

Don't risk losing your health insurance coverage.



Be sure to renew your Healthfirst plan by your renewal date if you have:

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

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.

Watch your mail or email.

You'll receive a notice before your renewal date. Depending on what plan you have, the notice will come from either:

- NY State of Health
- the Human Resources Administration (HRA)
- your Local Department of Social Services (LDSS)

Once your notice arrives, call Healthfirst at one of the numbers listed in the chart on the back and we can take you step by step through the renewal process.



We can make it easier to renew.

When your renewal notice arrives, call Healthfirst at one of the numbers below (based on your current plan).

If you have:	Follow these steps:
<ul style="list-style-type: none"> • Medicaid • Essential Plan • Child Health Plus • Personal Wellness Plan (HARP) 	Call 1-844-500-9820 (TTY 1-888-542-3821), Monday to Friday, 9am–8pm . We can schedule you an appointment with a Healthfirst Rep who will help you renew your plan or enroll in a another one over the phone or in person.
<ul style="list-style-type: none"> • Medicare Advantage plan with Medicaid or Medicare Savings Program 	Healthfirst is working with <i>My Advocate</i> to help you complete your paper application and even mail it for you. Call <i>My Advocate</i> at 1-877-218-5188 (TTY 1-855-368-9643), Monday to Friday, 9am–6pm .
Managed Long-Term Care <ul style="list-style-type: none"> • CompleteCare (HMO D-SNP) • Senior Health Partners 	For help renewing the Medicaid part of your coverage, call 1-844-450-5701 (TTY 1-888-542-3821), Monday to Friday, 8:30am–5:30pm .

Your plan eligibility can change from year to year based on income, dependents, and more. So when you call us, we'll help you understand your coverage options.

When you get your renewal notice, be sure to call Healthfirst without delay.

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

To learn more about applying for health insurance, including Medicaid, Child Health Plus, Essential Plan, and Qualified Health Plans through NY State of Health, The Official Health Plan Marketplace, visit nystateofhealth.ny.gov or call 1-855-355-5777.

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)。



Department of Health

Medicaid

