



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

Notice of Decision

Decision Date: July 6, 2017

NY State of Health Account ID: [REDACTED]
Appeal Identification Number: AP000000016915

[REDACTED]

Dear [REDACTED],

On June 30, 2017, you appeared by telephone at a hearing on your appeal of NY State of Health's March 7, 2017 eligibility determination and March 17, 2017, enrollment confirmation notices.

The enclosed Decision, rendered after that hearing, is issued by the Appeals Unit of NY State of Health.

If you have questions about your Decision, you can contact us by:

- Calling the Customer Service Center at 1-855-355-5777
- Sending Mail to:
NY State of Health Appeals
P.O. Box 11729
Albany, NY 12211
- Sending a Fax to 1-855-900-5557

When contacting NY State of Health about your appeal and/or the Decision, please refer to the Appeal Identification number and the Account ID at the top of this notice.

Legal Authority

We are sending you this notice in accordance with 45 Code of Federal Regulations (CFR) § 155.545.

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: 1-877-662-4886).

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STATE OF NEW YORK
DEPARTMENT OF HEALTH
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Decision

Decision Date: July 6, 2017

NY State of Health Account ID: [REDACTED]
Appeal Identification Number: AP000000016915

[REDACTED]

Issues

The issues presented for review by the Appeals Unit of NY State of Health are:

Did NY State of Health provide a timely determination of your and your children's eligibility for Medicaid as of March 7, 2017?

Did NY State of Health properly determine that your and your children's Medicaid Managed Care plan began May 1, 2017?

Procedural History

On February 9, 2017, NY State of Health (NYSOH) received your household's application for financial assistance with your health insurance.

On February 10, 2017, NYSOH issued a notice stating more information was needed to make a determination. The notice explained the income documentation you provided NYSOH did not match what was obtained from state and federal data sources. You were asked to submit income documentation for your household by February 24, 2017.

On February 24, 2017, NYSOH received income documentation for you and your spouse.

On March 6, 2017, NYSOH verified the paystubs you uploaded as documentation and a new application was submitted on your behalf.

On March 7, 2017, NYSOH issued an eligibility determination notice was issued finding you and your children eligible for Medicaid effective February 1, 2017.

On March 16, 2017, you selected a Medicaid Managed Care plan for yourself and your children.

Also on March 16, 2017, you contacted the NYSOH Account Review Unit and requested an appeal of the start date of your and your children's Medicaid Managed Care plan, requesting that it begin April 1, 2017.

On March 17, 2017, an enrollment confirmation notice was issued confirming your selection of a Medicaid Managed Care plan on March 16, 2017. The notice confirmed your and your children's enrollment in a plan starting May 1, 2017.

A telephone hearing was scheduled for June 29, 2017, at 3:00 p.m.

On June 29, 2017, at 3:00 p.m. a Hearing Officer from NYSOH's Appeals Unit called your [REDACTED] and placed [REDACTED] under oath. While under oath, your [REDACTED] testified you were at work and would need to be present for the telephone hearing. An adjournment was granted for a new date and time.

On June 30, 2017, you had a telephone hearing with a Hearing Officer from NYSOH's Appeals Unit. During the hearing, you waived formal written notice of the hearing date and time. The record was developed during the hearing and closed at the end of the hearing.

Findings of Fact

A review of the record supports the following findings of fact:

- 1) You testified, and the record reflects, that you are appealing your enrollment start date of your and your children's Medicaid Managed Care plan.
- 2) According to your NYSOH account, NYSOH received your application for financial assistance on February 9, 2017.
- 3) A February 10, 2017, notice stating more information was needed to determine your eligibility was issued stating you needed to provide income documentation for your household by February 24, 2017.
- 4) On February 23, 2017, you submitted documentation of your and your spouse's income to NYSOH for verification of the income stated in your February 9, 2017 application.

- 5) On March 6, 2017, your income documents were verified as acceptable proof of income.
- 6) You and your children were determined eligible for Medicaid on March 6, 2017, effective February 1, 2017.
- 7) The events tab in your NYSOH account shows on March 15, 2017, you were in your account.
- 8) You testified you had accessed your account on March 15, 2017 to pick a plan for yourself and your children. You testified that each time you tried to select a plan you were brought back to the start of the applications screen.
- 9) The record shows on March 16, 2017, you contacted NYSOH and filed an incident detailing your difficulties experienced with your application. See Incident [REDACTED]
- 10) The record shows a NYSOH representative on March 16, 2017 acknowledged you had attempted to access your application but that there was no way to confirm the system issues you experienced. See Incident [REDACTED].
- 11) The record reflects that you selected a Medicaid Managed Care plan on March 16, 2017.
- 12) You testified that you want your Medicaid Managed Care plan to begin on April 1, 2017 because your children had medical expenses for the month of April, 2017 which you believe only would be covered by your Medicaid Managed Care plan.

Conflicting evidence, if any, was considered and found to be less credible than the evidence noted above.

Applicable Law and Regulations

Medicaid

An individual is eligible for fee-for-service Medicaid effective on the first day of the month if an individual was eligible any time during that month (42 CFR § 435.915(b), Medicaid Eligibility Changes under the Affordable Care Act (ACA) of 2010, 13ADM-03(III)(F)).

Medicaid Managed Care plan enrollments received on or before the fifteenth day of the month are effective the first day of the following month. Enrollments received after the fifteenth day of the month are effective the first day of the

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second following month (Medicaid Managed Care Model Contract (Appendix H-6(b)(ii) & (iii), effective 3/1/2014 – 2/28/2019; see 42 USC § 1315; § 364-j(1)(c); 18 NYCRR § 360-10.3(h), Medicaid Eligibility Changes under the Affordable Care Act (ACA) of 2010, 13ADM-03(III)(F)).

Verification Process

For all individuals whose income is needed to calculate the household's eligibility, NYSOH must request data that will allow NYSOH to verify the household's income (45 CFR §155.320(c)(1)(i), 42 CFR § 435.945).

If NYSOH cannot verify the income information required to determine eligibility they must attempt to resolve the inconsistency including giving the applicant the opportunity to submit satisfactory documentary evidence (45 CFR §155.315(f) 42 CFR § 435.952).

Timely Notice of Medicaid Eligibility

When an individual applies for insurance through NYSOH, NYSOH must determine that person's eligibility promptly and without undue delay (45 CFR § 155.310(e)(1); 42 CFR § 435.1200(b)(3)(iii)).

To assess whether an eligibility determination was untimely, NYSOH must base the time period from the date of application to the date NYSOH notifies the applicant of its decision (45 CFR § 155.310(e)(2)). However, if the applicant submits an incomplete application or there is not sufficient information for NYSOH to make an eligibility determination, then NYSOH must notify that applicant that more information is needed to complete the application (45 CFR § 155.310(k)(1)).

NYSOH must provide Medicaid applicants notice of their eligibility determination within 45 days from the date of the application (42 CFR § 435.912).

Legal Analysis

The first issue is whether NYSOH provided you with timely determination of your and your children's eligibility for Medicaid as of March 7, 2017.

For all individuals whose income is needed to calculate the household's eligibility, NYSOH must request data that will allow NYSOH to verify the household's income.

If NYSOH cannot verify the income information required to determine eligibility they must attempt to resolve the inconsistency including giving the applicant the opportunity to submit satisfactory documentary evidence.

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You updated your NYSOH account on February 9, 2017. The income amount that was entered into this application did not match federal and state data sources. As a result, NYSOH asked that you submit additional documentation to confirm your income by February 24, 2017

On February 24, 2017, you uploaded copies of your and your spouse's income documentation and on March 6, 2017, NYSOH verified those paystubs as acceptable proofs of income.

Therefore, your application was considered complete as of February 24, 2017, for purposes of issuing an eligibility determination.

NYSOH must provide Medicaid applicants notice of their eligibility determination within 45 days from the date of the completed application. To assess whether an eligibility determination was untimely, NYSOH must base the time-period from the date of the completed application to the date NYSOH notifies the applicant of its decision.

NYSOH issued an eligibility determination notice on March 7, 2017, that stated you and your children were eligible for Medicaid effective February 1, 2017. Since NYSOH issued an eligibility determination 11 days from the date your application was considered complete, the March 7, 2017, eligibility determination was timely.

The second issue is whether NYSOH properly determined that your and your children's enrollment in your Medicaid Managed Care plan was effective May 1, 2017.

You testified you had accessed your account online on March 15, 2017 to select and enroll in a plan for yourself and your children. However, each time you tried to select a plan you were brought back to the start of the application screen.

You then contacted NYSOH on March 16, 2017 over the phone to relay the issues you were experiencing with your online account.

An incident was filed that day in which a NYSOH representative reviewed your account and acknowledged based on your events tab that they could see you accessed your application to make changes, but they could not identify or confirm any system issues that would prevent you from enrolling your children that day in a plan.

Since there are no known defects or system limitations that would have prevented you from selecting a health plan on March 15, 2017, the issue turns to when you were successful in selecting a health plan for yourself and your household.

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The record shows on March 16, 2017, you contacted NYSOH and enrolled yourself and your children into a Medicaid Managed Care plan.

The date on which a Medicaid Managed Care plan can take effect depends on the day a person selects the plan for enrollment.

A plan that is selected from the first day to and including the fifteenth day of a month will go into effect on the first day of the following month. A plan that is selected on or after the sixteenth day of the month will go into effect on the first day of the second following month.

Since the March 7, 2017, eligibility determination notice was timely issued, you were able to select a Medicaid Managed Care plan as of March 16, 2017. Your plan would therefore properly take effect on the first day of second month following after March, 2017; that is, on May 1, 2017.

Therefore, the March 17, 2017, enrollment confirmation notice stating that your and your children's enrollment in your Medicaid Managed Care plan would be effective May 1, 2017, was correct and must be AFFIRMED.

Decision

The March 7, 2017, eligibility determination was timely is AFFIRMED.

The March 17, 2017, enrollment confirmation notice is AFFIRMED.

Effective Date of this Decision: July 6, 2017

How this Decision Affects Your Eligibility

You and your children were eligible for Medicaid effective February 1, 2017.

Your and your children's enrollment in your Medicaid Managed Care plan was effective May 1, 2017.

If You Disagree with this Decision (Appeal Rights)

This Decision is final unless you submit an appeal request to the Federal Marketplace or bring a lawsuit under New York Civil Practice Law and Rules, Article 78.

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: 1-877-662-4886).

You may bring a lawsuit on any Appeals Unit decision in New York State court in accordance with Article 78 of the New York Civil Practice Law and Rules. This must be done within four months of the Decision Date, which appears on the first page of this Decision.

Additionally, Appeals Unit decisions on issues involving eligibility for qualified health plans, advance premium tax credits, and cost-sharing reductions may be appealed to the Federal Marketplace. This must be done within 30 days of the Decision Date, which appears on the first page of this Decision (45 CFR § 155.520(c)).

If you have questions about appealing to the Federal Marketplace, you can contact them in any of the following ways:

- By calling the Customer Service Center at 1-800-318-2596
- By mail at:
Health Insurance Marketplace
Attn: Appeals
465 Industrial Blvd.
London, KY 40750-0061
- By fax: 1-877-369-0129

If you wish to be represented by an attorney in bringing an outside appeal and do not know how to go about getting one, you may contact legal resources available to you. You may, for example, contact the local County Bar Association, Legal Aid, or Legal Services.

If You Have Questions about this Decision (Customer Service Resources):

You can contact us 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

Summary

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: 1-877-662-4886).

The March 7, 2017, eligibility determination was timely is AFFIRMED.

The March 17, 2017, enrollment confirmation notice is AFFIRMED.

You and your children were eligible for Medicaid effective February 1, 2017.

Your and your children's enrollment in your Medicaid Managed Care plan was effective May 1, 2017.

Legal Authority

We are issuing this determination in accordance with 45 CFR § 155.545.

A Copy of this Decision Has Been Provided To:



Getting Help in a Language Other than English

This is an important document. If you need help to understand it, please call 1-855-355-5777. We can give you an interpreter for free in the language you speak.

Español (Spanish)

Este es un documento importante. Si necesita ayuda para entenderlo, llame al 1-855-355-5777. Le proporcionaremos un intérprete sin ningún costo.

中文 (Traditional Chinese)

這是重要的文件。如果您需要獲得關於瞭解文件內容方面的協助，請致電 1-855-355-5777。我們可以為您免費提供您所使用語言的翻譯人員。

Kreyòl Ayisyen (Haitian Creole)

Sa a se yon dokiman ki enpòtan. Si ou bezwen èd pou konprann li, tanpri rele nimewo 1-855-355-5777. Nou kapab ba ou yon entèprèt gratis nan lang ou pale a.

中文 (Simplified Chinese)

这是一份重要的文件。如果您需要帮助理解此文件，请打电话至 1-855-355-5777。我们可以为您免费提供相应语种的口译服务。

Italiano (Italian)

Questo è un documento importante. Per qualsiasi chiarimento può chiamare il numero 1-855-355-5777. Possiamo metterle a disposizione un interprete nella sua lingua.

한국어 (Korean)

중요한 서류입니다. 이해하는 데 도움이 필요하시면 1-855-355-5777 번으로 연락해 주십시오. 귀하의 언어에 대한 무료 통역 서비스가 제공됩니다.

Русский (Russian)

Это важный документ. Если Вам нужна помощь для понимания этого документа, позвоните по телефону 1-855-355-5777. Мы можем бесплатно предоставить Вам переводчика Вашего языка.

العربية (Arabic)

هذه وثيقة مهمة. إذا كنت بحاجة إلى مساعدة لفهم محتواها، يُرجى الاتصال بالرقم 1-855-355-5777. يُمكننا توفير مترجم فوري لك باللغة التي تتحدثها مجانًا.

বাংলা (Bengali)

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Français (French)

Ceci est un document important. Si vous avez besoin d'aide pour en comprendre le contenu, appelez le 1-855-355-5777. Nous pouvons mettre gratuitement à votre disposition un interprète dans votre langue.

हिंदी (Hindi)

यह एक महत्वपूर्ण दस्तावेज़ है। अगर आपको इसे समझने में सहायता चाहिए, तो कृपया 1-855-355-5777 पर कॉल करें। हम आपकी भाषा बोलने वाला एक दुभाषिया निःशुल्क उपलब्ध करवा सकते हैं।

日本語 (Japanese)

これは重要な書類です。理解するために支援が必要な場合は、1-855-355-5777 にお電話ください。通訳を無料で提供いたします。

नेपाली (Nepali)

यो एउटा महत्वपूर्ण कागजात हो। यसलाई बुझ्न तपाईंलाई मद्दत चाहिन्छ भने, कृपया 1-855-355-5777 मा फोन गर्नुहोस्। हामीले तपाईंले बोल्ने भाषामा तपाईंलाई निःशुल्क दोभाषे उपलब्ध गराउन सक्छौं।

Polski (Polish)

To jest ważny dokument. W przypadku konieczności skorzystania z pomocy w celu zrozumienia jego treści należy zadzwonić pod numer 1-855-355-5777. Istnieje możliwość uzyskania bezpłatnej usługi tłumacza języka, którym się posługujesz.

Twi (Twi)

Krataa yi ye tow krataa a ho hia. Se wo hia eho nkyerekyeremu a, ye sre wo, fre 1-855-355-5777. y&b&tumi ama wo obi a okyerE kasa a woka no ase ama wo kwa a wontua hwee.

(Urdu) اردو

یہ ایک اہم دستاویز ہے۔ اگر آپ کو اسے سمجھنے کے لیے مدد کی ضرورت ہے تو براہ کرم 1-855-355-5777 پر کال کریں۔ ہم آپ کو آپ کی مادری زبان میں ایک مفت مترجم فراہم کر سکتے ہیں۔

Tiếng Việt (Vietnamese)

Đây là tài liệu quan trọng. Nếu quý vị cần trợ giúp để hiểu tài liệu này, vui lòng gọi 1-855-355-5777. Chúng tôi có thể cung cấp thông dịch viên miễn phí nói ngôn ngữ của quý vị.

שׂוֹדֵשׁ (Yiddish)

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דאס איז א וויכטיגער דאקומענט. אויב איר דארפט הילף עס צו פארשטיין, ביטע רופט 1-855-355-5777. מיר קענען אייך געבן א דאלמעטשער פריי פון אפצאל אין די שפראך וואס איר רעדט.

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