

# Unwinding from the Public Health Emergency NY State of Health Broker Resources



## **Tools for Brokers**

- [Public Health Emergency Unwind Information Page for Medicaid, CHPlus, and EP Enrollees](#)
- [Public Health Emergency Unwind Communications Toolkit for Assistors and Other Partners](#)
- [Broker Toolkit](#)
- [Outreach Toolkit](#)

## **Application and Plan Selection Tools:**

- [Compare Plans and Estimate Cost Tool](#)
  - AKA: QHP Anonymous Plan Search Tool
- [Dental Plan Comparison Tool](#)
- [Plans by County Search Tool](#)
- [Hospital Participation Search Tool](#)
- [NYS Provider and Health Plan Look Up Tool](#)
- [Premium and Out of Pocket Estimator](#)
- [Employer Health Insurance Affordability Calculator](#)

## **Trainings & Video Demos for Brokers**

- [Spring Training Website](#)
- [Training on how to use the Upload App to submit Consumer Manual ID Proofing](#)
- [How to change the consumer's APTC amount applied each month](#)
- [2023 Dental Plan Comparison Tool Demo](#)
- [Training on How to help Consumers use the Employer Health Insurance Affordability Calculator](#)

## **Resources for Brokers**

- [Documentation List and Resources](#)
- [2023 Income Levels \(FPLs\) for Medicaid, Child Health Plus, Essential Plan, and Qualified Health Plans](#)
- [2023 Child Health Plus Desk Aid](#)
- [2022 Income Levels \(FPLs\) for QHP Plan Year 2023](#)
- [Citizenship and Immigration Status Desk Aid for NYSOH Assistors](#)
- [EAD and COA Code Resource for Assistors](#)
- [Citizenship and Immigration Document Field Resource for Assistors](#)
- [Dependent Income and Title II Social Security](#)
- [2023 QHP Out-Of-Pocket Costs – Standard Plans – Attachment B](#)
- [2023 Essential Plan Out-Of-Pocket Costs – Attachment G](#)

## **Email Contact for Brokers**

- Case specific questions that have already been reviewed with a NY State of Health Customer Service Representative and have not been resolved, or help with Broker account, or agency staff changes. [NYSOHBrokerSupport@health.ny.gov](mailto:NYSOHBrokerSupport@health.ny.gov)

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## **Call Center Information for Brokers**

- NY State of Health Call Center Information Call Center – General
  - Customer Service: 1-855-355-5777
  - General Fax 1-855-900-5777
  
- NY State of Health Call Center Information Call Center – Identity Proofing
  - ID Proofing Fax 518-560-5102
  - ID Proofing Telephone Follow up 1-855-357-8450
  
- 1095-A & 1095 B Dedicated Line Customer Service Line: 1-855-766-7860