PRIVACY & SECURITY

Date: 7/30/2025

Time: 10:00am – 11:30am

Log into the Webex <u>first</u>: click <u>HERE</u>
Then, you may connect to audio via computer audio or via telephone audio.

RECORDING AND MATERIALS

A recording of the webinar and related materials will be available online on our Spring Training webpage.

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

QUESTIONS

Questions may be submitted using the Q & A function on your Webex control panel.

- Chat function is disabled, please use Q & A panel to submit questions.
  - When submitting a question, please submit it to "All Panelists".

- We will pause periodically take questions.
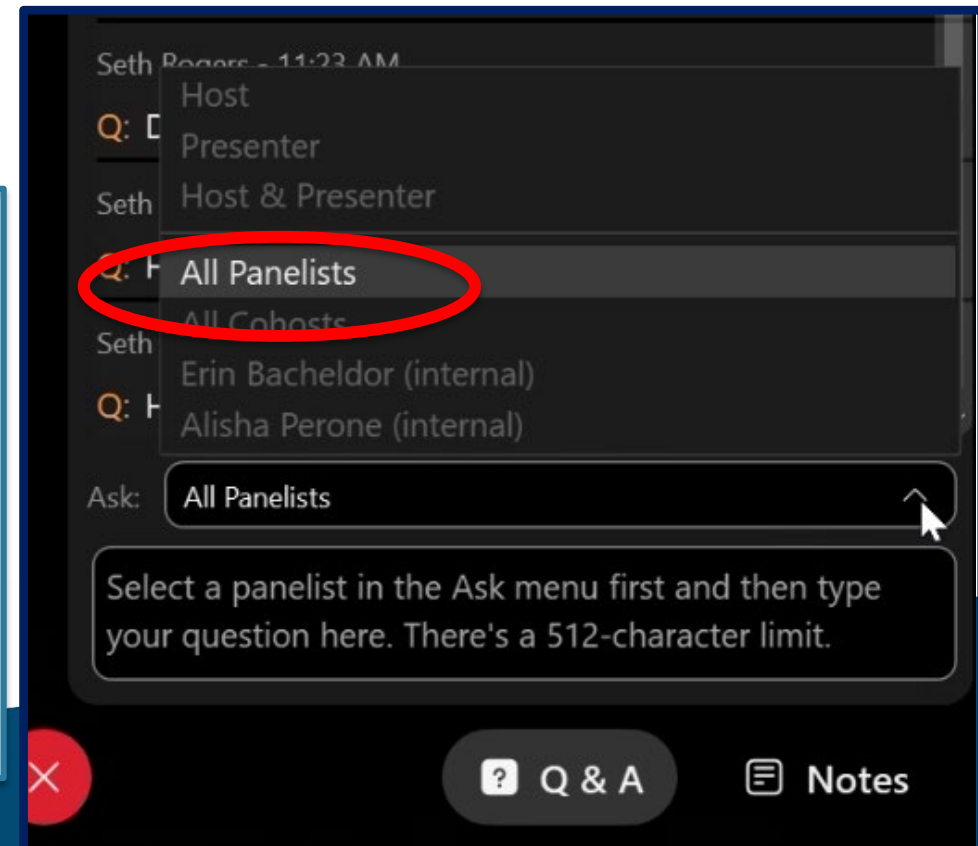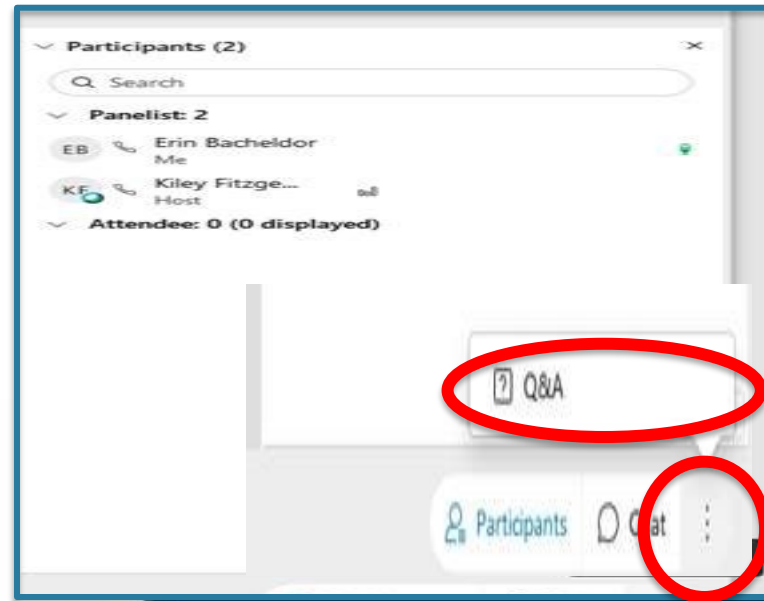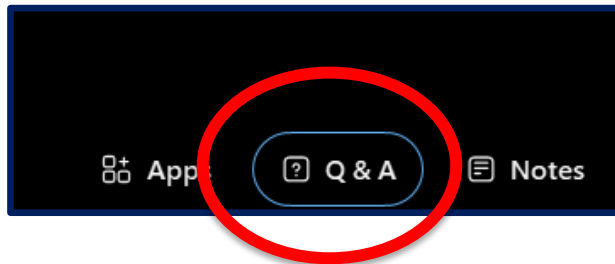
PRESENTERS

Welcome

Alicia Neznek   Bureau of Consumer Assistance and Training

Speakers

Scarlett Camargo   Senior Attorney, Office of Marketplace Counsel

Kelly Lamendola   Director, Office of Marketplace Counsel

Alan Wang   Chief Information Security Officer, NY State of Health

NY State of Health Information Privacy and Security

NY State of Health Assistors are required by law to protect Personally Identifiable Information (PII) and Protected Health Information (PHI).

This training will cover:

- Definition of PII and PHI
- Consumer Documents with PII and PHI
- HIPAA and Limits on the Use of PII and PHI
- Requirements for Safeguarding PII and PHI
- Review of Best Practices

PII AND PHI

WHAT IS PII?

PII is Personally Identifiable Information. PII is information that can be used to distinguish a person's identity, when standing alone or when combined with other information. Some examples include:

- Name
- Address
- Telephone Number
- SSN
- Date of Birth
- E-Mail Address
- Driver's License Number
- Passport Number

USE OF PII

- NY State of Health uses PII provided by applicants to process eligibility determinations for public health insurance programs and Qualified Health Plans (QHPs).

- NY State of Health is subject to specific privacy and security standards for the collection, use and disclosure of PII under the federal Marketplace regulations (45 CFR 155.260).

- PII may <u>only</u> be used for eligibility and enrollment purposes. It may not be re-disclosed or shared for other purposes.

- PII may <u>not</u> be shared with other government agencies, except as permitted by law.

AUTHORIZATION AND CONSENT

NY State of Health privacy and security regulations require *"Openness and Transparency"* regarding policies, procedures and technologies that directly affect consumers and their personal information.

Assistors should answer consumers' questions about the need for identity proofing to protect privacy; and the need to collect PII to determine eligibility for coverage.

In addition, it is important that consumers review the general privacy attestation, the Privacy Consent and the Terms, Rights and Responsibilities.

https://info.nystateofhealth.ny.gov/SpringTraining2025

CONSUMER DOCUMENTS WITH PII AND PHI

Assistors and Consumer Documents

- Assistors may maintain the names and telephone numbers of clients to make individual appointments and follow-up (as needed).

- Other client information must be stored in the Assistor Dashboard.

- Contact information for clients must not be used for any other program purpose. Its use is limited to NY State of Health enrollment assistance.

ASSISTORS AND CONSUMER DOCUMENTS

Assistors must not keep copies of consumer documents, such as copies of passports.

- If the consumer can't finish the appointment, they should take their documents with them until they can reschedule.
- Alternatively, there are other ways for consumers to submit their own documents such as the mobile app (more to come on this later).

Documents containing PII may be provided to the Assistor in-person, by fax or by regular mail.

For example: If following an appointment, a consumer needs to provide additional copies of paystubs, the consumer may hand-deliver, fax or mail the documents to the Assistor. If hand-delivering or mailing the documents:

- o They must be in a sealed envelope, clearly marked with the Assistor's name and organization.
- o The consumer's name and Account Number should also be written on the consumer's paperwork which is sealed inside the envelope.
- o Assistor organizations may provide self-addressed labels for this purpose.

ASSISTORS AND CONSUMER DOCUMENTS

A consumer **may also** fax their documents to an Assistor. If the consumer is faxing their documents to their Assistor:

- The Assistor must verify that the consumer has the correct fax number.

- The Assistor agency must ensure that the fax machine is in a secure location and that the recipient Assistor is able to promptly receive the faxed information.

- The fax cover page should include the consumer's name, the consumer's NY State of Health Account Number, the Assistor's name, and how many pages are in the fax (i.e. 1 of 4).

SUBMITTING CONSUMER DOCUMENTS

Assistors can submit consumer documents by:

Preferred Options:
- Upload
  - o As long as the consumer is on the Assistor's Dashboard.
- NYSOH Mobile Upload App
  - o Manual Identity Proofing documents only.

Other Options:
- Fax
- Mail

Consumers can submit their own documents by:

- **NYSOH Mobile Upload App**
- Upload –
  - o Only if they have access to their account independently.
- Fax
- Mail

UPLOADING VERIFICATION DOCUMENTS TO NY STATE OF HEALTH

Assistors may also upload consumer's documents through the Assistor Dashboard.

Consumer documents that contain PII (i.e., paystubs or immigration documents) must be uploaded separately by document type and consumer.

- For example: If one consumer has provided four paystubs related to their application, the Assistor should upload them together as one (1) upload. If this consumer is also providing their Permanent Resident Card to verify immigration status, the front and back of the card should be uploaded separately as one (1) upload.

Before uploading **each** document, an Assistor should check at least three (3) different elements of PII in the document (if available) against the account, to verify that the document matches the account.

- For example: Before uploading paystub copies, the Assistor should verify that the name, address and last four digits of the SSN on **each** paystub match the name, address and last four digits of the SSN on the account.

- **NOTE**: The type of PII in individual documents will vary. The important thing is to check at least three (3) different types of PII (if available) on each document to validate that the document matches the account.

PREVIEWING UPLOAD DOCUMENTS

Type of document being uploaded.

Name of the Account Holder.
- Account Holder's name will appear even if uploading documents for a household member, such as a child or spouse.

Best Practice: Check to make sure all pages were uploaded.

Type in the consumer's Account Number to validate.

Upload Paycheck stubs

For account holder David Seville

Sample Company Name
1234 Dick Buccanna St Laverne, NY 12202

EARNINGS STATEMENT

EMPLOYEE NAME			SSN	EMPLOYEE ID	CHECK NO.	PAY PERIOD	PAY DATE
David Seville			XXX-XX-01234	1234	607221	12/22/22-12/28/22	12/29/22

INCOME	RATE	HOURS	CURRENT TOTAL	DEDUCTIONS	CURRENT TOTAL	YEAR-TO-DATE
GROSS WAGES	1:		720.00	FICA MED TAX	10.44	542.88
				FICA SS TAX	44.64	2,321.28
				FED TAX	92.40	4,804.75

YTD GROSS	YTD DEDUCTIONS	YTD NET PAY	CURRENT TOTAL	CURRENT DEDUCTIONS	NET PAY
37,440.00	9,783.31	27,656.69	720.00	188.14	531.86

Page: 1 / 1

Before continuing, you must enter the account number to confirm that the document is being uploaded to the account: AC0000001234

Cancel   Upload

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USING THE MOBILE APP FOR MANUAL CONSUMER IDENTITY PROOFING

Assistors can upload identity proofing documents for consumers using the Mobile Upload App.

- There is no cover sheet needed when using the app for this purpose

> *"Click here if you are an assistor uploading documents for consumer identity proofing"*

- Consumers will be unable to do this themselves, because their account has not yet been fully established.

- Taking a picture of a consumer's document using this app is acceptable because this app uses enhanced technology which does not save it as a photo or any other file type.

Click the link below to watch a 4-minute demonstration of how to use the app to submit your consumer's manual identity proofing documents.

https://meetny.webex.com/webappng/sites/meetny/recording/74c671f736a2103aadbf0050568cfa40/playback

4:24

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NYSOH Upload
Enter the first and last name of the person whose documents you are submitting. Enter an email address to get a receipt for the documents.

First Name
Required

Last Name
Required

Email
Required

Click here if you are an assistor uploading documents for consumer identity proofing

4:25

← How to Submit a Document   Cancel

Account Holder Name:
Eli Nixon

Please submit a completed Identity Proofing Form with the associated valid supporting documents.

Failure to submit the appropriate form will result in the identity proofing not being processed.

Be sure to review the list of acceptable documents for identity proofing listed on the form.

You can find the acceptable identity verification documents in your Assistor Tool Kit.

https://info.nystateofhealth.ny.gov/assistortoolkit

Take a Photo
If this is your first time using the app, NYSOH Upload will ask for access to your camera. If you don't allow access to your camera, you won't be able to take photos with this app.

Take a Photo

We protect your private information
When you take photos of ID Proofing documents, the information is secure. This app will not save photos to your device. This app encrypts all photos you submit.

NYSOH Mobile Upload App

The NYSOH Upload App is available in English and Spanish and allows consumers to submit their <u>own</u> documents to NY State of Health.

To find the NYSOH Mobile Upload App in the App Store® or in Google Play™:
1. Search for 'NYSOH Upload App' and look for our icon.
2. Download for free.

NYSOH Mobile Upload is quick and easy to use: the consumer needs to log in on a phone or tablet, choose the document from a list, snap a photo, and hit "Submit."
- After a consumer uses this method, it can take 24 to 48 (business) hours before the documents are visible in their account.

4:24

NYSOH Upload

Enter the first and last name of the person whose documents you are submitting. Enter an email address to get a receipt for the documents.

First Name
Required

Last Name
Required

Email
Required

Click here if you are an assistor uploading documents for consumer identity proofing

NOTE: Consumers are able to use the Mobile Upload App even if they do not have an NY.Gov ID or access to their own NY State of Health account.

Assistors <u>are</u> permitted to help consumers download and use the NYSOH Upload App.

FAXING VERIFICATION DOCUMENTS TO NY STATE OF HEALTH

Assistors may also fax consumer's documents to NY State of Health.

- Any fax sent to NY State of Health must have a cover sheet that is clearly labeled with the consumer's name and Account Number (ACXXXXXXXXX).

- Each fax must contain documents for one (1) Account Holder only.

- For example: If an Assistor has two separate clients and needs to fax a one-page document to NY State of Health for each client, the Assistor must prepare two (2) separate faxes with separate cover sheets.

    o Documents for multiple family members on the same account may be sent in one fax, however each document must be separated on to its own page of the fax.

OTHER CONSIDERATIONS:

- IDENTITY PROOFING
- AUTHORIZED REPRESENTATIVES
- DOMESTIC VIOLENCE

IDENTITY PROOFING

A pre-recorded video and set of slides on this topic has been posted:
https://info.nystateofhealth.ny.gov/SpringTraining

Identity Proofing	
Step 1	Electronic ID Proofing: • Personal Identifying Information (Experian)
Step 2	Electronic ID Proofing: • NY DMV ID
Step 3	ID Proofing with Customer Service - If the consumer has ever received public benefits, such as Medicaid, FPBP or Family Health Plus, the Call Center may be able to identity proof them over the phone. • Quick Calls Line: 1-866-834-6979. • The Call Center main line will process this task as well: 1-855-355-5777
Step 4	Submit Documentation

It is important that Assistors walk every single account holder through Steps 1, 2, and 3, if needed, and do not skip these steps.

These steps all allow for real-time application processing without delay.

AUTHORIZED REPRESENTATIVE (AR)

A pre-recorded video and set of slides on this topic will be available and posted to the Spring Training website.
https://info.nystateofhealth.ny.gov/SpringTraining

PII and PHI may only be disclosed to individuals who are authorized to access it.

- The Assistor may <u>not</u> work with anyone besides the Account Holder, unless they are assigned as an Authorized Representative to the account.

- The Assistor must call the Call Center each time to ensure the AR assignment is in place before working with the AR.

- There are different ways a consumer can assign an AR to their account.

  o Assistors should not be separately designated as the consumer's AR.

DOMESTIC VIOLENCE

How can an Assistor help when working with a Domestic Violence (DV) victim or survivor who is not the Account Holder or Authorized Representative and the individual reports they are no longer in the household with their abuser?

- If the consumer needs to be separated from their current account or application because they are currently included on an account with the abuser, the Assistor can contact the NY State of Health Call Center at 1-855-355-5777 to request that the individual be transferred to their own account.
  - The consumer does not need to provide documentation.

- NY State provides an Address Confidentiality Program, which was created to protect victims/survivors of domestic violence and other crimes.

  - If a participant in the Address Confidentiality Program does not feel comfortable providing their household address during account creation, the Assistor may advise the consumer to enter in the work address of the Assistor.

  - Later in the application process, the consumer may identify themselves as being a part of the Address Confidentiality Program. They should enter the P. O. Box provided by the New York State Department of State for their mailing address, and their previously entered residential address will be concealed.

Poll Question #1

A consumer's adult daughter who is 25 contacts you because she recently lost her job and needs health insurance urgently so she can see a specialist. She wants to be added to her parents' Qualified Health Plan as a dependent and asks you to help complete this task.

You have never met her or worked with her before, and she is not currently included on her parent's application at all. There is no authorized representative designated on the account.

What is the appropriate response?

A. Ask her to get proof that she currently has no income.
B. Update the parents' application right away to add the daughter so she can get coverage.
C. Ask her to get proof that she lost her health insurance.
D. Explain that because she has not been designated as an authorized representative, you cannot make the changes to the account that she is requesting.

QUESTIONS?

HIPAA AND LIMITS ON USE OF PII AND PHI

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

- HIPAA is a federal law passed in 1996 and amended by another federal law, passed in 2013, called HITECH.

- The actual rules are contained in federal regulations that have been in effect since 2003 (45 CFR Parts 160 and 164).

- Significant amendments to HIPAA went into effect in 2013, strengthening privacy and security provisions.

HIPAA: COVERED ENTITIES

HIPAA applies to certain types of organizations called, "Covered Entities."

Covered Entities include:

- Health Care Providers, such as physicians and hospitals.
- Health Insurance Plans, such as Medicaid Managed Care Plans and Insurance Companies.
- Health Care Clearinghouses, which refers to companies that assist with claims processing or billing.

NY State of Health is a Covered Entity (specifically, a "Covered Program") of the New York State Department of Health.

PROTECTED HEALTH INFORMATION

Under HIPAA, PII combined with "Health Information" (information about a person's health care, including payment for health care) is "Protected Health Information," or "PHI."

An individual consumer's enrollment in a health plan is PHI.

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ACCOUNT INFORMATION

BUILD HOUSEHOLD

Plan Selections Confirmed

- Account Numbers (AC0000000000)
- HX IDs (HX0000000000)
- Confirmation Numbers
- Other Stand-Alone Information

When they stand alone, they are not traceable, but as soon as they are combined with <u>any other PII</u>, they should be treated as protected information.

Confirmation Acknowledgment

Return to Agent Portal

Your confirmation number is ET000006178000.

You must pay the monthly premium for this coverage to begin on the 1st day of the coverage month. Your insurer will follow up with you regarding payment of your premium.

Show More

BUSINESS ASSOCIATES

Many Assistors are "Business Associates" of NY State of Health under HIPAA, which means that they receive or transmit PHI on behalf of a Covered Entity (NY State of Health).

Business Associates have a Business Associate Agreement (BAA) with NY State of Health.

The HIPAA amendments that went into effect in 2013 included important changes for Business Associates. The federal Office of Civil Rights in the Department of Health and Human Services can take enforcement action directly against Business Associates for breaches of security or privacy.

HIPAA: PRIVACY AND SECURITY

HIPAA includes a Privacy Rule and a Security Rule that requires Covered Entities <u>and</u> Business Associates to use operational, administrative, technical and physical safeguards to prevent unauthorized access, use or disclosure of PHI.

Whether a consumer participates in the Medicaid program or any other health insurance program, that information is PHI that may only be used for NY State of Health program purposes.

Assistors may only use PHI for NY State of Health program purposes. It may not be disclosed or shared.

MEDICAID CONFIDENTIAL DATA AND UNEMPLOYMENT INFORMATION

- In addition to HIPAA, individually identifiable **Medicaid Confidential Data** are also protected by Federal and State Laws.

- An individual's application for or receipt of **Unemployment Insurance (UI)** benefits is also confidential information protected under Federal and State Laws.

- HIPAA adds to these protections, it does not replace them.

LIMITATION OF ACCESS

- Only Assistor staff who need access to PII/PHI to perform their assigned job responsibilities may have access (also known as "need to know").

- Access to PII / PHI must be limited to what is minimally necessary for staff to do their jobs (also known as "minimum necessary").

Unless a staff person has an assigned job responsibility, they should **not** have access to PII or PHI.

INCIDENT REPORTING

- If an Assistor suspects there has been a loss or potential loss of PII <u>or</u> PHI, including an unauthorized use or disclosure, they must *immediately* report it to a supervisor.

- Assistor organizations must promptly report to NY State of Health any loss or potential loss of PII or PHI.

- Assistor organizations must report any unauthorized access to or loss or suspected loss of any PII or PHI <u>within 24 hours</u> to:

  - **<u>NYSOHSecurity@health.ny.gov</u>**
  - (518) 457-8698

POLL QUESTION #2

An investigator with a local law enforcement agency contacts your organization. He is requesting the current address and other PII for a specific consumer for a high-profile case. He is also saying that providing this information will help protect the consumer from danger.

What do you do?

A. Advise the investigator that they will need to call the Marketplace to get this information.

B. Contact your organization's legal department or senior manager.

C. Try to verify that this police source is real before releasing the information.

D. Contact the consumer to verify if this is really needed.

The Assistor Agency must report the inquiry to the Department of Health at: NYSOHSecurity@health.ny.gov.

REQUIREMENTS FOR SAFEGUARDING PII AND PHI

HIPAA: SECURITY RULE

- Assistors must take steps to prevent unauthorized access to PHI.
  - Be aware of your surroundings while handling or discussing PII or PHI.
  - Use screen protectors if needed.

- Laptops used by Assistors to collect and transmit PII and PHI must be encrypted.

HIPAA: SECURITY RULE, CONTINUED

What is Disk Encryption?

- Encryption converts data into an unreadable format. In order to convert it back to an intelligible format, it needs to be unlocked with the secret key.

- Encryption refers to whole-disk encryption, which requires an Assistor organization to use software, such as Bitlocker, to encrypt the hard drive of the laptops that it provides to individual Assistors.

- If an *encrypted* laptop is lost or stolen, the data on the hard drive is unreadable.

- It is important to check with your supervisor to be sure that any laptop that has been given to you to provide NY State of Health enrollment assistance is encrypted.

SECURITY BASICS

Protect your laptop and/or workstation.

1. Protect your User IDs and your Passwords.
   - Change them frequently.
   - Do not post where they are visible to others.

2. Never let anyone else use your User ID and Password.

3. Use up-to-date anti-virus software and keep operating systems updated and patched with the latest security updates.

4. Always lock your computer when you leave your desk so that PII/PHI are not visible on the screen or accessible.

5. Secure any paper PII/PHI. Never place PII/PHI in a standard recycling bin or trash can.

6. Shred PII/PHI when finished with it, or store securely.

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Assistors should **NEVER**:

- Discuss PII/PHI with co-workers who do not have a "need to know."

- Discuss PII/PHI via telephone or provide enrollment assistance via telephone unless authorized by the Department of Health.
  - Unless speaking to a representative of NY State of Health, its Customer Service Center or the Department of Health.

- Transmit PII/PHI via email.
  - Except in circumstances when Assistors need to send PII/PHI to a DOH staff member and only in an encrypted format.

- Discuss PII/PHI with a non-authorized person.

SECURITY BASICS: PUBLIC LOCATION

| Problem	Corrective Action
Shoulder Surfers	Choose a space within your public location that is least subject to your computer screen being viewed by others.
Eavesdroppers	Encourage consumers to be aware and speak quietly when providing information.
Non-reading Consumers or Interpreters	Set the tone; let them know that it may be beneficial to move to a secure location or explain that you will be speaking quietly when reviewing PHI/PII.
PHI/PII Disposal	Encourage consumers to take responsibility for their own documents and dispose of them in a non-public location.

RANSOMWARE

What is Ransomware?

- Type of Malware
- Typically Spread Through Phishing Emails
- Encrypts and Locks Files
- Holds Files for Ransom

How do I get Ransomware?

- Spam and Phishing Emails
- Malicious Web Advertisements
- Unpatched Vulnerabilities

RANSOMWARE

Should the receiver of this email click on the link to "Verify Now?"
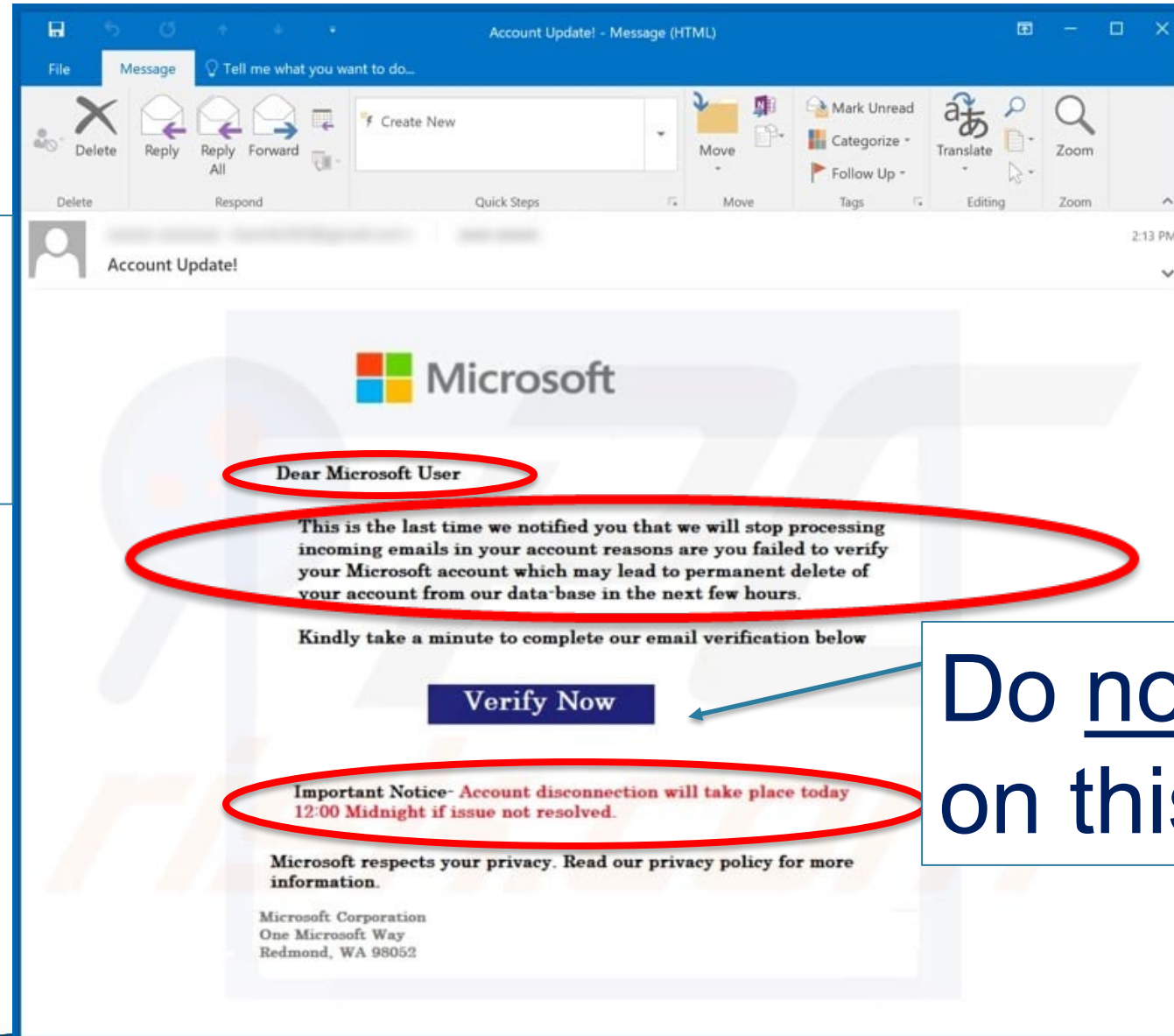
Do not click on this link.

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RANSOMWARE

NY State of Health Information Security

- Never save or copy PII and PHI to mobile devices, such as flash drives or portable disk drives.

- Never photograph consumer documents for the purpose of uploading to an account, except when using the NYSOH Mobile App for identity proofing.

- PII and PHI must not be stored on a laptop or PC.

  - The consumer's information is stored in their NY State of Health account and accessible on your Dashboard. No further client information should be saved on an Assistor's work or personal computer, phone, or other devices.

NY State of Health E-mail/Text Restrictions

- Assistors must NOT send PII and/or PHI to consumers via text or email, even if the email is encrypted.

- Assistors must instruct consumers not to send PII or PHI to the Assistor or Assistor organization via e-mail or text.

- If an Assistor receives unsolicited PII from a consumer, they should send the consumer a reply letting them know that <u>in the future</u>, the consumer must:

  o Mail their document to the Assistor; or
  o Deliver their document to the Assistor agency in-person in a sealed envelope; or
  o Fax their document to the Assistor.

    ❑ When replying via email, you must redact the PII and PHI, or compose a new email to ensure that you do not re-circulate unsecured information.

- Unsolicited e-mail/PII received from a consumer should be deleted from the e-mail account and then deleted from "trash."

ENCRYPTED E-MAILS TO DOH

An Assistor Agency Reporter may use **encrypted** e-mail to send PII or PHI as an encrypted attachment to specific DOH staff with a need to know.

- PII and PHI must NEVER be sent in the body of an email.
- Assistors may send encrypted attachments in an e-mail, encrypting Microsoft Office (e.g., Word) attachments by password-protecting, or using "WinZip" or "7Zip."
- Passwords or "keys" to the encrypted file must be sent in a separate e-mail.
- To encrypt using a Word, Excel or PowerPoint file, click File > Info > Protect Document > Encrypt with Password.

Each Assistor Agency should designate a Reporter that reviews the cases prior to submitting them to the NYS Department of Health.
For additional information and instructions on how to submit cases securely via email to DOH staff, the designated reporter may watch Assistor Training: Account Review Template, located here:

https://info.nystateofhealth.ny.gov/news/assistor-training-account-review-template

SANCTIONS

Individuals who do not comply with Privacy and Security requirements may be subject to fines and other penalties.

- Any person who knowingly and willfully uses or discloses information in violation of Section 1411(g) of the Affordable Care Act will be subject to a civil penalty of not more than **$25,000** per person or entity, per use or disclosure, in addition to other penalties that may be prescribed by law.

HIPAA AND HITECH PENALTIES

HITECH stands for "Health Information Technology for Economic and Clinical Health."

- The Health and Human Services (HHS) Office for Civil Rights may assess penalties against Covered Entities and Business Associates for failing to appropriately safeguard PHI. Penalties may be assessed per violation.

- Covered entities and individuals who knowingly obtain or disclose PHI may be subject to a fine of up to $50,000 and up to one (1) year in jail.

BEST PRACTICES

KEY POINTS

NY State of Health and its Assistors are subject to privacy and security rules protecting **PII**, in addition to the requirements of HIPAA governing PHI.

PII and PHI must be always safeguarded, including:

- Keeping PII and PHI confidential and disclosing it only as necessary to perform Assistor services.
- Using physical, operational, technical and administrative safeguards to protect the security of PII and PHI, including the encryption and secure storage of laptops.
- Never sending PII or PHI by standard e-mail.
- Checking at least three (3) elements of PII in each document (if available) against the account before uploading.
- Reporting any potential privacy or security concern promptly.
- Reviewing the security controls that are in place regularly and updating as needed.

CONTACT INFORMATION

Report any unauthorized access, loss, or suspected loss of any PII or PHI to NY State of Health Security within 24 hours.

NY State of Health Information Security Office

- Email: NYSOHSecurity@health.ny.gov

- Telephone: (518) 457-8698

Poll Question #3

You have an appointment with a consumer at a local library. As you are walking into the building, you realize that you forgot your work issued laptop. The consumer has re-scheduled this appointment three times and you really do not want to re-schedule again. Is it okay to use the library computer, so you can avoid rescheduling?

A. Yes

B. No

Poll Question #4

You help a single parent, and their 3 children apply for and enroll in Medicaid. After they leave, would it be okay for you to look up their income and contact information to screen them for other programs your agency assists with, such as the Home Energy Assistance Program or HEAP or the Temporary Assistance for Needy Families, also referred to as TANF?

A. Yes

B. No

QUESTIONS?

ACRONYMS FOR THIS TRAINING

AR – AUTHORIZED REPRESENTATIVE

BAA – BUSINESS ASSOCIATE AGREEMENT

DMV – DEPARTMENT OF MOTOR VEHICLES

DOH – DEPARTMENT OF HEALTH

DV – DOMESTIC VIOLENCE

HEAP – HOME ENERGY ASSISTANCE PROGRAM

HHS – HEALTH AND HUMAN SERVICES

HIPAA – HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT

HITECH – HEALTH INFORMATION TECHNOLOGY FOR ECONOMIC AND CLINICAL HEALTH

NYSOH – NY STATE OF HEALTH

PHI – PROTECTED HEALTH INFORMATION

PII – PERSONALLY IDENTIFIABLE INFORMATION

QHPs – QUALIFIED HEALTH PLANS

TANF – TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

UI – UNEMPLOYMENT INSURANCE

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 by the designated reporter of your agency 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, consumer story submissions, 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, and educational and marketing material approval requests 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 and Assistor Oversight Managers who are registered or completed the online Assistor Certification Training by **10/31/2025** 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 course.

   o https://info.nystateofhealth.ny.gov/SpringTraining

- Keep track of the date you watched the live webinar or the video for each of this year's recertification webinars.

- Provide your dates to your supervisor so they can complete the Recertification Report.

THANK YOU FOR JOINING US!

- Please complete the survey:
  - Privacy and Security Webinar Evaluation

- As always, watch for the video and materials to be posted to:
  https://info.nystateofhealth.ny.gov/SpringTraining2025

Next Recertification Training:

Stay tuned and watch your emails!