



Provider Guidance When Talking With Members About Renewing Coverage for Medicaid, HARP, CHPlus, and Essential Plan

It's important that you and your staff remind EmblemHealth Enhanced Care (Medicaid), Enhanced Care Plus (Health and Recovery Plan, or HARP), Child Health Plus (CHPlus), and Essential Plan (EP) members to actively renew their health insurance plan on time to avoid a gap in coverage. Below is some guidance for you to help ensure these members retain their access to care.

- **Encourage members to prepare for the renewal process.** Members should update their address and contact information (and opt in for text messages, if available) with the agency through which they are enrolled to ensure their renewal information will reach them. This could be:
 - New York (NY) State of Health.
 - Local Department of Social Services (DSS).
 - New York City Human Resources Administration (HRA).
- **Prompt members to take the necessary steps to renew coverage.** Renewals will occur monthly and begin with members who have coverage through **June 30, 2023**. Based on their coverage end date, members will receive an email, letter, or packet from the agency through which they are enrolled when it's time to renew their health insurance. This notice will let them know what they need to do to renew their coverage and how much time they have to respond. Deadlines will be based on a member's coverage end date.
- **Educate members on how to find information about their coverage end date.** Members should renew coverage 90 days prior to their coverage end date (recertification date). Members can find their coverage end date by contacting the agency through which they are enrolled. They can also find this information by signing in to their EmblemHealth [member portal](#).

Providers can also find a member's coverage end date by following the steps listed below:

1. Sign in to the EmblemHealth [provider portal](#).
2. Create a [PCP Member Panel Report](#) and export the report.
3. [Retrieve](#) the report and filter on the column labeled "Medicaid Recertification Date."



- **Inform members about resources to help them complete the renewal process.** If members have questions about their renewal or eligibility, they can call EmblemHealth at **888-432-8026** (TTY: **711**). We're available by phone 8 a.m. to 6 p.m., Monday through Friday. A representative will be happy to help. If a member wants in-person help with their renewal application, they can call **800-274-2950** (TTY: **711**) to schedule an appointment to visit one of our [Neighborhood Care](#) centers.
- **Talk with Medicaid members about joining [HARP](#).** HARP is designed to meet the unique needs of eligible Medicaid members living with serious mental illness and/or substance use disorder. The plan includes access to home and community-based services (HCBS) and support from their assigned Health Home. EmblemHealth will provide you with a list of HARP-eligible members. If interested in enrolling, members can call New York Medicaid Choice at **855-789-4277** (TTY: **888-329-1541**) from 8:30 a.m. to 8 p.m., Monday through Friday, and 10 a.m. to 6 p.m., Saturday.
- **Important contact information for members:**

NY State of Health

Online: nystateofhealth.ny.gov

Phone: **855-355-5777** (TTY: **800-662-1220**)

[Enrollment Assistor](#)

Local DSS and HRA

Online: health.ny.gov/health_care/medicaid/ldss.htm

New York City HRA: **888-692-6116**

Nassau County DSS: **516-227-7474**

Western Suffolk County DSS: **631-853-8408**

Eastern Suffolk County DSS: **631-852-3710**

Westchester County DSS: **914-995-3333**

EmblemHealth

Online: emblemhealth.com/plans/state-sponsored-programs/renewing-coverage

Phone: **888-432-8026** (TTY: **711**)

If you have questions or need additional support, please call your EmblemHealth Relationship Manager directly or our Provider Services at **866-447-9717**. Our hours are 8 a.m. to 6 p.m., Monday through Friday. A representative will be happy to help you.