



## FREQUENTLY ASKED QUESTIONS about Medicaid insurance at the end of the COVID-19 Public Health Emergency for New Yorkers who are enrolled through their Local Departments of Social Services (LDSS) or the New York City Human Resources Administration (HRA)

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The U.S. Department of Health and Human Services (HHS) has declared the U.S. to be in a public health emergency since March 2020 due to the COVID-19 pandemic. While the public health emergency is in place, New York State is allowed to keep people enrolled in Medicaid without having you renew your insurance each year. However, after the public health emergency ends, you must renew in order to keep your Medicaid insurance. Here is some information that will help answer questions you may have about renewing or applying for Medicaid insurance after the end of the COVID-19 Public Health Emergency.

### **1. When will the Public Health Emergency end?**

The U.S. Department of Health & Human Services (HHS) has declared the U.S. to be in a Public Health Emergency (PHE) since early 2020 due to the COVID-19 pandemic. At this time, we do not know when the COVID-19 PHE will end, but we will contact you when you need to come back and take action.

### **2. What can I do to prepare for this change?**

Make sure your address, phone number, and other contact information is up to date with your Local Department of Social Services (LDSS) or the New York City Human Resources Administration (HRA). If any of this information has changed or you are not sure whether it is up to date, contact your LDSS or HRA. If they do not have your correct mailing address, you may not receive your Medicaid mailings, which means you could lose your Medicaid insurance.

### **3. How will I know when it is time to renew my Medicaid?**

When it is time for you to renew after the COVID-19 Public Health Emergency ends, your LDSS or HRA will mail you a Medicaid renewal package.

### **4. At the end of the COVID-19 Public Health Emergency, what do I need to do to keep my Medicaid insurance?**

When the federal COVID-19 Public Health Emergency ends, the Medicaid renewal rules will change. This means you will have to renew your Medicaid insurance like you did before the Public Health Emergency began. When it is time for you to renew, the LDSS or HRA will

mail you a Medicaid renewal package. To renew your Medicaid insurance, you must follow the instructions on how to complete and submit your renewal form by the date listed on your form. If you do not return your renewal form to your LDSS or HRA by the date on the form, then you may lose your Medicaid insurance.

- 5. After I submitted my Medicaid application or renewal package, I received a letter, telephone call, or e-mail from my LDSS or HRA saying that my application or renewal is missing information. What do I do?**

Provide the missing information as soon as possible. Your LDSS or HRA will send a written request for missing information, with a due date of no less than 10 days. The written request will tell you how you can provide the missing information. Your LDSS or HRA will also follow up with you by making attempts to contact you, your authorized representative or the person who submitted the application for you by letter, telephone call or e-mail. **If you do not provide the missing information, you may lose your Medicaid insurance or your application may be denied.**

- 6. Will I need to provide proof of income and resources with my application or renewal to my LDSS or HRA once the COVID-19 Public Health Emergency ends?**

Your LDSS or HRA will notify you of the proof needed to document your income and resources on your application or renewal form. If the LDSS or HRA needs additional proof, you will receive a notice telling you what additional documentation you need to provide. You should respond promptly. If you are having trouble getting necessary documentation you should inform the LDSS or HRA immediately. You can find the phone number and address for your LDSS or HRA at [https://health.ny.gov/health\\_care/medicaid/ldss.htm](https://health.ny.gov/health_care/medicaid/ldss.htm).

- 7. I moved in the last two years or so and have a new address, or I plan to move soon. How do I share my new address with my LDSS or HRA?**

It is very important that you notify your LDSS or HRA right away of your new address, phone number and other contact information. If they do not have your correct mailing address, you may not receive your Medicaid mailings, which means you could lose your Medicaid insurance. You can find the phone number and address for your LDSS or HRA at [https://health.ny.gov/health\\_care/medicaid/ldss.htm](https://health.ny.gov/health_care/medicaid/ldss.htm).

- 8. I gave my new address to my Medicaid plan. Do I still need to give it to my LDSS or HRA?**

Yes. To make sure your Medicaid case doesn't close, it is very important that you also notify your LDSS or HRA of your new address. You can find the phone number and address for your LDSS or HRA at [https://health.ny.gov/health\\_care/medicaid/ldss.htm](https://health.ny.gov/health_care/medicaid/ldss.htm).

**9. I participate in the Medicaid Excess-Income (Spenddown) or Pay-In program. After the COVID-19 Public Health Emergency ends, will I need to submit a bill or payment?**

You must continue to submit your bills or pay-in to your LDSS or HRA (or your Managed Long Term Care Plan) in order to meet your obligation for the Medicaid Excess Income (Spenddown) or Pay-In Program. Some individuals did not have to meet their spenddown temporarily if they were unable to submit bills or pay-in to their LDSS or HRA because of a reason directly related to the COVID-19 Public Health Emergency (e.g., you were quarantined). If this happened to you and you are not yet meeting your obligation, once the COVID-19 Public Health Emergency ends, you will be required to resume submitting bills or payments to your LDSS or HRA to meet your monthly obligation for the Medicaid Excess Income (Spenddown) or Pay-In Program. You can also contact them with any questions about your case.

**10. During the COVID-19 Public Health Emergency, I requested a fair hearing about my Medicaid eligibility or status and I was granted *Aid to Continue*. How does that affect my Medicaid insurance?**

If your Medicaid was in Aid to Continue status on or after March 18, 2020, your Medicaid eligibility has been maintained with the same insurance since then—insurance was not decreased or discontinued during the COVID-19 Public Health Emergency. Once the COVID-19 Public Health Emergency ends, you will be contacted about your fair hearing request. Your Medicaid insurance will continue in Aid to Continue status and will not be decreased or discontinued while your fair hearing request is being addressed. If you have questions about your Fair Hearing, contact your LDSS or the phone number for the Office of Administrative Hearings listed on your Fair Hearing notice.

**11. I am in the Medicaid Buy-In Program for Working People with Disabilities and I lost my job during the COVID-19 Public Health Emergency. After the COVID-19 Public Health Emergency ends, will I lose my Medicaid insurance?**

You will remain eligible for Medicaid insurance under the Medicaid Buy-In program for Working People with Disabilities until the LDSS or HRA re-determines your Medicaid eligibility at the time of renewal.

**12. What happens if I no longer qualify for Medicaid after my renewal is processed?**

We want all eligible New Yorkers to get and stay covered. If you no longer qualify for Medicaid, or if your application is denied, you will receive:

- Notice of when your Medicaid insurance will end,
- Information on how to file an appeal if you think the cancellation decision was incorrect, and
- Information about other health insurance programs and how to apply for those programs through NY State of Health. Financial assistance is available for those who qualify.