



Call Script on Unwinding the Public Health Emergency

Issue Summary

The U.S. Department of Health & Human Services (HHS) has declared the U.S. to be in a [public health emergency](#) since March 2020 due to the COVID-19 pandemic. While the public health emergency is in place, New York State is allowed to keep people enrolled in Medicaid, Child Health Plus, and the Essential Plan without having them go through their annual renewal. However, when the public health emergency ends, people enrolled in these programs will once again have to take action to renew their health insurance.

Questions & Answers

Q: When will the COVID-19 Public Health Emergency end?

At this time, we do not know when the COVID-19 public health emergency will end, but NY State of Health, your Local Department of Social Services (LDSS), or the New York City Human Resources Administration (HRA) will contact you when you need to come back and take action on your account.

Q: What will I need to do when the COVID-19 public health emergency ends?

When the COVID-19 public health emergency ends, the pre-COVID renewal rules for Medicaid, Child Health Plus, and the Essential Plan which have been suspended, will resume. This means you will have to renew your health insurance each year.

Q: How can I prepare for this change?

If you enrolled through NY State of Health: Make sure NY State of Health has your current mailing address, phone number, and email address so they can contact you about your health insurance. To update your information:

- Call NY State of Health at 1-855-355-5777 (TTY: 1-800-662-1220)
- Log into your account at nystateofhealth.ny.gov, or
- Contact an enrollment assistor. If you do not have one, you can find one at <https://info.nystateofhealth.ny.gov/findassistor>.

Sign up to receive text alerts from NY State of Health so you don't miss important health insurance updates, including when it's time to renew your coverage. To subscribe, text START to 1-866-988-0327.

If you enrolled through your Local Department of Social Services (LDSS) or the New York City Human Resources Administration (HRA): Make sure your address, phone number, and other contact information is up to date with your LDSS or HRA.

- The phone number and address for each LDSS and HRA is available at https://health.ny.gov/health_care/medicaid/ldss.htm.

Q: How will I know when it is time to renew my health insurance?

You will receive a notice and other communications when it is time to renew health insurance for yourself and/or your family members. Follow the instructions by the date listed on your notice.

Q: Where can I find more information?

- If you enrolled in Medicaid, Child Health Plus, or the Essential Plan through NY State of Health, call 1- 855-355-5777 (TTY: 1-800-662-1220) with any questions you have. You can also learn more about this at <https://info.nystateofhealth.ny.gov/COVID-19-Changes>.
- If you enrolled in Medicaid through your county's Local Department of Social Services (LDSS) or the New York City Human Resources Administration (HRA), contact that office with any questions you have. You can also learn more about this at https://www.health.ny.gov/health_care/medicaid/changes.