



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

Notice of Decision

Decision Date: March 9, 2018

NY State of Health Account ID: [REDACTED]
Appeal Identification Number: AP000000026437

[REDACTED]

Dear [REDACTED],

On February 20, 2018, you appeared by telephone at a hearing on your appeal of NY State of Health's December 27, 2017 enrollment confirmation and disenrollment 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).

This page intentionally left blank.



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

Decision

Decision Date: March 9, 2018

NY State of Health Account ID: [REDACTED]
Appeal Identification Number: AP000000026437



Issues

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

Did NY State of Health properly determine that your eligibility in an Essential Plan was effective February 1, 2018?

Did NY State of Health properly determine that your enrollment in your bronze level qualified health plan ended on January 31, 2018?

Procedural History

On December 14, 2017, NY State of Health (NYSOH) issued an eligibility redetermination notice, based on your December 13, 2017 application, stating that you were eligible for a tax credit up to \$344.00 per month to help pay for health coverage, effective January 1, 2018. The notice also stated that you no longer qualify for the Essential Plan as of December 31, 2017.

Also on December 14, 2017, NYSOH issued an enrollment confirmation notice, stating that you were enrolled in a bronze level qualified health plan with premium tax credits, with a \$550.36 monthly premium, and that your plan would start January 1, 2018.

On December 26, 2017, you submitted an updated application for financial assistance to NYSOH.

On December 27, 2017, NYSOH issued an eligibility redetermination notice, stating that you were eligible to enroll in an Essential Plan, effective February 1,

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).

2018. The notice also stated that you were no longer eligible for advance premium tax credits as of January 31, 2018.

Also on December 27, 2017, NYSOH issued a disenrollment notice, stating that your coverage with your bronze level qualified health plan would end on January 31, 2018.

Finally, on December 27, 2017, NYSOH issued an enrollment confirmation notice, based on a plan selection made December 26, 2017, stating that you were enrolled in an Essential Plan, and that your plan would start February 1, 2018.

On December 28, 2017, you spoke to NYSOH's Account Review Unit and appealed insofar as your Essential Plan did not begin January 1, 2018 and seeking retroactive disenrollment from the bronze level qualified health as of January 1, 2018.

On February 20, 2018, 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 testified that you filed both the December 13, 2017 and the December 26, 2017 applications that were submitted to NYSOH and verified your screenname.
- 2) You testified that the household income amount on your December 13, 2017 application was incorrect as it reflected double your earned income.
- 3) You testified that you enrolled in a bronze level qualified health plan as a result of the eligibility redetermination based on your December 13, 2017 application.
- 4) You testified that the household income amount on your December 26, 2017 application was correct.
- 5) You testified that you became eligible for and selected an Essential Plan on December 26, 2017.
- 6) You testified that although you paid the \$550.36 premium for January 2018 for the bronze level qualified health plan, you did not get an insurance card or receive health insurance coverage for the month of January 2018.

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).

7) You testified that you have medical bills for January 2018.

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

Applicable Law and Regulations

Essential Plan Effective Date

For individuals seeking enrollment in an Essential Plan, New York State has elected to follow the same rules that NYSOH uses in determining effective dates for individuals seeking enrollment in qualified health plans (NY Social Services Law § 369-gg(4)(c); New York's Basic Health Plan Blueprint, p. 16, as approved January 2016; see <https://www.medicaid.gov/basic-health-program/downloads/ny-blueprint.pdf>).

The effective date of coverage by an Essential Plan is determined by the date on which an applicant selects a plan for enrollment. For individuals who are eligible for enrollment, NYSOH must generally ensure that coverage is effective the first day of the following month for selections received by NYSOH from the first to the fifteenth of any month (45 CFR §§ 155.410(f)(2), 155.420(b)(1)(i); see also 42 CFR § 600.320). For selections received by NYSOH from the sixteenth to the last day of any month, NYSOH must ensure coverage is effective the first day of the second following month (45 CFR §§ 155.410(f)(2), 155.420(b)(1)(ii)).

Termination of a Qualified Health Plan

NYSOH must permit an enrollee to terminate his or her coverage with a qualified health plan coverage, with appropriate notice to the NYSOH or qualified health plan (45 CFR § 155.430(b)(1)(i)).

For enrollee-initiated terminations, the last day of coverage is either:

- 1) The termination date specified by the enrollee, if the enrollee provides reasonable notice (at least 14 days before the requested termination date);
- 2) Fourteen days after the enrollee requests the termination, if they do not provide reasonable notice; or
- 3) On a date on or after the date the enrollee requests the termination, if the enrollee's qualified health plan issuer and the enrollee agree to such a date

(45 CFR § 155.430(d)(2)(i)-(iii)).

NYSOH must permit an enrollee to retroactively terminate or cancel their enrollment in a qualified health plan if:

- 1) The enrollee demonstrates that they attempted to terminate their coverage and experienced a technical error that did not allow the coverage to be terminated, and requests retroactive termination within 60 days after they discovered the technical error.
- 2) The enrollment in the qualified health plan was unintentional, inadvertent, or erroneous and was the result of the error or misconduct of an officer, employee, or agent of NYSOH or HHS, its instrumentalities, or a non-NYSOH entity providing enrollment assistance or conducting enrollment activities. Such enrollee must request cancellation within 60 days of discovering the unintentional, inadvertent, or erroneous enrollment.
- 3) The enrollee was enrolled in a qualified health plan without their knowledge or consent by any third party, including third parties who have no connection with the Exchange, and requests cancellation within 60 days of discovering of the enrollment.

(45 CFR § 155.430(b)(2)(iv)(A-C)).

NYSOH permits a qualified health plan to terminate an individual's coverage if (1) the enrollee is no longer eligible for coverage or (2) non-payment of the premiums by the enrollee (45 CFR § 155.430(b)(2)(i)-(ii)).

Legal Analysis

The first issue is whether NYSOH properly determined that your enrollment in the Essential Plan was effective February 1, 2018.

You testified, and the record indicates, that you submitted an updated application to NYSOH on December 26, 2017. This application corrected your expected annual household income. As a result, you were found eligible for the Essential Plan, effective February 1, 2018.

The date on which enrollment in an Essential 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 goes into effect on the first day of the following month. A plan that is selected from the sixteenth day of the month to the end of the month goes into effect on the first day of the second following month.

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).

On December 26, 2017, you selected an Essential Plan, so your enrollment properly took effect on the first day of the second month following December; that is, on February 1, 2018.

Therefore, the December 27, 2017 enrollment confirmation notice stating that your enrollment in the Essential Plan was effective February 1, 2018, is correct and must be AFFIRMED.

The second issue under review is whether NYSOH properly determined that your enrollment in your bronze level qualified health plan ended on January 31, 2018.

On December 13, 2017, you submitted an updated application for financial assistance for health coverage to NYSOH. That same day, based on the information you provided, you were determined eligible for a tax credit up to \$344.00 per month to help pay for health coverage, effective January 1, 2018. On December 14, 2017, NYSOH issued an enrollment confirmation notice, stating that you were enrolled in a bronze level qualified health plan, effective January 1, 2018.

On December 27, 2017, NYSOH issue a disenrollment notice indicating your coverage with your bronze level qualified health plan would terminate on January 31, 2018.

You testified that you are seeking retroactive disenrollment from your bronze level qualified health plan as of January 1, 2018.

NYSOH must permit an enrollee to be retroactively disenrolled from their qualified health plan if the enrollee demonstrates that there was a technical error that should have allowed them to terminate coverage earlier, or if their enrollment in the plan was unintentional, inadvertent, or erroneous and was the result of the error or misconduct of an officer, employee, or agent of NYSOH, its instrumentalities, or a non-NYSOH entity providing enrollment assistance or conducting enrollment activities, or the enrollee was enrolled into a qualified health plan without their knowledge or consent by a third party.

There is no indication in the record that your enrollment in the bronze level qualified health plan as confirmed in the December 14, 2017 enrollment notice was unintentional, inadvertent, or erroneous, nor was your enrollment in a qualified health plan the result of the error or misconduct of an officer, employee, or agent of NYSOH, its instrumentalities, or a non-NYSOH entity providing enrollment assistance or conducting enrollment activities. Furthermore, there is no indication that your enrollment in the bronze level qualified health plan as confirmed in the December 14, 2017 enrollment notice was without your knowledge or consent.

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).

Therefore, there is no basis to find that NYSOH must permit you to retroactively terminate or cancel your enrollment in the bronze level qualified health plan.

On December 26, 2017, you submitted an updated application for financial assistance for health coverage to NYSOH. That same day, based on the information you provided, you were determined eligible to enroll in an Essential Plan, effective February 1, 2018. On December 27, 2017, NYSOH issued a disenrollment notice, stating that your coverage with your bronze level qualified health plan would end on January 31, 2018.

Since you do not qualify to be retroactively disenrolled from your coverage and NYSOH permits a qualified health plan to terminate an individual's coverage if the enrollee is no longer eligible for coverage, NYSOH properly determined that your disenrollment in your bronze level qualified health plan was effective January 31, 2018.

Therefore, the December 27, 2017 disenrollment notice is **AFFIRMED**.

However, during the hearing you testified that although you selected the bronze level qualified health plan and paid the \$550.36 premium, you did not get an insurance card or receive health insurance coverage for the month of January 2018. Therefore, your case is **RETURNED** to plan management to investigate whether or not the bronze level qualified health plan covered you for January 2018 and to facilitate reimbursement of the premium you paid if you were not covered.

Decision

The December 27, 2017 enrollment confirmation notice is **AFFIRMED**.

The December 27, 2017 disenrollment notice is **AFFIRMED**.

Your case is **RETURNED** to plan management to investigate whether or not the bronze level qualified health plan covered you for January 2018 and to facilitate reimbursement of the premium you paid if you were not covered.

Effective Date of this Decision: March 9, 2018

How this Decision Affects Your Eligibility

This decision does not change your eligibility.

The effective date of your Essential Plan is February 1, 2018.

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).

Your bronze level qualified health plan was terminated as of January 31, 2018.

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

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

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).

- By mail at:
NY State of Health Appeals
P.O. Box 11729
Albany, NY 12211
- By fax: 1-855-900-5557

Summary

The December 27, 2017 enrollment confirmation notice is AFFIRMED.

The December 27, 2017 disenrollment notice is AFFIRMED.

This decision does not change your eligibility.

The effective date of your Essential Plan is February 1, 2018.

Your bronze level qualified health plan coverage was terminated as of January 31, 2018.

Your case is RETURNED to plan management to investigate whether or not the bronze level qualified health plan covered you for January 2018 and to facilitate reimbursement of the premium you paid if you were not covered.

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।

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).

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 b&etumi ama wo obi a okyer& 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.

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).