

Healthfirst Provider Toolkit: Patient Recertification

Patient Renewal Email

This email text explains recertification to your Healthfirst patients. You can copy and paste it into your practice's patient emails.

Customize only the information between the [brackets].

Subject line: Don't lose your coverage!

Snippet <preview>: We'll help make sure you don't lose your health insurance.

Dear Patient,

This is an important message for Healthfirst members at **[PROVIDER PRACTICE NAME]**.

If you or a family member are enrolled in Medicaid, Essential Plan, Child Health Plus, Medicare Advantage plan (MAP) with Medicaid or Medicare Savings Program, or Managed-Long Term Care, you may need to renew your health coverage soon.

You'll receive a notice by mail or email before your plan renewal date from either:

- NY State of Health (NYSOH)
- Human Resources Administration (HRA) (if you live in NYC)
- or your Local Department of Social Services (LDSS) (if you live elsewhere)

When you receive it, please contact Healthfirst. We can help you every step of the way to make sure you don't go even one day without the coverage you need for doctor visits, prescriptions, and more.

Be sure to renew your Healthfirst plan by your renewal date.

For more information about renewals, visit healthfirst.org/renew.

If you've already renewed your coverage, or if this does not apply to you, please disregard this message.

Sincerely,

Healthfirst and **[INSERT YOUR PRACTICE NAME]**

Coverage is provided by Healthfirst Health Plan, Inc., Healthfirst PHSP, Inc., and/or Healthfirst Insurance Company, Inc. (together, "Healthfirst"). Coverage for Senior Health Partners, Managed Long-Term Care Plan, is provided by Healthfirst PHSP, Inc. Healthfirst complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-305-0408 (TTY 1-888-867-4132). 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-866-305-0408 (TTY 1-888-542-3821)。

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