



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

NOTICE OF DISMISSAL – FAILURE TO APPEAR

Notice Date: February 24, 2017

NY State of Health Account ID: [REDACTED]
Appeal Identification Number: AP000000013257

[REDACTED]

Dear [REDACTED]

On September 28, 2016, NY State of Health (NYSOH) issued a notice of disenrollment, stating your Medicaid Managed Care plan was terminated, effective October 31, 2016. You appealed this determination.

On January 26, 2017, NYSOH issued a Notice of Hearing to advise you the hearing you requested was scheduled for February 22, 2017, at 9:00 a.m.

On February 22, 2017, a Hearing Officer attempted to call you at the telephone number you provided to NYSOH, [REDACTED] at 9:00 a.m. A person who identified themselves as your case manager answered and indicated she was not with you at the time. She provided several alternate telephone numbers for you.

The Hearing Officer attempted to call you at alternate telephone number [REDACTED] twice at 9:03 a.m. and received a fast busy signal each time.

The Hearing Officer attempted to call you at alternate telephone number [REDACTED] at 9:04 a.m., 9:15 a.m., and at 9:30 a.m.; however, you failed to answer the call each time.

Additionally, the Hearing Officer attempted to call you at alternate telephone number [REDACTED] at 9:05 a.m., 9:16 a.m., and 9:31 a.m.; however, you failed to answer the call each time.

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).

If your contact information has changed, please contact NYSOH immediately and update your account.

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

How does this Dismissal Affect My Eligibility?

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 of the Decision Date on this notice. In that writing, you must provide a working phone number that the Hearing Officer can use to contact you for a hearing, or provide assurances that your current phone number will be working in time for the hearing.

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.

If your request to vacate this dismissal is granted and your phone still is not working by the time of the rescheduled hearing, no further hearings will be scheduled with regard to this appeal.

Appeal Identification Number

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

How to Contact NYSOH

You can contact NYSOH in any of the following ways:

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).

- 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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