



Important: Recertifications are Resuming in 2023 Help Your Patients Keep Their Health Coverage

Starting Spring 2023

New York State will resume eligibility reviews and renewals for people enrolled in the following health insurance plans:

- Medicaid
- Essential Plan
- Child Health Plus
- Personal Wellness Plan (HARP)
- Medicare Advantage plans with Medicaid or Medicare Savings Program
- Managed Long-Term Care

Plan members with a recertification date after June 2023 must renew their plan to keep their health coverage.

If your patients do not renew on time, they risk losing health coverage and could face unexpected costs or even a gap in care.

What's Important for You and Your Patients to Know

When it's time to renew	
Healthfirst plan members: <ul style="list-style-type: none"> ■ Medicaid ■ Essential Plan ■ Child Health Plus ■ Personal Wellness Plan (HARP) 	Call Healthfirst at 1-844-500-9820 (TTY 1-888-542-3821), Monday to Friday, 9am–8pm to check eligibility and make an appointment with a Healthfirst representative to recertify with NYSOH, Human Resources Agency (HRA), or Local Department of Social Services (LDSS).
Healthfirst Medicare Advantage members with Medicaid or Medicare Savings Program	Call My Advocate at 1-877-218-5188 (TTY 1-855-368-9643), Monday to Friday, 9am–6pm. A representative can personally help them get their paper application completed and returned on time.
Managed Long-Term Care <ul style="list-style-type: none"> ■ CompleteCare (HMO D-SNP) ■ Senior Health Partners (MLTC) 	Call 1-844-450-5701 (TTY 1-888-542-3821), Monday to Friday, 8:30am–5:30pm

Provider Alert

What's Important for You and Your Patients to Know (continued)

- Healthfirst will work with our members to check their plan eligibility and make sure they are enrolled in the right plan with the right benefits.
- **Did you know that Medicare members can now have a *higher income* and still be eligible for the Medicare Savings Program?** Healthfirst Medicare Advantage plan members with the Increased Benefits Plan (HMO), 65+ (HMO), Signature (HMO), or Signature (PPO) should call **1-866-480-0168** (TTY 1-855-368-9643), Monday to Friday, 8am–11pm, and find out if they are eligible for more savings on their health insurance costs.

How to Help Your Patients Renew Their Health Plan

1. Log in to your **Healthfirst Provider Portal** account at hfproviderportal.org to see a member's renewal date or a list of your Healthfirst patients. Contact them to make any needed appointments, and speak to them about renewing their plan so there's no gap in their coverage. Tell them to visit healthfirst.org/renew-your-coverage.
2. Patients of yours who are Healthfirst members and have not come in for an office visit in the past 12 months should be contacted today to have an appointment scheduled. Tell them to renew their health plan by contacting Healthfirst (see chart titled **When it's time to renew**).

In addition, if you're eligible, you may earn a Healthfirst Quality Incentive Program (HQIP) incentive for this visit. To learn more about HQIP, log in to hfproviderportal.org or reach out to your account manager.

3. You can refer patients to a Healthfirst representative with whom you work or to our Community Offices for help renewing their Healthfirst coverage. Healthfirst is focused on making sure your patients avoid unexpected costs, gaps in care, or loss of coverage.