



Frequently Asked Questions about the end of the COVID-19 Public Health Emergency for New Yorkers Who Are Enrolled in Medicaid, Child Health Plus, or the Essential Plan through NY State of Health

June 28, 2022

1. When will the COVID-19 Public Health Emergency End?

The U.S. Department of Health & Human Services has declared the U.S. to be in a [Public Health Emergency](#) (PHE) since early 2020 due to the COVID-19 pandemic. At this time, we do not know when the COVID-19 PHE will end, but we will contact you when you need to come back and take action on your NY State of Health account.

2. I haven't had to renew Medicaid, Child Health Plus, or Essential Plan insurance for myself and/or my family members in a few years. Does that mean I no longer have to renew my insurance each year?

No, once the COVID-19 Public Health Emergency ends, you will have to renew your insurance again.

The U.S. Department of Health & Human Services has declared the U.S. to be in a [Public Health Emergency](#) (PHE) since early 2020 due to the COVID-19 pandemic. Due to requirements in federal law and other flexibilities, during the COVID-19 PHE NY State of Health kept you enrolled in Medicaid, Child Health Plus, or the Essential Plan without requiring you to renew your insurance every year. However, when the COVID-19 PHE ends, regular renewal processes will resume over the course of a year. NY State of Health will notify you via email, text, and/or mail when it's time for you to renew each year.

3. After the COVID-19 Public Health Emergency ends, when will I need to start renewing Medicaid, Child Health Plus, or Essential Plan insurance for myself and/or my family members?

This depends on when your current insurance is set to end. Renewals will occur over the course of the year, the way they did before the COVID-19 Public Health Emergency. That means not everyone will renew their insurance at the same time. For example, if your insurance is set to end in October, you will receive your notice in early September and you will need to act by the end of October. NY State of Health will notify you via email, text, and/or by mail when it is time to renew insurance for yourself and/or your family members. It is very important to pay close attention to all communications sent by NY State of Health through email, text, or the mail so your renewal goes smoothly and to avoid a loss of your insurance.

In the meantime, you should make sure your address, phone number and other contact information is up to date in your NY State of Health account so you receive important notices. Log into your NY State of

Health account, call 1-855-355-5777, or contact an [enrollment assistor](#) to check and update your information.

4. How will I know when it is time to renew Medicaid, Child Health Plus, or Essential Plan insurance for myself and/or my family members?

NY State of Health will send you a notice via email or mail when it is time to renew insurance for yourself and/or your family members. Be sure to confirm your NY State of Health account has your most up to date contact information so that you receive these renewal notices.

You can also sign up to receive text alerts from NY State of Health. These alerts will tell you when it's time to renew your insurance and other important information. To subscribe, text START to 1-866-988-0327.

5. What can I do to prepare for this change?

Make sure your address, phone number, and other contact information is up to date in your NY State of Health account. Log into your NY State of Health account, call 1-855-355-5777, or contact an [enrollment assistor](#) to check and update your information.

You can also 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 insurance. To subscribe, text START to 1-866-988-0327. Learn more at <https://info.nystateofhealth.ny.gov/COVID-19-Changes>.

6. What will happen if I do not renew Medicaid, Child Health Plus, or Essential Plan insurance for myself and/or my family members by the deadline I am given in my renewal notice from NY State of Health?

If you do not renew insurance for yourself and/or family members by the deadline given, you are at risk of losing your health insurance. It is very important that you pay attention to the communications sent from NY State of Health and renew your insurance by the deadline given. If you think you missed the deadline, call 1-855-355-5777 or contact an [enrollment assistor](#) for help in getting re-enrolled in insurance as soon as possible.

7. What if NY State of Health determines that I and/or my family members are no longer eligible for Medicaid, Child Health Plus, or the Essential Plan after processing my renewal and I lose my insurance?

If you or a family member no longer qualify for Medicaid, Child Health Plus or the Essential Plan, you may be eligible to enroll in a Qualified Health Plan (QHP) through NY State of Health. NY State of Health offers a broad choice of QHPs with comprehensive benefits. More people than ever are qualifying for financial assistance to pay for their premiums. Visit nystateofhealth.ny.gov or call 1-855-355-5777 (TTY: 1-800-662-1220) to learn more and see if you might qualify for financial assistance.