

Frequently Asked Questions

Medicaid Managed Care Renewal FAQs

If you or members of your family have Healthfirst Medicaid Managed Care, you must renew your plan once a year, on or before the anniversary of when you signed up.

The easiest and fastest way to renew your Medicaid coverage is to call the Healthfirst representative who helped you enroll, visit one of our community locations, or go online to schedule an appointment.

You will receive a notice from either the NY State of Health (NYSOH), the Human Resources Administration (HRA), or your Local Department of Social Services (LDSS) **before your anniversary date**. Make sure **you open and read the notice** to get all the details about how to renew your health insurance plan! **Your coverage will be cancelled** if you don't renew when you are required to or don't return documents by the requested date.

Check out the FAQs below to learn more about renewing your Healthfirst Medicaid Managed Care coverage.

How do I renew my Healthfirst Medicaid Managed Care plan?

There are several options. **The easiest and fastest way to renew your Medicaid coverage is to call the Healthfirst representative who helped you enroll.**

You can also visit a community location or go online to schedule an appointment, and we'll call you to help you through the process. We can even call you and NYSOH at the same time and submit any required documentation electronically to make your renewal faster.

You can also renew by following the instructions in your renewal notice. If you enrolled through the NYSOH website, you will renew online. If you enrolled with a paper application, you may be asked to renew by paper or renew online through the NYSOH website.

Please note: If you receive social security disability income or any form of public assistance, such as WIC or SNAP, you must renew in person through an assistance agency such as your Local Department of Social Services or the Human Resources Administration. Unfortunately, Healthfirst will not be able to help you with your renewal.

I didn't receive a renewal notification. What should I do?

Contact the Healthfirst representative who helped you enroll, visit us at a community location, or call us at 1-866-463-6743, Monday to Friday, 8am–6pm.

Frequently Asked Questions

What documents do I need to renew my coverage?

Required documentation varies from person to person. You will likely need:

- Proof of income
- Proof of address if your address has changed
- Proof of immigration status if your immigration status has changed or been renewed

Do I have to renew my coverage through the NYSOH marketplace?

The easiest and fastest way to renew your Medicaid coverage is to call the Healthfirst representative who helped you enroll.

You can also renew by following the instructions in your renewal notice. If you enrolled through the NYSOH website, you will renew online. If you enrolled with a paper application, you may be asked to renew by paper or renew online through the NYSOH website.

If I enrolled with a paper application, can I renew online?

If your renewal notice gives instructions for online renewal, you can renew online. Use the username and password provided to create an account and log in to the NYSOH website and follow the instructions provided. Call us at 1-866-463-6743, Monday to Friday, 8am–6pm, if you need help.

What are the advantages of having an online account with NYSOH?

You can renew online and view all communications sent to you under the Documents tab, so that you don't have to worry about missing a letter in the mail. You can also track the progress of your renewal and update your address and contact information.

What happens if I don't renew?

If you don't renew or provide required documentation by the requested date, your health insurance coverage will be cancelled.

I submitted my renewal package. Why did I lose my coverage?

You may have not submitted required documentation or missed the deadline, or you may no longer be eligible for Medicaid Managed Care. Call us at 1-866-463-6743, Monday to Friday, 8am–6pm, for help!

I submitted my renewal package. How do I check my status?

If you submitted a paper application, you can contact the Healthfirst representative who helped you enroll or call the office handling your application at the number included in your renewal notice.

If you renewed online, you received confirmation of your eligibility at the time of renewal.

I renewed my coverage with NYSOH. Do I also have to renew with Healthfirst?

No. If you successfully renewed your coverage with NYSOH, your renewal is complete.

Why did my renewal date change?

A number of factors, including a change of address to a new county, may cause your renewal date to change.

Frequently Asked Questions

I completed my paper renewal. What do I do now?

Submit your paper renewal package by mail at the address included in your renewal notice. If you need help finding the address, call us at 1-866-463-6743, Monday to Friday, 8am–6pm.

I signed up for auto-renew. Why am I being asked to renew my plan?

Auto-renew allows you, at the time of enrollment, to choose a period of one to five years for which to automatically renew your Medicaid Managed Care plan. If you signed up for auto-renew and there have been no changes to your income, family size, immigration status, or tax filing status, your plan may renew automatically.

Auto-renew is not guaranteed. If there are any changes to your income, family size, immigration status, or tax filing status, you need to renew your plan.

I have Medicaid Managed Care coverage and my children have Child Health Plus. Can I renew my family's health insurance at the same time?

If you are the head of household and are enrolled through the NYSOH website, you will be able to renew all your family members at the same time, as well as enroll new family members.

If you are not the head of household, each health insurance plan must be renewed separately before each anniversary of enrollment.

Everyone in my family has Medicaid Managed Care. Can I renew my family's health insurance at the same time?

You can renew your family's health insurance at the same time **if** you are the head of household **or** all renewal dates are the same **and** you are renewing through the NYSOH website.

Can the same Healthfirst representative who helped me apply last year handle my renewal?

Yes. The easiest and fastest way to renew your Medicaid coverage is to call the Healthfirst representative who helped you enroll. Your Healthfirst representative can even submit any required documentation electronically to NYSOH to make your renewal faster.

Can I add family members to or remove them from my application during the renewal process?

Yes, if you are head of household.

At what age does my child have to be removed from my renewal?

If you renew online through NYSOH, your child can remain linked to your coverage as long as you continue to claim him/her as a dependent.

If you renew with a paper application, your child will receive a form from the state at age 21 asking if s/he would like to remain linked to your coverage.

Frequently Asked Questions

My immigration status has changed. Can I still renew? What documentation do I need?

Yes, you will be able to renew as long as you remain eligible for Medicaid Managed Care.

If you recently received authorization to work in the US, you will need to provide a copy of your work authorization and your social security number.

If you recently received your resident alien card (green card), you will need to provide a copy.

If you recently received your naturalization papers, you will need to provide a copy of your naturalization certificate, a copy of your green card containing your alien ID number, and your US passport.

Can I renew My Medicaid Managed Care coverage if my green card expires?

Yes, you will be able to renew as long as you maintain a legal immigration status and remain eligible for Medicaid Managed Care.