



## Script for Interviewees Representing NY State of Health or NYS Medicaid

When you are interviewed as a representative of either NY State of Health or NYS Medicaid, please use the following script to describe the public health emergency unwinding and what enrollees in Medicaid, Child Health Plus, and the Essential Plan need to do.

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“Enrollment requirements are changing for Medicaid, Child Health Plus and the Essential Plan. Enrollees in these programs should look out for any communication in the mail or electronically, about recertifying their insurance. It is important they follow the instructions in their letter or renewal packet and provide any information requested to renew their coverage in Medicaid, Child Health Plus or the Essential Plan. Members should make sure their contact information is current, so they don’t risk losing health coverage.”