [Attestation of Identity Form - Spanish \(DOH-5090\)](#)
- [Identity Verification Form \(Children 17 or Younger\) - Spanish \(DOH-5091\)](#)
- **[COVID-19: Guidance for Assistors](#)**

[Renewal Extensions on Cases Ending July 31 and August 31](#)

- [5/21/2020: COVID-19 - Consumer Fact Sheets](#)
- [5/07/2020: Press Release: Special Enrollment Period Extended](#)
- [4/09/2020: Prioritizing Calls to NY State of Health](#)
- [4/08/2020: COVID-19 and Pandemic Unemployment Compensation](#)

AMERICAN RESCUE PLAN INFORMATION

<https://info.nystateofhealth.ny.gov/americanrescueplan>

How NY State of Health Enrollees Benefit from the American Rescue Plan

News & Events

Jun 17, 2021

ESPAÑOL

The American Rescue Plan, which was signed into law on March 11, 2021, lowers health care costs by providing new and expanded financial assistance to New Yorkers enrolling in health insurance through NY State of Health. This enhanced assistance is available now to current enrollees and new enrollees, including to higher-income individuals for the first time.

The information on this page is organized into six sections. Click the section from the following list to learn how the American Rescue Plan can help you:

- [Current NY State of Health Enrollees Who Receive Financial Assistance](#)
- [Individuals Who Previously Started an Application But Did Not Enroll](#)
- [New Yorkers Not Currently Enrolled through NY State of Health](#)
- [Current NY State of Health Enrollees Not Receiving Financial Assistance](#)
- [2020 NY State of Health Enrollees Who Received Tax Credits](#)
- [New Yorkers Who Are Eligible for Unemployment Assistance](#)

[Click here for fact sheets about the American Rescue Plan.](#)

You can also learn more by calling the NY State of Health Customer Service Center at 1-855-355-5777, or by speaking with an Enrollment Assistor. To enroll now or update your information, [click here](#).

- [Read Frequently Asked Questions about the American Rescue Plan \(Spanish version available here\)](#)

[Current NY State of Health Enrollees Who Receive Financial Assistance](#)

<https://info.nystateofhealth.ny.gov/springtraining>

2021 Spring Training

News & Events

Aug 26, 2021



Session	Topic	Training Materials
1 April 28, 2021	American Rescue Plan Act of 2021 and Changes to NYS's Essential Plan	<ul style="list-style-type: none"> Presentation Video American Rescue Plan Counting Income Resource APTC Expected Premium Contribution Chart After ARP Q&A SADP Email
2 Pre-recorded Webinar	Part 2 - American Rescue Plan Act of 2021: Health Insurance Changes for Unemployed New Yorkers	<ul style="list-style-type: none"> Presentation Video
3 July 21, 2021	Privacy and Security - Providing a reminder and an update on the Privacy and Security rules and regulations by which all NY State of Health Assistors must comply.	<ul style="list-style-type: none"> Presentation Video ID Proofing Tool Kit Authorized Representative Designation Form Document Listing Checklist
4 August 25, 2021	Cultural Humility and NY State of Health Race and Ethnicity Questions	<ul style="list-style-type: none"> Presentation Video Race & Ethnicity Scenario - Example

QUESTIONS?



NY STATE OF HEALTH CARE AT HOME PROGRAM

NY STATE OF HEALTH CARE AT HOME PROGRAM



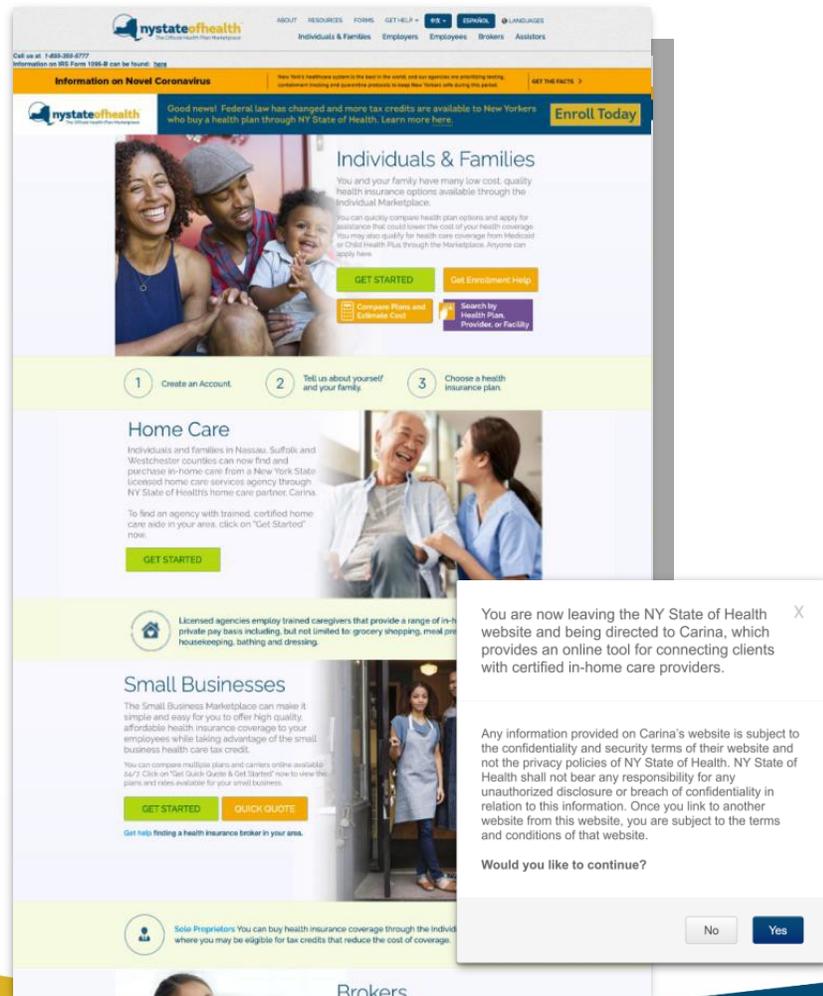
- DOH is launching this pilot program to make it easier for New Yorkers to shop for and purchase personal care services for themselves and their families through NY State of Health.
- This initiative builds on the “marketplace model” and allows New Yorkers to shop for home care services for themselves, their family members or friends from the same trusted source on a private pay basis.
- NY State of Health is launching this program on a pilot basis in Nassau, Suffolk and Westchester counties and will expand statewide in a future phase(s).

NY STATE OF HEALTH CARE AT HOME PROGRAM, CONTINUED



- This initiative will expand the types of care that New Yorkers can shop for through NY State of Health on a private pay basis.
- There is no requirement that consumers have other NY State of Health coverage.
- Consumers, or family members on their behalf, will access the NY State of Health Care at Home Program through the website (nystateofhealth.ny.gov); there is no expectation that consumers will work with enrollment Assistors for this program.

NY STATE OF HEALTH CARE AT HOME PROGRAM, CONTINUED



- In October 2021 NY State of Health consumers will see a new home care section.
- Consumers can click on the “Get Started” button to learn more and start their home care search.
- Consumers will see a pop-up notifying them they are leaving the NY State of Health site and being forwarded to Carina, NY State of Health’s partner for home care.

NY STATE OF HEALTH CARE AT HOME PROGRAM, CONTINUED



CARINA In partnership with **nystateofhealth**
The Official Health Plan Marketplace

Find a trusted home care provider

Carina is a free, online tool that connects you to licensed home care agencies

Find Care Now

A partnership for better care

We are honored to partner with the New York State of Health to help New Yorkers find safe and affordable home care services that support their independence, dignity and quality of life, and to help them stay in their own homes and communities for as long as possible.

CARINA **nystateofhealth**
The Official Health Plan Marketplace

Over a million hours of home care delivered through Carina-matched home care providers since 2017

- Licensed agencies**
Businesses that connect you to their home care providers
- Background checked**
Agencies provide only verified, trained home care providers
- Dependable**
Care providers listed on Carina make good wages and have benefits through their agencies

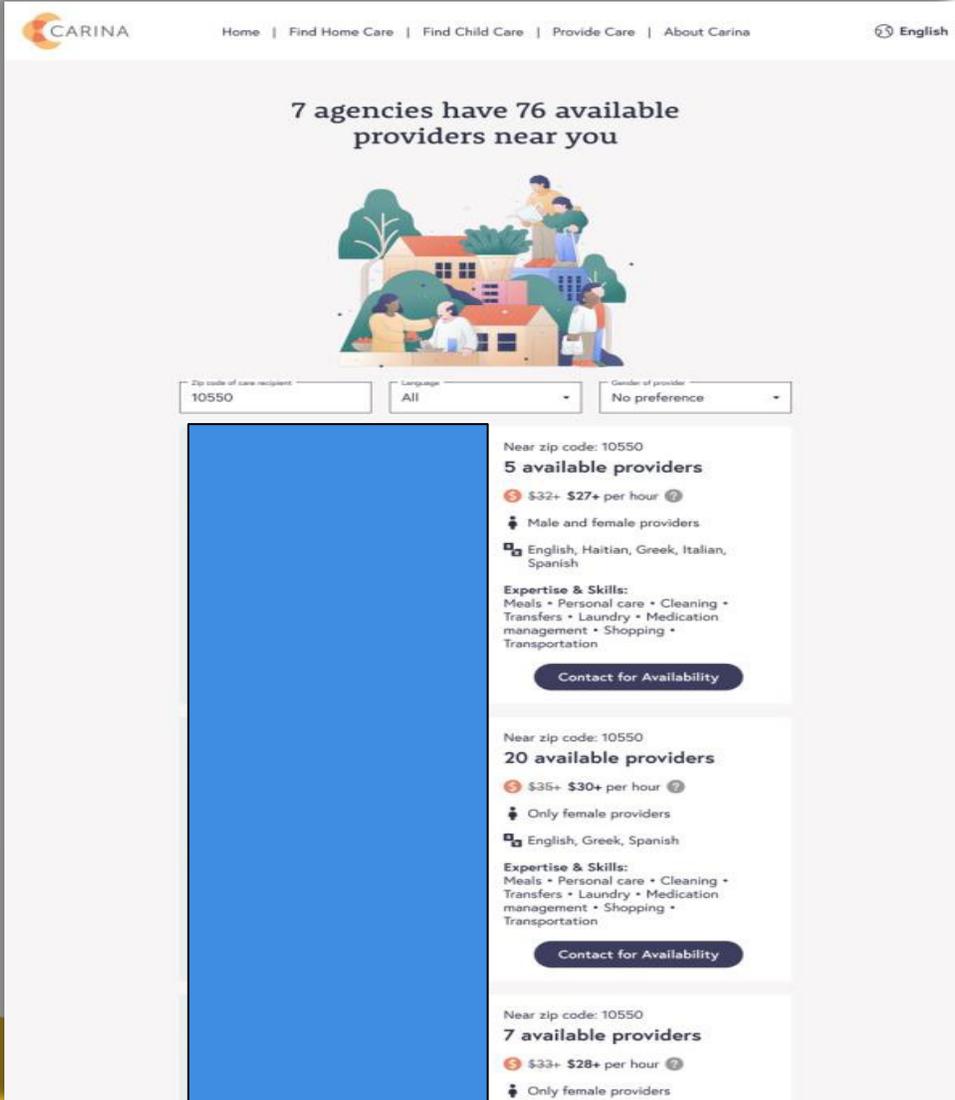
What is Home Care?

Home care services are considered non-medical in nature and help people with daily living tasks and activities so they can live at home independently. Home care providers, also known as caregivers, are professionals employed through licensed home care agencies.

Home care providers can help with the following:

- Consumers come to a dedicated NY State of Health landing page.
- The landing page educates consumers about home care, how it works, in addition to testimonials and FAQs.
- Consumers start their search by entering their zip code to see a list of agencies with available personal care workers close to them. (Nassau, Suffolk and Westchester counties only for now).

NY STATE OF HEALTH CARE AT HOME PROGRAM, CONTINUED



The screenshot shows the CARINA website interface. At the top, there are navigation links: Home, Find Home Care, Find Child Care, Provide Care, and About Carina. A language selector is set to English. The main heading reads "7 agencies have 76 available providers near you" with an illustration of a neighborhood. Below this, there are three filter dropdowns: "Zip code of care recipient" (10550), "Language" (All), and "Gender of provider" (No preference). The search results are displayed in three cards, each for zip code 10550:

- 5 available providers**
\$32+ \$27+ per hour
Male and female providers
English, Haitian, Greek, Italian, Spanish
Expertise & Skills: Meals • Personal care • Cleaning • Transfers • Laundry • Medication management • Shopping • Transportation
Contact for Availability
- 20 available providers**
\$35+ \$30+ per hour
Only female providers
English, Greek, Spanish
Expertise & Skills: Meals • Personal care • Cleaning • Transfers • Laundry • Medication management • Shopping • Transportation
Contact for Availability
- 7 available providers**
\$33+ \$28+ per hour
Only female providers

- Consumers will see a list of agencies who have available home care providers close to them.
- Consumers can filter the list of agencies by language and gender preference.
- Each agency lists how many providers are available, a short introduction, pricing information, gender, languages spoken and care skills.
- Consumers can then select an agency to message and connect with them.

NY STATE OF HEALTH CARE AT HOME PROGRAM, CONTINUED



CARINA Home | Find Home Care | Find Child Care | Provide Care | About Carina English

Send a message to Catholic Community Services

Who is the care for?

Someone else Yourself

Care recipient's zip code: 98030 Care recipient's age: _____

Care recipient's care needs:
Tell us more about the person who needs the care. This will help the agency better prepare for the call with you. For example, you can share their native language and describe health conditions, such as dementia, diabetes or disabilities.

How can the agency reach you?

First name: _____ Last name: _____

Mobile phone: _____ Email: _____

General availability for a callback:
Provide a couple of days/times during business hours that you are available for a call.

I agree to Carina's Terms of Service and give permission to contact me. (We will send you occasional tips on finding home care. We are a nonprofit and will not sell your info or spam you.)

Cancel Send

CARINA Find Home Care Find Child Care Provide Care About Carina Privacy Policy Terms of Service

Facebook LinkedIn YouTube Twitter Instagram

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- Once the consumer has expressed an interest in an agency with available workers that match their user generated search criteria, they can send a message to the agency to contact them.
- Consumers provide their contact information and can also provide more details about the care they are seeking.

NY STATE OF HEALTH CARE AT HOME PROGRAM, CONTINUED



CARINA Home | Find Home Care | Find Child Care | Provide Care | About Carina English

All set!

We have sent your message to Catholic Community Services. Catholic Community Services will try to call you during the times you listed. You may hear back sooner via email.

What happens now?

- 1 Talk with the agency you selected**
The agency will contact you to talk further about your care needs and how you will pay for the care. If you are unavailable to take the call, they will leave a voicemail and reach out again.
- 2 Schedule an in-home visit as needed**
The agency will work with you to put together a care plan for the care recipient, including a home visit as needed to further assess care needs.
- 3 Match with a care provider**
The agency will match you with a care provider so that the care recipient can receive the care they need in their home.

Want to search for more agencies?

Continue Searching

CARINA Find Home Care Find Child Care Provide Care About Carina Privacy Policy Terms of Service

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- The confirmation page provides consumers an idea of what will happen next: Agency will contact consumer to discuss needs, schedule an in-home visit as needed.
- Consumers can choose to browse more and contact additional agencies or leave the site knowing that someone will contact them.
- Consumers will also receive an email with details about next steps.

NY STATE OF HEALTH

CARE AT HOME PROGRAM - SUMMARY



- Consumers or their family members will access the NY State of Health website (nystateofhealth.ny.gov) and click on “Get Started” button in the new Home Care section.
- Then, search for agencies with available personal care workers in their area based on user-generated criteria, including language and gender preference.
- Once the consumer has expressed an interest in an agency with available workers that match their user generated search criteria, they can send a message to the agency to contact them.
- Then, the consumer will work directly with the agency that employs the personal care worker to determine the consumer’s needs.
- Payment for services will be made directly by the consumer to the agency.

QUESTIONS?



EMAIL CONTACTS



All Assistors

- If you have general Assistor training questions, or questions about this specific training, please send them to: Eligibility.Training.Support@health.ny.gov.
- If you have a case specific question, that you have already discussed with your supervisor or program manager, the issue should be submitted on an encrypted Account Review Spreadsheet to: Assistor.Cases@health.ny.gov.
- If you need help with your Assistor account or Oversight Manager account, or if your agency needs to report staff changes, please send an email to: Assistor.Admin@health.ny.gov.

Navigators Only

- When Navigator Agencies are submitting contract documents (vouchers, annual packet documents, progress reports, site schedules, etc.) and related questions to the New York State Department of Health, please send them to: Navigator.Admin@health.ny.gov.
 - CC your Navigator Contract Manager
- When Navigator Agencies are submitting media approval requests, educational and marketing material approval requests, and consumer story submissions to the New York State Department of Health, please send them to: Navigator.Media@health.ny.gov.
 - CC your Navigator Contract Manager

RECERTIFICATION PROCESS



- All Assistors who are registered or completed the initial Assistor Certification training by 10/31/2021 will be required to view the recertification webinars. The material included in each webinar is a supplement to what was provided during the initial online certification course.
 - <https://info.nystateofhealth.ny.gov/SpringTraining>
- Assistors, keep track of the date you watched the live webinar or the video for each of this year's six (6) recertification webinars.
- Provide your dates to your supervisor so they can complete the Recertification Report.

THANK YOU FOR JOINING US!

- Please complete the survey:
 - Open Enrollment & Renewals, and NY State of Health Care at Home Program
- As always, watch for the video and materials to be posted to:
<http://info.nystateofhealth.ny.gov/SpringTraining>

Next Recertification Training:
Title: 2022 QHP and EP Line-Up
Date: October 27, 2021

