



STATE OF NEW YORK  
DEPARTMENT OF HEALTH  
P.O. Box 11729  
Albany, NY 12211

## **NOTICE OF DISMISSAL – FAILURE TO APPEAR**

Notice Date: December 29, 2016

NY State of Health Account ID: [REDACTED]  
Appeal Identification Number: AP000000010617

[REDACTED]

Dear [REDACTED],

On June 30, 2016, NY State of Health (NYSOH) issued an enrollment confirmation notice, stating that your essential Plan would start effective August 1, 2016. You appealed this determination.

On December 8, 2016, NYSOH issued a Notice of Hearing to advise you that the hearing you requested was scheduled for December 27, 2016, at 2:00 p.m.

On December 27, 2016, a Hearing Officer placed four calls to the telephone number that you provided to NYSOH, at 2:00 p.m., 2:10 p.m., 2:20 p.m., and 2:30 p.m. At the 2:10 p.m. call, you answered and asked the Hearing Officer to call back in 10 minutes. The hearing Officer called at 2:20 p.m. and you again asked that to be called back in 10 minutes. At the 2:20 p.m. call the Hearing Officer advised you that if you did not answer at 2:30 that your appeal would be dismissed. The Hearing Officer called at 2:30 p.m. and the phone went to automatic voice message stating that you were not available.

Since you did not appear for your hearing as scheduled, we are dismissing your appeal.

### **How does this Dismissal Affect My Eligibility?**

If you need this information in a language other than English or you need assistance reading this notice, we can help you. Call 1-855-355-5777 (TTY – English: 1-800-662-1220) (TTY – Spanish: 1-877-622-4886).

The Appeals Unit of NYSOH will not review your appeal at this time.

## **If You Think Your Appeal Should Not Be Dismissed**

If you think your appeal should not be dismissed, you can ask us to vacate (cancel) this dismissal. You must ask us, in writing, within 30 days after the date on this notice. In that writing, you must explain why you did not appear for your hearing as scheduled.

NYSOH's Appeals Unit will review your request. If your request is approved, another hearing will be scheduled for you. If your request is denied, NYSOH will tell you in writing.

If you do not respond to this notice within 30 days, your appeal will remain dismissed, and NYSOH will take no further action on your appeal.

## **Appeal Identification Number**

When communicating with NYSOH about this appeal, please refer to both the Appeal Identification Number and the Account ID at the top of this notice.

## **How to Contact NYSOH**

You can contact NYSOH in any of the following ways:

- By calling the Customer Service Center at 1-855-355-5777
- By mail at:  
NY State of Health Appeals  
P.O. Box 11729  
Albany, NY 12211
- By fax: 1-855-900-5557

## **Legal Authority**

We are sending you this notice in accordance with 45 Code of Federal Regulations § 155.530.

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**A Copy of this Notice of Dismissal Has Been Provided To:**



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