Send an email with the following subject line and body text to help inform New Yorkers about renewing their coverage.

Subject line: Be prepared: important health insurance changes are coming

Preview text: Make sure your address is up to date so you receive your renewal letter.

Email body text:

Do you or a family member currently have health coverage through New York State Medicaid, Child Health Plus or the Essential Plan? If so, here’s what you need to know.

Be on the lookout for a renewal letter in the mail from NY State of Health. To ensure you receive this critical piece of mail: make sure your address, email and phone number are up to date with NY State of Health. If you enrolled in Medicaid through your county’s Medicaid office or through New York City’s Human Resources Administration, contact that office to update your address and contact information.

Your renewal letter will tell you one of three things:

- Your Medicaid, Child Health Plus or Essential Plan coverage is being renewed. No action is required.
- Your Medicaid, Child Health Plus or Essential Plan coverage is ending. If so, information about other health insurance programs and how to apply for them through NY State of Health will be included.
- More information is needed to determine if you or your family member still qualify for Medicaid, Child Health Plus or the Essential Plan. If so, instructions of what you need to do and how much time you have to respond will be included.

Be sure to update your address and contact information so you don’t miss this important letter. To update your address and contact information, call NY State of Health at 1-855-355-5777 (TTY: 1-800-662-1220) or log into your account at nystateofhealth.ny.gov. If you enrolled in Medicaid through your county’s Medicaid office or through New York City’s Human Resources Administration, contact that office to update your address and contact information.

For more information:

- If you enrolled into 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.
- If you enrolled in Medicaid through your county’s Medicaid office or through New York City’s Human Resources Administration, contact that office with any questions you have.