



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

Notice of Decision

Decision Date: July 27, 2017

NY State of Health Account ID: [REDACTED]
Appeal Identification Number: AP000000018072

[REDACTED]

Dear [REDACTED],

On July 20, 2017, you appeared by telephone at a hearing on your appeal of NY State of Health's February 17, 2017 and February 21, 2017 cancellation notices, and March 17, 2017 eligibility determination notice.

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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Decision Date: July 27, 2017

NY State of Health Account ID: [REDACTED]
Appeal Identification Number: AP000000018072



Issues

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

Does the Appeals Unit of NY State of Health (NYSOH) have the authority to review whether you and your spouse were properly disenrolled from your qualified health plans (QHP) for nonpayment of premium by the payment deadline?

Did NYSOH properly determine that you and your spouse did not qualify to enroll in a QHP outside of the 2017 open enrollment period on May 1, 2017?

Procedural History

On December 15, 2016, NYSOH received an application for health insurance on behalf of yourself only.

On December 16, 2016, NYSOH issued a notice of eligibility determination stating that you were eligible to enroll in a QHP at full cost, effective January 1, 2017.

Also on December 16, 2016, NYSOH issued a notice of enrollment confirmation stating that you were enrolled in an Emblem Health bronze-level QHP with a monthly premium of \$409.07, beginning January 1, 2017.

On December 20, 2016, you added your spouse to your NYSOH account and submitted an application for health insurance on behalf of both of you.

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On December 21, 2016, NYSOH issued a notice of eligibility determination stating that you and your spouse were eligible to enroll in a QHP at full cost, effective February 1, 2017.

That same day, NYSOH issued a notice of disenrollment stating that your enrollment in your Emblem Health QHP would end, effective February 1, 2017, because on December 20, 2016 you asked for your coverage to end.

Also on December 21, 2016, NYSOH issued an enrollment confirmation notice confirming that you were enrolled in a Healthfirst platinum-level QHP with a monthly premium of \$657.77, beginning February 1, 2017, and your spouse was enrolled in a Fidelis Care bronze level QHP with a monthly premium of \$367.04, beginning February 1, 2017.

On February 17, 2017, NYSOH issued a disenrollment notice stating that your spouse's enrollment in his Fidelis Care QHP ended, effective February 1, 2017, because you did not make a premium payment by the payment deadline.

On February 21, 2017, NYSOH issued a disenrollment notice stating that your enrollment in your Healthfirst QHP ended, effective February 1, 2017, because you did not make a premium payment by the payment deadline.

On March 16, 2017, you updated your NYSOH account.

On March 17, 2017, NYSOH issued a notice of eligibility determination stating that you and your spouse were eligible to purchase a QHP at full cost, effective May 1, 2017. The notice also stated that you and your spouse did not qualify to select a health plan outside of the open enrollment period for 2017.

On April 17 2017, you spoke to NYSOH's Account Review Unit and appealed that eligibility determination, insofar as you and your spouse were not eligible to enroll in a health plan outside of the 2017 open enrollment period.

On July 20, 2017, you had a telephone hearing with a Hearing Officer from NYSOH's Appeals Unit. 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 were enrolled in a QHP through Emblem Health for the 2017 coverage year with a monthly premium of \$409.07, effective January 1, 2017.

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- 2) On December 20, 2016, you added your spouse to your NYSOH account and applied for insurance on behalf of both of you.
- 3) That same day, you requested to disenroll from your Emblem Health QHP, and NYSOH issued a notice stating that you were disenrolled, effective February 1, 2017.
- 4) Also on December 20, 2016, you and your spouse selected health plans for enrollment. You selected a Healthfirst platinum QHP, and your spouse selected a Fidelis Care bronze QHP.
- 5) You testified that you initially enrolled in a plan by yourself, but that your spouse had to be added to your application if he wanted coverage, so you did not pay the premium for the first QHP you enrolled in.
- 6) You testified that, at the time when you enrolled, you had just moved your [REDACTED] into your home to take care of [REDACTED], so you were very busy, and did not pay any of the premiums by the due dates.
- 7) You testified that you are not sure which, if any, of the plans sent you an invoice.
- 8) You testified that, when you realized you were disenrolled, you tried to get re-enrolled and were unable to. You testified that you also tried going through plans directly, but had no success.
- 9) You testified that your spouse moved to [REDACTED] County and had a change in income, but that this happened in November or December 2016, and that you were unable to use any of these events to be eligible to enroll outside of open enrollment.
- 10) You testified that there have been no other major changes to your household.
- 11) You testified that, at this point, you and your spouse are looking to be able to enroll in some kind of coverage for 2017.

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

Applicable Law and Regulations

Appealable Issues

An applicant has the right to appeal to NYSOH's Appeals Unit: (1) an eligibility determination, including the amount of advance payments of the premium tax credit and level of cost-sharing reductions; (2) a redetermination of eligibility, including the amount of advance payments of the premium tax credit and level of cost-sharing reductions; (3) a failure by NYSOH to provide timely notice of an eligibility determination 45 CFR § 155.505; and (4) a denial of a request for a special enrollment period (45 CFR § 155.505(b)(1)(iii), 45 CFR § 155.305(b), and 45 CFR § 155.420(d)).

Enrollment in a Qualified Health Plan

NYSOH must provide annual open enrollment periods during which time qualified individuals may enroll in a QHP and enrollees may change QHPs (45 CFR § 155.410(a)(1)).

For the benefit year beginning on January 1, 2017, the annual open enrollment period began on November 1, 2016, and extended through January 31, 2017 (45 CFR § 155.410(e)(2)).

Special Enrollment Periods

After each open enrollment period ends, NYSOH provides special enrollment periods to qualified individuals. During a special enrollment period, a qualified individual may enroll in a QHP, and an enrollee may change their enrollment to another plan. This is generally permitted when one of the following triggering events occur:

- (1) The qualified individual or his or her dependent either:
 - (i) Loses minimum essential coverage.
 - (ii) Is enrolled in any non-calendar year group health plan or individual health insurance coverage, even if the qualified individual or his or her dependent has the option to renew such coverage.
 - (iii) Loses pregnancy-related coverage.
 - (iv) Loses medically needy coverage as described under section 1902(a)(10)(C) of the Social Security Act only once per calendar year.

(2)(i) The qualified individual gains a dependent or becomes a dependent through marriage, birth, adoption, placement for adoption, or placement in foster care, or through a child support order or other court order.

(ii) the enrollee loses a dependent or is no longer considered a dependent through divorce or legal separation as defined by State law in the State in which the divorce or legal separation occurs, or if the enrollee, or his or her dependent, dies.

(3) The qualified individual, or his or her dependent, becomes newly eligible for enrollment in a QHP because he or she gains citizenship, status as a national, or lawful present or is no longer incarcerated.

(4) The qualified individual's or his or her dependent's, enrollment or non-enrollment in a QHP is unintentional, inadvertent, or erroneous and is the result of the error, misrepresentation, misconduct, or inaction of an officer, employee, or agent of NYSOH, its instrumentalities, or a non-NYSOH entity providing enrollment assistance or conducting enrollment activities.

(5) The enrollee or, his or her dependent adequately demonstrates to NYSOH that the QHP in which he or she is enrolled substantially violated a material provision of its contract in relation to the enrollee;

(6) The enrollee or enrollee's dependent is newly eligible or ineligible for advance payments of the premium tax credit, or change in eligibility for cost-sharing reductions.

(7) The qualified individual or enrollee, or his or her dependent, gains access to new QHP as a result of a permanent move and either—

(i) Had minimum essential coverage for one or more days during the 60 days preceding the date of the permanent move, or

(ii) Was living outside of the United States or in a United States territory at the time of the permanent move;

(8) The qualified individual or dependent who gains or maintains status as an Indian may enroll in a QHP or change from one plan to another, once per month.

(9) The qualified individual or enrollee, or his or her dependent, demonstrates to the Exchange, in accordance with guidelines issued by HHS, that the individual meets other exceptional circumstances as the Exchange may provide;

(10) A qualified individual or enrollee—

(i) Is a victim of domestic abuse or spousal abandonment, including a dependent or unmarried victim within a household, is enrolled in minimum essential coverage and seeks to enroll in coverage separate from the perpetrator of the abuse or abandonment; or

(ii) Is a dependent of a victim of domestic abuse or spousal abandonment, on the same application as the victim, may enroll in coverage at the same time as the victim;

(11) A qualified individual or dependent—

(i) Applies for coverage through NYSOH during the annual open enrollment period or due to a qualifying event, is assessed as potentially eligible for Medicaid or Child Health Plus and is determined ineligible for Medicaid or Child Health Plus either after open enrollment has ended or more than 60 days after the qualifying event; or

(ii) Applies for coverage at their Local Department of Social Services or Human Resources Administration during the annual open enrollment period, and is determined ineligible for Medicaid or Child Health Plus after open enrollment has ended;

(12) The qualified individual or enrollee, or his or her dependent, adequately demonstrates to NYSOH that a material error related to plan benefits, service area, or premium influenced the qualified individual's or enrollee's decision to purchase a QHP; or

(13) At the option of NYSOH, the qualified individual provides satisfactory documentary evidence to verify his or her eligibility for an insurance affordability program or enrollment following termination of enrollment due to a failure to verify such status within 90 days. NYSOH has not elected to adopt this subsection at this time.

(45 CFR § 155.420(d)).

Generally, if a triggering life event occurs, the qualified individual or enrollee has 60 days from the date of a triggering event to select a QHP (45 CFR § 155.420(c)(1)).

However, a loss of health insurance coverage such as that referenced above does not include,

“voluntary termination of coverage or other loss due to—

(1) Failure to pay premiums on a timely basis, including COBRA premiums prior to expiration of COBRA coverage, or

(2) Situations allowing for a rescission as specified in 45 CFR [§] 147.128” such as failure to comply with other requirements (45 CFR § 147.128(b))

(45 CFR § 155.420(e)).

Legal Analysis

The first issue under review is whether the Appeals Unit has the authority to review whether you and your spouse were properly disenrolled from your QHPs for failure to pay your premiums by the premium deadline, effective, February 1, 2017.

NYSOH Appeals Unit only has the authority to review issues related to the following: (1) an eligibility determination, including the amount of advance payments of the premium tax credit and level of cost-sharing reductions, (2) a redetermination of eligibility, including the amount of advance payments of the premium tax credit and level of cost-sharing reductions, (3) a failure to provide timely notice of an eligibility determination, and (4) a denial of a special enrollment period.

Because the Appeals Unit does not have the authority to review termination of enrollment due to non-payment of premiums, we cannot reach the merits as to whether you and your spouse were properly terminated from your health plans for non-payment of premiums. Therefore, your appeal of the February 17 and February 21, 2017 cancellation notices is **DISMISSED** as a non-appealable issue.

The second issue under review is whether NYSOH properly determined that you and your spouse do not qualify to enroll in a QHP outside of the 2017 open enrollment period, effective May 1, 2017.

NYSOH provided an open enrollment period from November 1, 2016 until January 31, 2017. On March 16, 2017, you submitted a request to reenroll in a QHP, on behalf of yourself and your spouse.

Once the annual open enrollment period ends, a health plan enrollee must qualify for a special enrollment period to enroll in, or change to another health plan offered in NYSOH. To qualify for a special enrollment period, a person must experience a triggering event.

In the present case, there is no evidence in the record to establish grounds for a special enrollment period. You testified that there have been no changes to your

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household in 2017. Though your spouse's job and income changed, and he relocated to [REDACTED], you testified that this happened in late 2016.

Although you did lose health coverage as a result of the February 17 and February 21, 2017 disenrollment notices, the loss of health insurance coverage in this case cannot be considered a triggering event for a special enrollment period, because it was a result of non-payment of your premiums, which NYSOH considers a voluntary action causing the termination of your coverage.

The credible evidence of record indicates that, since the open enrollment period closed on January 31, 2017, you did not experience a triggering event that would qualify you for a special enrollment period as of the date of the hearing.

Therefore, the March 17, 2017 eligibility determination, to the extent it denied you and your spouse a special enrollment period, was correct and is AFFIRMED.

However, during the hearing you testified that you do not recall whether you ever received invoices from Fidelis and Healthfirst prior to receiving the February 2017 cancellation notices. For this reason, your case is RETURNED to Plan Management to investigate whether you were properly and timely sent invoices or bills from your spouse's Fidelis QHP and your Healthfirst QHP, prior to NYSOH's February 17, and February 21, 2017 disenrollment notices for nonpayment.

If it is determined that Fidelis Care and/or Healthfirst improperly failed to issue any invoice or bill to you, prior to cancelling your, and/or your spouse's, coverage, then you and/or your spouse will be eligible for a special enrollment period based on that error, and NYSOH will contact you to assist you in enrolling in coverage, beginning as early as May 1, 2017, or a later date of your choosing

Decision

The March 17, 2017 eligibility determination, insofar as it stated that you and your spouse were not eligible for a special enrollment period as of March 16, 2017, is AFFIRMED.

Your case is RETURNED to NYSOH's Plan Management to investigate whether Fidelis Care and Healthfirst issued invoices or bills to you for your and your spouse's February 2017 premium payment, prior to the cancellation of your coverage.

If it is determined that no invoice was ever sent, you and/or your spouse will be eligible for a special enrollment period, and NYSOH will contact you to assist you in enrolling in a QHP, beginning as early as May 1, 2017, or from this point forward.

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Effective Date of this Decision: July 27, 2017

How this Decision Affects Your Eligibility

You do not qualify for a special enrollment period at this time, based on the evidence in the record.

However, your case is being sent back to NYSOH to determine whether Fidelis Care and Healthfirst ever properly issued invoices or bills to you and your spouse for your February 2017 premium. If no invoice or bill was issued, you and/or your spouse will be eligible to enroll in coverage outside of the 2017 open enrollment period, and can choose to have your coverage begin on May 1, 2017, or a later month of your choosing. You will be responsible for any retroactive premium payments if you enroll in coverage for any months in the past.

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.

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

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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):

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- 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

The March 17, 2017 eligibility determination, insofar as it stated that you and your spouse were not eligible for a special enrollment period as of March 16, 2017, is AFFIRMED.

Your case is RETURNED to NYSOH's Plan Management to investigate whether Fidelis Care and Healthfirst issued invoices or bills to you for your and your spouse's February 2017 premium payment, prior to the cancellation of your coverage.

If it is determined that no invoice was ever sent, you and/or your spouse will be eligible for a special enrollment period, and NYSOH will contact you to assist you in enrolling in a QHP, beginning as early as May 1, 2017, or from this point forward.

You do not qualify for a special enrollment period at this time, based on the evidence in the record.

However, your case is being sent back to NYSOH to determine whether Fidelis Care and Healthfirst ever properly issued invoices or bills to you and your spouse for your February 2017 premium. If no invoice or bill was issued, you and/or your spouse will be eligible to enroll in coverage outside of the 2017 open enrollment period, and can choose to have your coverage begin on May 1, 2017, or a later month of your choosing. You will be responsible for any retroactive premium payments if you enroll in coverage for any months in the past.

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Legal Authority

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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 مجاناً.

বাংলা (Bengali)

এটি এক গুরুত্বপূর্ণ নথি। এটি বুঝতে আপনার যদি সাহায্যের প্রয়োজন হয় তাহলে, অনুগ্রহ করে 1-855-355-5777 নম্বরে কল করুন। আপনি যে ভাষায় কথা বলেন বিনামূল্যে আমরা আপনাকে একজন দোভাষী দিতে পারি।

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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. ye&etumi 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.

אידיש (Yiddish)

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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