



## The Importance of Recertifications To Your Patients

### Year-Round Effort

New York State requires annual eligibility reviews and renewals for members enrolled in the following health insurance plans:

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

Plan members must renew their coverage to keep their health insurance.

If your patients do not renew on time, they risk losing access to healthcare and could face unexpected costs.

### 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"> <li>■ Medicaid</li> <li>■ Essential Plan</li> <li>■ Child Health Plus</li> <li>■ Personal Wellness Plan (HARP)</li> </ul>	Call Healthfirst at <b>1-844-500-9820</b> (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 <b>1-877-218-5188</b> (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"> <li>■ CompleteCare (HMO D-SNP)</li> <li>■ Senior Health Partners (MLTC)</li> </ul>	Call <b>1-844-450-5701</b> (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 **1-866-889-2524** (TTY 1-888-542-3821), Monday to Friday, 9am–5:30pm, 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](https://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.
2. Patients whose renewal deadline is approaching should be directed to visit [healthfirst.org/renew-your-coverage](https://healthfirst.org/renew-your-coverage) for more information.
3. If patients of yours who happen to be Healthfirst members have not come in for an office visit in the past 12 months, contact them today and schedule an appointment for them. Ask if they know their plan renewal deadline. If not, use the [Recertification Toolkit for Providers](#) to find out, or tell them to contact Healthfirst for assistance (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](https://hfproviderportal.org) or reach out to your account manager.

4. You can refer Healthfirst members to the 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 and don't go even one day without access to care.