

SAMPLES of NOTICES SENT TO UNDOCUMENTED IMMIGRANTS AGE 65+ WHO WILL BE ELIGIBLE FOR FULL MEDICAID in January 2024

- All 3 of these notices should have been sent to those who had Emergency Medicaid in December 2023.
- Notices 2 and 3 will also be used for undocumented immigrants age 65+ who first apply for Medicaid starting in Jan. 2024.

1. *Heads Up* Letter from NYS Department of Health (page 1 of PDF)

Giving heads up that new health insurance starting in Jan. 1, 2024 for undocumented immigrants age 65+. The insurance will be through Medicaid managed care plans, and will not only be for emergencies.

2. Notice from NYC HRA/LDSS - (page 2 of PDF)

Tells consumer that Medicaid case transferred from HRA to NY State of Health (NYSOH), and to expect a letter from NYSOH explaining how to open an account. Explains renewals will be completed on NYSOH. This notice uses the templates attached to [GIS 23 MA/20](#). See more about the process in that directive.

- Outside NYC ([GIS 23 MA/20 Attachment I](#))
- New York City version ([GIS 23 MA/20 - Attachment II](#))

3. Notice from NY State of Health (NYSOH) (pages 3-5 of PDF)

Tells consumer that Medicaid case has been transferred from DSS/HRA to NY State of Health (NYSOH). Letter says most services must be accessed through Medicaid managed care plan, but that some are outside plan. Encourages individual to manage account online on NYSOH.

Notices give NYSOH Consumer Service Center 1-855-355-5777

NYC HRA/MAP
ATTN: CORRESPONDENCE UNIT
P.O. BOX 24330
BROOKLYN NY 11202



Department
of Health

KATHY HOCHUL
Governor

JAMES V. MCDONALD, M.D., M.P.H.
Commissioner

JOHANNE E. MORNE, M.S.
Acting Executive Deputy Commissioner



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Dear Medicaid Member,

New York Medicaid is getting better!

There is new health insurance for undocumented immigrants. It starts January 1, 2024. It is for undocumented immigrants. They must be 65 or older. They must have a certain income.

The new insurance is through Medicaid managed care plans. They cover your health care needs. This is more than health emergencies. This includes doctors, medicine, lab tests, and more.

If you already have Emergency Medicaid, please look for mail from NY State of Health. A letter will come in December. It will tell you how to choose a plan. Do this by the date in the letter. After you choose a plan, your new coverage will start. You will get a letter with the start date.

You can choose not to take the new insurance. Do this by calling NY State of Health. Call 1-855-355-5777. Ask for Emergency Medicaid only. You may also call this number with questions.

Thank you!

New York State Medicaid



NOTICE OF DECISION ON YOUR
MEDICAL ASSISTANCE.

SE LE ENVIARA UNA COPIA EN ESPANOL DE ESTA
NOTIFICACION EN UN SOBRE APARTE

PROGRAM CODE = 525

| | | | | | |
|---|------|---------------------------|---|----------------------------|-------------------------------|
| NOTICE NUMBER: N067TK3431 | | DATE: December 5, 2023 | | CASE NUMBER: [REDACTED] | |
| OFFICE 525 | UNIT | WORKER EMAGI | UNIT OR WORKER NAME SURPLUS INCOME PROGRAM | | TELEPHONE NO. 888-692-6116 |
| AGENCY TELEPHONE NUMBERS | | | CASE NAME / AND ADDRESS | | |
| GENERAL TELEPHONE NO. FOR QUESTIONS OR HELP | | | [REDACTED] | | |
| 718-557-1399 | | | | | |
| OR Agency Conference | | | | | |
| 718-637-2426 | | | | | |
| Fair Hearing information and assistance | | | | | |
| 718-637-2426 | | | | | |
| Record Access | | | | | |
| 718-637-2425 | | | | | |
| Child/Teen Health Plan | | | | | |
| 718-557-1399 | | | | | |

If you are blind or seriously visually impaired and need notices or other written materials in an alternative format (large print, audio, or data CD, or Braille), contact your local social services district.

MEDICAL ASSISTANCE

Notice About Your Medicaid Coverage

This is to inform you that Medicaid coverage for the following individuals will be transferred to New York's health plan marketplace, NY State of Health:

Name

[REDACTED]

Client I.D. #

[REDACTED]

This means that your coverage will continue unchanged on NY State of Health and that you will no longer renew your Medicaid coverage with the New York City Human Resources Administration (HRA). No action is required on your part at this time.

How you receive health services will not change. If you are in a health plan you will continue with that plan and use your health plan card for most services.

You should have a New York State Benefit Identification card. The same card may be used for NY State of Health.

What happens next?

An account is being created for you in NY State of Health if you don't already have one. You will receive a letter from NY State of Health telling you about your new account. Your letter from NY State of Health will tell you how to access your account. Contact us if you have any questions about this notice. If you need help accessing your health insurance coverage, please call 1-855-355-5777 (TTY: 1-800-662-1220).

About NY State of Health

NY State of Health is a modernized system that allows Medicaid recipients to easily complete renewals and/or notify the Medicaid program of changes that occur such as with income, address, reporting of pregnancy or changes within the



6532 1 AV 0.498. ## 0000006532-020

Account Number:

Date of Notice: **December 7, 2023**



IMPORTANT NOTICE ABOUT YOUR MEDICAID COVERAGE

Your Medicaid coverage will now be determined through NY State of Health, The Official Health Plan Marketplace. Health insurance coverage for individuals listed below cannot be renewed through the New York City Human Resources Administration (HRA) or your local department of social services. You will get a notice from NY State of Health when it is time to renew.



Marketplace ID: HX0
Marketplace ID: HX0

Case Status:

Your Medicaid coverage will continue until your renewal. You will get a notice from NY State of Health when it is time to renew.

You will continue to get services through your current health plan. You must bring your Medicaid card and the card from your health plan with you each time you use medical services. You should continue to use the same Medicaid card you have now. You will not get a new Medicaid card in the mail.

Most Medicaid benefits are covered by your health plan. But there are some benefits that are only covered by regular (fee-for-service) Medicaid. You must use Medicaid providers to receive any Medicaid services that are not covered by your managed care plan. Call your health insurance company to find a provider in your network or for questions about your coverage or benefits. For more information about services not covered by a managed care plan or to find a Medicaid provider near you, call the Medicaid Helpline at 1-800-541-8231.

If you are not enrolled in a Medicaid managed care plan and you need nursing home care, home care or personal care, call NY State of Health at 1-855-355-5777 (TTY: 1-800-662-1220) for more information on how to get these services.

▶ **Take the important step to managing your account online.**

You can get help reading this notice in English or another language or get this notice in another format.

Call us at 1-855-355-5777 (TTY: 1-800-662-1220)

Your NY State of Health online account holds important information about you and your household members. ~~By setting up your online account, you can update your application on your own at any time. You can keep track of your information, including your notices, whenever you want.~~

To set up your online account, go to www.nystateofhealth.ny.gov, click on **GET STARTED**. Then, click **LOGIN** if you already have a NY.gov ID, or **REGISTER** if you are a new user. After you log in, enter this invitation code — **170189803457912706564** — to confirm your personal information and finish setting up your account.

► **For more help:**

Call NY State of Health's Customer Service Center at 1-855-355-5777 (TTY: 1-800-662-1220).

Meet with an in-person application assistor. These individuals, located at community-based organizations, are trained to help you understand your health insurance coverage options and enroll in coverage. The Customer Service Center can provide you with a list of assistors.

If you already are enrolled in a health insurance plan, you can also call your health plan.

► **About NY State of Health:**

NY State of Health is a marketplace designed to help people enroll in health insurance coverage. Through a single application, individuals can apply for eligibility for health insurance programs, like Medicaid, Child Health Plus, and the Essential Plan, and enroll in these plans if eligible. The marketplace offers a broad choice of health plan options, as well as information about—and access to—financial assistance if eligible. To learn more, visit <https://nystateofhealth.ny.gov/>.

To find helpful information about health insurance, including how it works, how to use it, how to find a doctor, and the meaning of insurance terms, go to: <https://info.nystateofhealth.ny.gov/UsingYourInsurance>.

Legal Reference

Listed below are the specific laws and government regulations which give NY State of Health the authority and which set the rules under which we can offer affordable health insurance to New York State residents.

We are sending you this notice based on:

- New York Social Services Law: § 366(1)(b) and § 365-n

You Must Report Changes

Over the next year, you must tell NY State of Health about any changes that would affect your eligibility for enrollment in health insurance within 30 days of such a change. You need to tell us if:

- Your income changes (only if you are receiving financial assistance);
- You get access to or enroll in the New York State Health Insurance Program (NYSHIP);
- Your eligibility for health insurance from a job changes;
- The cost of your health insurance premium from a job changes;
- You become qualified for other health insurance;
- You move;
- There is a change in immigration status;
- Your household changes. For example, you marry/divorce, become pregnant, or have a child; adopt a child, or a child is placed for adoption with you;
- There is a change in full-time student status (if applicable to application members);
- You change how you plan to file your taxes. For example, you will claim new dependents (only if you are receiving financial assistance).

HOW TO REPORT CHANGES TO NY STATE OF HEALTH

Contact us if you have any questions about this Notice. Let us know if you need help applying for or accessing your health insurance coverage.

Call us at:

1-855-355-5777

(TTY: 1-800-662-1220)

Mail:

NY State of Health

PO Box 11729

Albany, NY 12211

If you do not report changes within 30 days and they affect your ability to get government help with insurance costs, you may have to pay back some or all of the subsidies you received.

Log into your account at www.nystateofhealth.ny.gov or contact us to tell us about any changes.