



Recertification 101 for Healthfirst Providers: *Keeping our Members Covered*

May 2023



Today's Discussion

■ Medicaid Recertification Overview

- Background on Medicaid Recertifications
- Healthfirst Recertification Strategy & Provider Resources
- Step-by-Step Guides for Using Healthfirst Tools to Educate Members on the Recertifications
- Demo of Healthfirst Provider Portal Tools

■ Update on Federal Poverty Line Expansion for Medicare Dual Population

■ Q&A

Please Keep in Mind:

- *This webinar is being recorded and will be posted to the HF provider portal*
- *Information is up to date as of 5/24/23*
- *The intended audience is for providers, not to be distributed to members*

Medicaid Recertifications/Renewal

What's Medicaid Recertification / Renewal?

Mainstream Medicaid, HARP, CHP, EP, MLTC, MAP and Medicare Dual members are **required to renew their Medicaid eligibility with New York State on an annual basis**

Public Health Emergency

Due to the PHE, the State automatically renewed Medicaid eligibility status and members have not had to take action to update their information with the State.

What Happens When Recerts Start?

Members will need to update their Medicaid eligibility on their Renewal date....first renewal cohort are those with recert dates of 6/30/2023*

Membership Confusion

Due to:

- Eligibility changes
- Unsuccessful communications
- Members not understanding the process

*If members fail to recertify on time, they may **lose their healthcare coverage.***

*Note: Passage of the federal Consolidated Appropriations Act on Dec 29th decoupled continuous coverage from the public health emergency (still in effect) and established requirements for “unwinding” redeterminations. State will send member notices based on their system of enrollment (i.e. **March – downstate off exchange, April – upstate off exchange, May – NY State of Health on exchange**)

Recertification Process 101

OFF-EXCHANGE RENEWAL PROCESS

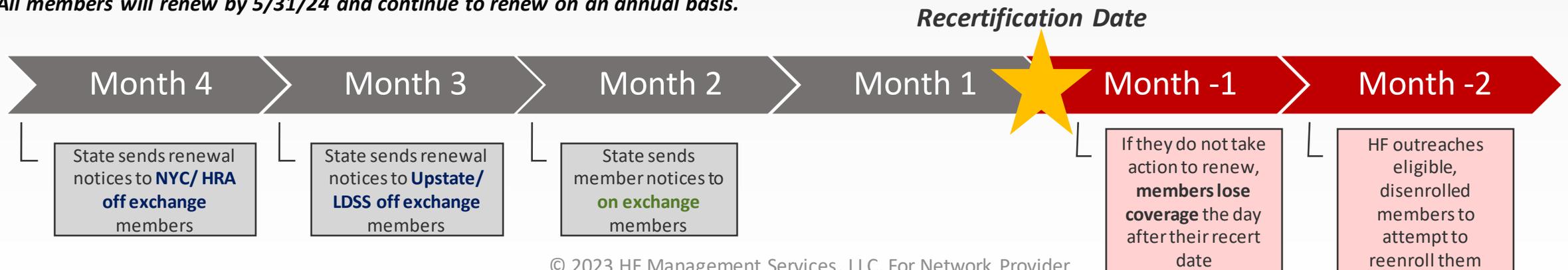
- **Renewal by “Paper application”** sent by HRA for members in NYC and LDSS for members outside of NYC
- **Who:** Dual, MAP, MLTC & off-exchange Medicaid/HARP members
- **WHEN:** Application sent 120-90 days prior to recert date & due 50 days prior (i.e. May 10th for June 30th recert cohort)
- **HOW:** Member mails application or delivers it to HRA / LDSS office

ON-EXCHANGE RENEWAL PROCESS

- **Renewal completed on NYSOH website**
- **WHO:** On-exchange Medicaid/HARP/EP/CHP members
- **WHEN:** Renewal window begins 45 days prior to recertification date (i.e. May 16th for June 30th recert cohort)
- **HOW:** Members must complete application using NYSOH website

RECERTIFICATION PROCESS TIMELINE

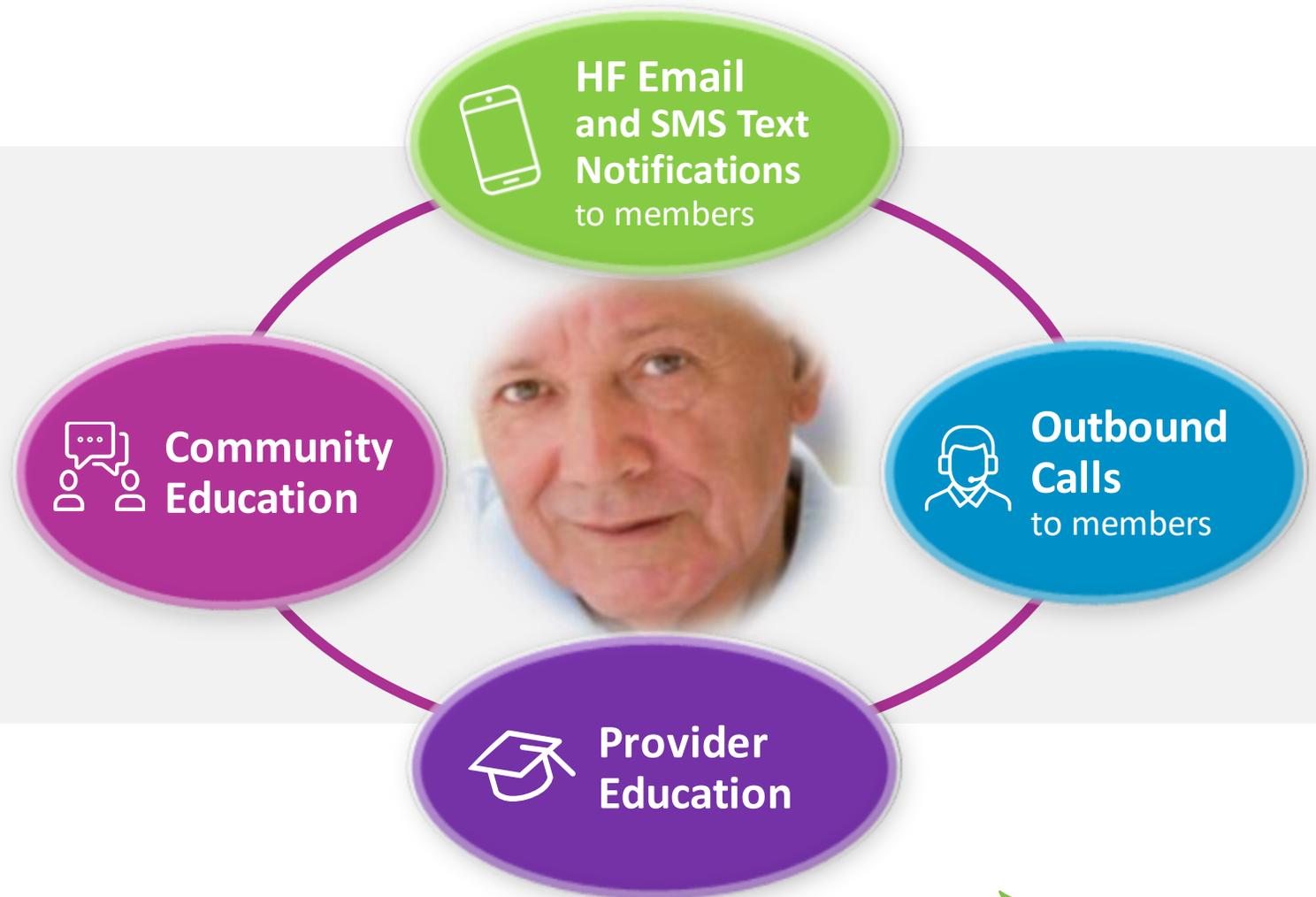
*Members with a 6/30/23 recertification date are the first cohort to renew.
Each month after, a new cohort is up for renewal based on their recertification date.
All members will renew by 5/31/24 and continue to renew on an annual basis.*



Healthfirst's Omni-channel Recertification Strategy

Goals:

- Retention
- Get members into the right Healthfirst Plan



Healthfirst is Here to Help Members Renew Their Coverage

Members can be directed to our Healthfirst “Renew your Coverage” website - <https://healthfirst.org/renew-your-coverage/>

Guide Members to Take Action based on Their Plan

Reinforce our omnichannel member outreach by directing your patients to Healthfirst for renewal support

Prepaid Health Service Plan (PHSP)

- Medicaid
- Essential Plan
- Child Health Plus
- Personal Wellness Plan

Call 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).

Medicare Advantage with Medicaid
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.

CompleteCare Plan (HMO D-SNP)
Senior Health Partners (MLTC)

**Call 1-844-450-5701 (TTY 1-888-542-3821),
Monday to Friday, 8:30am–5:30pm**

PHSP Members can also visit your local Healthfirst Community Office

<https://hfrepdirectory.healthfirst.org/CommunityOffices> or schedule directly with a Healthfirst representative <https://hfrepdirectory.healthfirst.org/FOF>



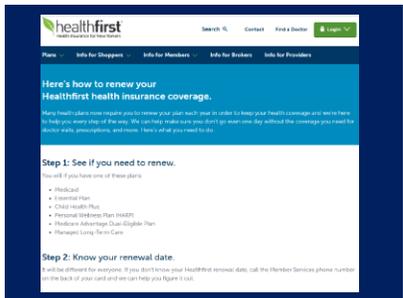
EQUIP Providers to Educate & Guide Members on Recertifications



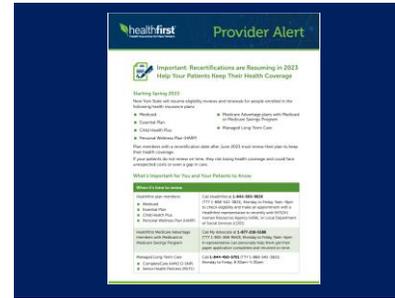
Continue to encourage members to update their [Contact Information in NYSOH](#)



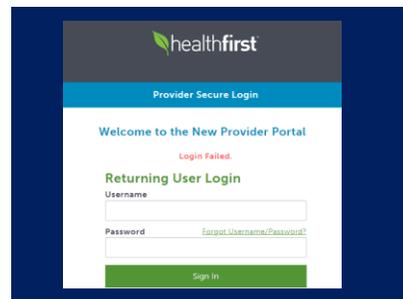
Spread awareness by posting [NYSOH Resources](#) on-site at your practice



Direct members to **Healthfirst's renewal webpage** healthfirst.org/renew-your-coverage to learn more & stay connected



Remind members of "What's Important" using the Provider Alert **"Important: Recertifications are Resuming in 2023"**



Use Healthfirst Provider Portal tools to identify members up for recertification

<https://hfproviderportal.org/>

! Don't Forget to continue to educate HARP-eligible Mainstream Medicaid members (indicated with H9 code) about the Personal Wellness Plan (HARP) and additional benefit offerings

EDUCATE Providers to Inform Members on When & How to Recertify

Healthfirst Provider Portal

1st Stop for Looking Up Healthfirst Member Recertification Dates

<https://hfproviderportal.org/>

Member Eligibility Screen

2CL66U

Check recert date & eligibility upon or before appointment (one by one look up)



Eligibility Search: Check members' eligibility, coverage dates, and plan details.

Member Renewal Roster

K0216L

Understand recert dates for your Healthfirst panel
Roster can be extracted into excel or other data format

MEMBER RENEWAL ROSTER	
TIN ID#	123456789
Recertification Start Date	6/1/2023
Recertification End Date	8/31/2023
Search	Export to Excel

It may take up to 20 seconds to display the results.

PCP Panel Report

Track recert dates for your full Healthfirst panel and see member plan eligibility (i.e. HARP, Medicaid to Medicare)

PCP Online Reports

Provider Reports
Capitation Summary Report
PCP Panel Report



ePACES

State Resource with Recertification Dates

<https://epaces.emedny.org/>

Eligibility Request

Check eligibility & recert date for all patients upon or before appointment (one by one look up)



Please Note: Member Renewal Roster and the PCP Panel Report are only accessible to Primary Care Physicians who have requested access to these reports. If you are from a hospital, please reach out to your DSE Network Account Manager for your PCP Panel Reports

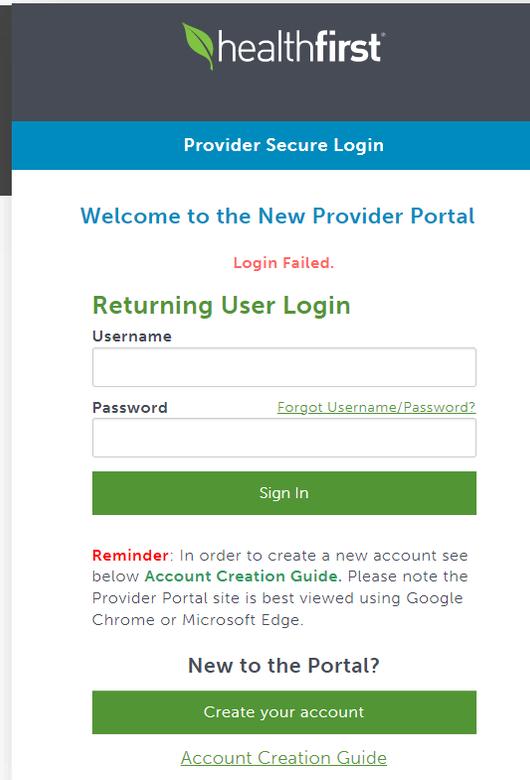
EDUCATE – Member Eligibility Screen

Identify Members Recertification Date

Practice Staff and PCPs can use the Member Eligibility Screen before or during appointments to check members recertification date and encourage them to take action to renew.

Step 1

- Go to HF Provider portal <https://hfproviderportal.org/>
- Enter login
- If you need to create an account, click “Create Your Account” and follow prompts



healthfirst

Provider Secure Login

Welcome to the New Provider Portal

Login Failed.

Returning User Login

Username

Password [Forgot Username/Password?](#)

Sign In

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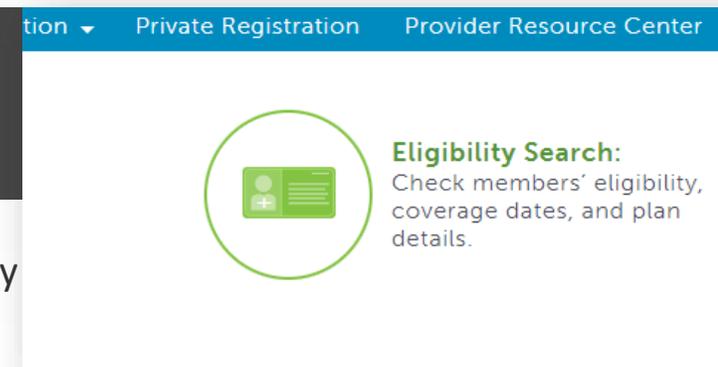
New to the Portal?

Create your account

[Account Creation Guide](#)

Step 2

- Navigate to the “Eligibility Search” link



EDUCATE – Member Eligibility Screen

Identify Members Recertification Date

Practice Staff and PCPs can use the Member Eligibility Screen before or during appointments to check a member's recertification date and encourage them to take action to renew.

Step 3

- Enter member information
 - Option 1 – Enter Member ID
 - OR
 - Option 2 - Enter Member First Name, Last Name, and Date of Birth
- Click "Search"

Search by Member ID, OR Member Name and Date of Birth

Each Member ID must appear on it's own line. Search results will not be displayed for invalid Member IDs.

Option 1

Member ID

Option 2

Member First Name

Member Date of Birth

Member Last Name

Search

EDUCATE – Member Eligibility Screen

Identify Members Recertification Date

Practice Staff and PCPs can use the Member Eligibility Screen before or during appointments to check a member’s recertification date and encourage them to take action to renew.

Step 4

- Identify the member’s recertification date and inform them that they must take action to renew prior
- Check “Member HARP Eligibility” to determine if the member qualifies for a HARP
 - If “Yes,” educate the member on the added benefits of enrollment into the Personal Wellness Plan (HARP)

Note: If a member’s recertification date is blank, the member’s coverage will automatically renew without the member recertifying. ePaces can be used to confirm members who are auto-renewed.

[Back to Search Results](#) [Back to Search](#) [Click here to learn more about the Appointment Availability standards](#) [Print](#)

Member Details		Current Coverage and Benefit Details	
Member ID:	██████████	Medical Plan:	HEALTH AND RECOVERY PROGRAM - HARP
Name:	██████████	Benefit Plan:	HEALTHFIRST PERSONAL WELLNESS PLAN
Gender:	██████████	Benefit Details:	SUMMARY OF BENEFITS
Date of Birth:	██████████	Group Number:	BM-SUF
Age:	██████████	Benefit Package:	MCB7
SSI Member:	██████████	Company No.:	01
Phone Number:	██████████	Coverage Status:	ENROLLED
Address:	██████████	Effective Date:	04/01/2023
		Termination Date:	
		Recertification Date:	03/31/24
		Is Member Currently in Grace Period?:	N/A
		Restricted Recipient:	NO
		Member HARP Eligibility:	YES

ENCOURAGE – Member Eligibility Screen

Guide Members to Take Action based on Their Plan

Practice Staff and PCPs can use the Call to Action prompts to connect members with a representative who can directly support them with renewing their Healthfirst coverage.

Step 5

- Encourage the member to take the following actions based on their current plan

Member Call to Action

PHSP Plans

- Medicaid
- Essential Plan
- Child Health Plus
- Personal Wellness Plan (HARP)

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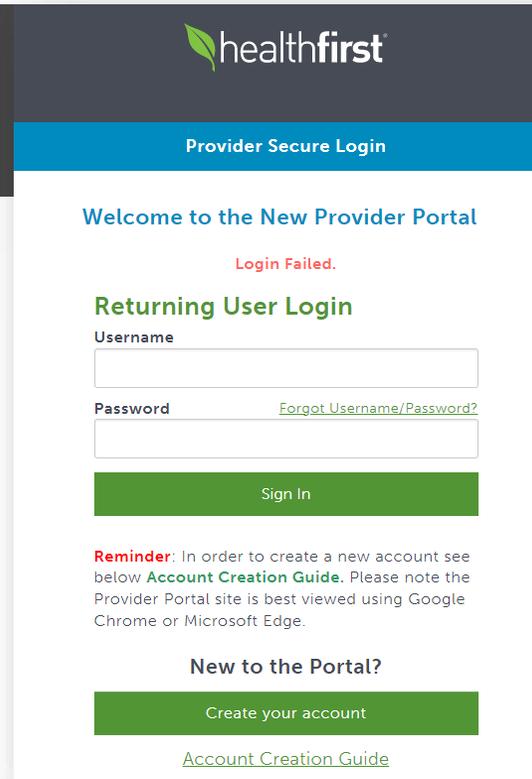
EDUCATE – Member Renewal Roster

Identify Members Recertification Date

Practice Staff and PCPs can use the Member Renewal Roster to assess recertifications dates for your entire HF panel. This roster can be extracted into excel or other data formats.

Step 1

- Go to Healthfirst Provider portal <https://hfproviderportal.org/>
- Enter login
- If you need to create an account, click “Create Your Account” and follow prompts



healthfirst

Provider Secure Login

Welcome to the New Provider Portal

Login Failed.

Returning User Login

Username

Password [Forgot Username/Password?](#)

Sign In

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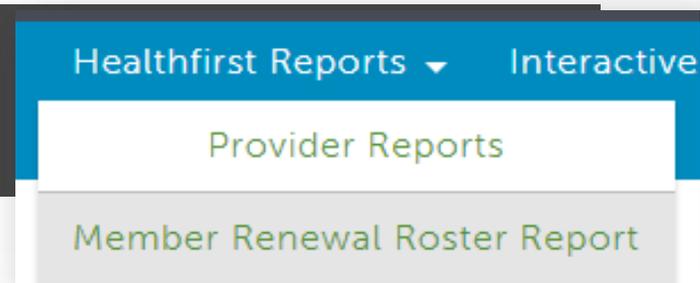
New to the Portal?

Create your account

[Account Creation Guide](#)

Step 2

- Navigate to “Healthfirst Reports”
- Select “Member Renewal Roster Report” from dropdown



Healthfirst Reports ▾ Interactive

Provider Reports

Member Renewal Roster Report

EDUCATE – Member Renewal Roster

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Step 3

- Enter TIN ID #
- Select viewing range to identify members up for recertification between the Start Date and End Date
- Click Search to view the results in the browser or choose “Export to Excel” to download list of member data

MEMBER RENEWAL ROSTER

TIN ID# *

123456789

Recertification Start Date

6/1/2023

Recertification End Date

8/31/2023

[Search](#) [Export to Excel](#) **It may take up to 20 seconds to display the results.**

Member Rosters are available for In-Network Primary Care Physicians Only.

Please Note: You may need to scroll horizontally and vertically to view all columns.

Click [Export to Excel](#) button for offline viewing. 

EDUCATE – Member Renewal Roster

Identify Members Recertification Date

Practice Staff and PCPs can use the Member Renewal Roster to assess recertifications dates for your entire Healthfirst panel. This roster can be extracted into excel or other data formats.

Step 4A

View Renewal Roster in Browser

- Review the search results
- Identify the “**Recertification Date**” field
- If member is HARP Eligible, inform them of the enrollment benefits into the Personal Wellness Plan (HARP)
 - See “**HARP Eligible**” field
- Use data on members recertification date to
 - Strategize member outreach to education them on renewals
 - Plan point of care interventions to educate members of their recertification date and action steps to renew

PHYSICIAN GROUP	PROVIDER ID	PROVIDER NAME	MEMBER NO.	RECERTIFICATION DATE	COMPANY NAME	HARP ELIGIBLE	LTSS	SECONDARY PAYOR
N/A	149603-A13	RESHMA R PANJWANI		04/30/2023	HIX PHSP INDIVIDUAL	NO	N/A	N/A
N/A	149603-A13	RESHMA R PANJWANI		03/31/2023	HEALTHFIRST-MANAGED MEDICAID	NO	N/A	N/A
N/A	149603-A13	RESHMA R PANJWANI		03/31/2023	HEALTHFIRST-MANAGED MEDICAID	NO	N/A	N/A
N/A	149603-A13	RESHMA R PANJWANI		03/31/2023	HEALTHFIRST-MANAGED MEDICAID	NO	N/A	N/A
N/A	149603-A13	RESHMA R PANJWANI		03/31/2023	HEALTHFIRST-MANAGED MEDICAID	NO	N/A	N/A
N/A	149603-A13	RESHMA R PANJWANI		03/31/2023	HEALTHFIRST-MANAGED MEDICAID	NO	N/A	N/A
N/A	149603-A13	RESHMA R PANJWANI		04/30/2023	HEALTHFIRST-MANAGED MEDICAID	NO	N/A	N/A
N/A	149603-A13	RESHMA R PANJWANI		03/31/2023	HIX PHSP INDIVIDUAL	NO	N/A	N/A
N/A	149603-A13	RESHMA R PANJWANI		03/31/2023	HEALTHFIRST-MANAGED MEDICAID	NO	N/A	N/A
N/A	149603-A13	RESHMA R PANJWANI		03/31/2023	HIX PHSP INDIVIDUAL	NO	N/A	N/A

Note: If a member’s recertification date is blank, the member’s coverage will automatically renew without the member recertifying. ePaces can be used to confirm members who are auto-renewed.

EDUCATE – Member Renewal Roster

Identify Members Recertification Date

Practice Staff and PCPs can use the Member Renewal Roster to assess recertifications dates for your entire Healthfirst panel. This roster can be extracted into excel or other data formats.

Step 4B

View Renewal Roster as Excel Export

- Review the search results
- Identify the “**Recertification Date**” field
- If member is HARP Eligible, inform them of the enrollment benefits into the Personal Wellness Plan (HARP)
 - See “**HARP Eligible**” field
- Use data on members recertification date to
 - Strategize member outreach to education them on renewals
 - Plan point of care interventions to educate members of their recertification date and action steps to renew

Recertification Date	Company Name	HARP Eligible	LTSS	Secondary Payor
3/31/2023	HIX PHSP INDIVIDUAL	NO	N/A	N/A
4/30/2023	HIX PHSP INDIVIDUAL	NO	N/A	N/A
5/31/2023	HIX PHSP INDIVIDUAL	NO	N/A	N/A
5/31/2023	HEALTHFIRST-MANAGED MEDIC	NO	N/A	HEALTH FIRST PHSP INC
3/31/2023	HEALTHFIRST-MANAGED MEDIC	NO	N/A	N/A
2/28/2023	HEALTHFIRST-MANAGED MEDIC	NO	N/A	N/A
4/30/2023	HEALTHFIRST-MANAGED MEDIC	NO	N/A	HEALTH FIRST PHSP INC
5/31/2023	HEALTHFIRST-MANAGED MEDIC	NO	N/A	N/A
3/31/2023	HEALTHFIRST-CHILD HEALTH PLU	NO	N/A	N/A
2/28/2023	HEALTHFIRST-MANAGED MEDIC	NO	N/A	N/A
4/30/2023	HEALTHFIRST-MANAGED MEDIC	NO	N/A	N/A
4/30/2023	HEALTHFIRST-MANAGED MEDIC	NO	N/A	N/A
4/30/2023	HEALTHFIRST-MANAGED MEDIC	NO	N/A	HEALTH FIRST PHSP INC
5/31/2023	HEALTHFIRST-MANAGED MEDIC	NO	N/A	HEALTH FIRST PHSP INC
4/30/2023	HEALTHFIRST-MANAGED MEDIC	NO	N/A	HEALTH FIRST PHSP INC
2/28/2023	HIX PHSP INDIVIDUAL	NO	N/A	N/A

Note: If a member’s recertification date is blank, the member’s coverage will automatically renew without the member recertifying. ePaces can be used to confirm members who are auto-renewed.

ENCOURAGE – Member Renewal Roster

Guide Members to Take Action based on Their Plan

Practice Staff and PCPs can use the Call to Action prompts to connect members with a representative who can directly support them with renewing their Healthfirst coverage.

Step 5

- Encourage the member to take the following actions based on their current plan

Member Call to Action

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- Medicaid
- Essential Plan
- Child Health Plus
- Personal Wellness Plan (HARP)

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(TTY 1-888-542-3821)

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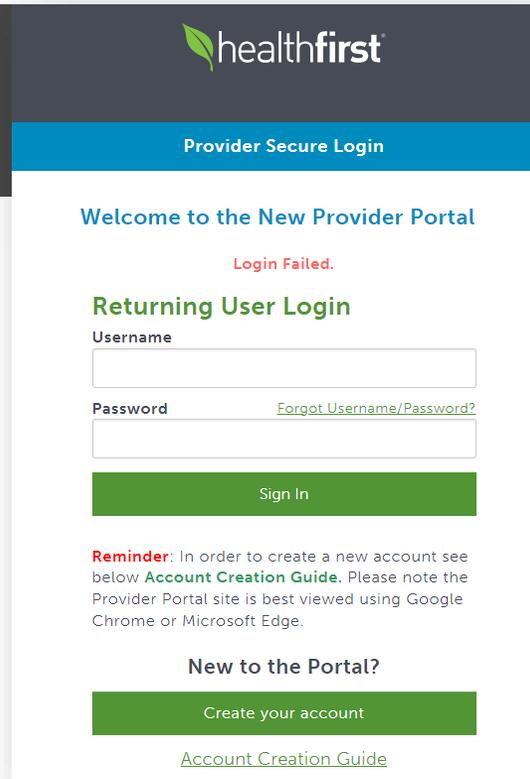
EDUCATE – PCP Panel Report

Identify Members Recertification Date

Provider Leaders can use Panel Reports to track renewals and assess when members shift into new plans (plan-to-plan transition). This report can be extracted into excel or other data formats.

Step 1

- Go to Healthfirst Provider portal <https://hfproviderportal.org/>
- Enter login
- If you need to create an account, click “Create Your Account” and follow prompts



healthfirst[®]

Provider Secure Login

Welcome to the New Provider Portal

Login Failed.

Returning User Login

Username

Password [Forgot Username/Password?](#)

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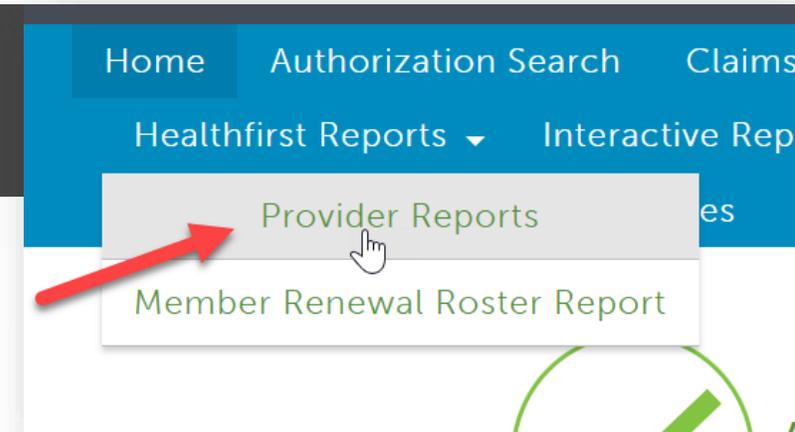
New to the Portal?

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Step 2

- Navigate to “Healthfirst Reports”
- Select “Provider Reports” from the dropdown



EDUCATE – PCP Panel Report

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Step 3

- Look under “Provider Reports”
- Click “PCP Panel Reports”
- Select the requested report link to download the excel
 - The report title format is TIN#_mmddyyyy

The screenshot shows a web interface for downloading reports. It features a 'Delegated Roster Template' section with a link to access templates. Below that is a 'PCP Online Reports' section with a 'Provider Reports' link. Under 'Provider Reports', there are two options: 'Capitation Summary Report' and 'PCP Panel Report'. A red arrow points to the 'PCP Panel Report' link. A callout box on the right shows a list of report links in the format 'TIN#_mmddyyyy.xlsx', with a red arrow pointing to one of them and the text 'New Report Format TIN#_mmddyyyy'.

Delegated Roster Template

Our Delegated Roster Templates are currently available

[Click here to access Delegated Roster Templates](#)

- Please Note: Completed Delegated Roster Template
- Your Delegated Roster Template will be acknowledged
- Questions, comments, or concerns regarding the report should be directed to the PCP Representative. You may optionally include Paul A.

PCP Online Reports

Provider Reports

Capitation Summary Report

PCP Panel Report

PCP Online Reports

Provider Reports > PCP Panel Report > Current Month

Provider Reports

- [089787380_04172023.xlsx](#)
- [092442881_03282023.xlsx](#)
- [092442881_04172023.xlsx](#)
- [132401516_04172023.xlsx](#)
- [132466675_04172023.xlsx](#)
- [132655001_04172023.xlsx](#)
- [133957095_04172023.xlsx](#)
- [135562308_04172023.xlsx](#)
- [135598093_04172023.xlsx](#)
- [261455423_04172023.xlsx](#)
- [811621653_04172023.xlsx](#)

New Report Format
TIN#_mmddyyyy

EDUCATE – PCP Panel Report

Identify Members Recertification Date

Provider Leaders can use Panel Reports to track renewals and assess when members shift into new plans (plan-to-plan transitions). This report can be extracted into excel or other data formats.

Step 4

- Open the report
- Identify recert date on in the **“Recertification_ Date Column”**
- If member is HARP Eligible, educate them on the benefits of enrollment into the Personal Wellness Plan (HARP)
- Use data on member recertification date to
 - Strategize member outreach to inform them of the need to renew
 - Plan point of care interventions to educate members of their recertification date and action steps to renew

Note: If a member's recertification date is blank, the member's coverage will automatically renew without the member recertifying. ePaces can be used to confirm members who are auto-renewed.

recertification_date	member_effective_da
01/31/2023	04/01/2020
10/31/2023	04/01/2022
02/28/2023	03/01/2020
01/31/2024	04/01/2022
02/28/2023	03/01/2020
02/28/2023	05/01/2021
02/28/2023	03/01/2020
01/31/2023	02/01/2020
01/31/2023	01/01/2021
02/28/2023	02/01/2022
01/31/2023	05/01/2018
11/30/2023	01/01/2023
01/31/2024	01/01/2022

ENCOURAGE – PCP Panel Report

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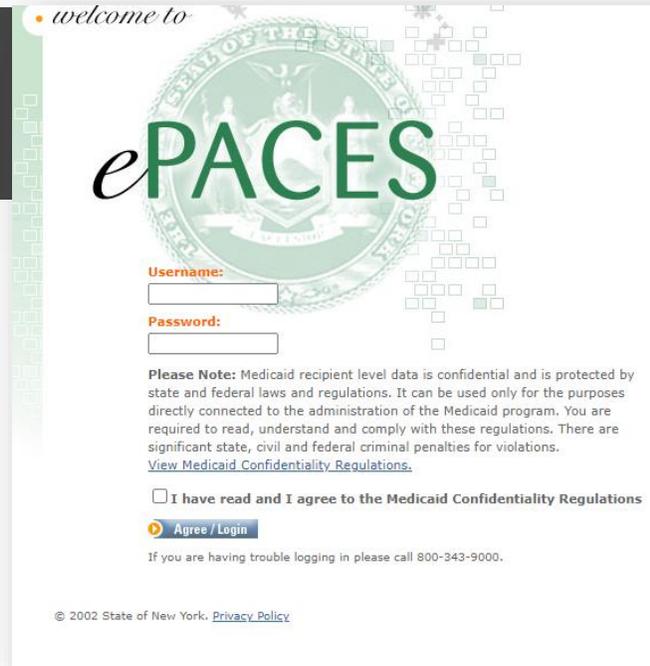
EDUCATE – eMedNY / ePaces

Identify Members Recertification Date

Practice Staff and PCPs can use the State eMedNY / ePaces website to check an individual member's eligibility and recertification date before or during appointment.

Step 1

- Go to ePaces website
<https://epaces.emedny.org/>
- Enter login



Step 2

- Click Eligibility "Request"



EDUCATE – eMedNY / ePaces

Identify Members Recertification Date

Practice Staff and PCPs can use the State eMedNY / ePaces website to check an individual member's eligibility and recertification date before or during appointment.

Step 3

- Enter member information
 - Option 1 – Enter member's client ID
- OR
- Option 2 - Enter Member First Name, Last Name, Date of Birth, SSN, and gender
- Enter a recent previous date of service
- Submit request

The screenshot shows the 'Responses' section of the eMedNY/ePaces website. It features two options for entering member information, both highlighted with red boxes:

- Option 1:** Client ID. A red box highlights the 'Enter Client ID:' field.
- Option 2:** Client Information. A red box highlights the 'First Name:', 'Last Name:', 'Date Of Birth:', 'SSN:', and 'Gender:' fields.

Other fields visible include 'Ordering/Referring Provider NPI:', 'Date of Service:' (highlighted with a red box and containing '08/18/2022'), and 'Service Types' (Available for submission and Selected for submission). The 'Submit' button is highlighted with a red box.

EDUCATE – eMedNY / ePaces

Identify Members Recertification Date

Practice Staff and PCPs can use the State eMedNY / ePaces website to check an individual member's eligibility and recertification date before or during appointment.

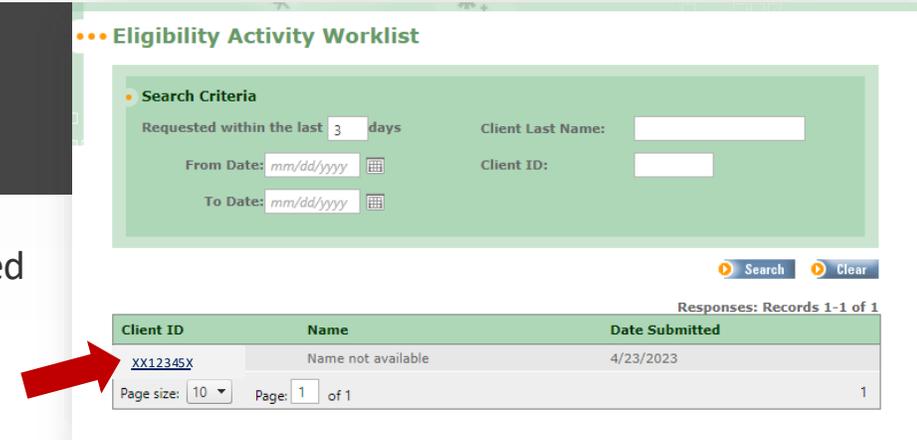
Step 4

- Select "Response"



Step 5

- Click returned member search request



EDUCATE – eMedNY / ePaces

Identify Members Recertification Date

Practice Staff and PCPs can use the State eMedNY / ePaces website to check an individual member's eligibility and recertification date before or during appointment.

Step 6

- Identify the member's recert date based on their recertification month
 - Members must recertify by the last day of their recertification month. For example, "Recertification: December" indicates a member must renew by 12/31/23.
- Inform the member that they must take action to renew prior to their recertification date – 12/31/23 in the example above.

•• Eligibility Response Details

Client Information:			
Client ID:	XXXXXXXXXX	Client Name:	XXXXXXXXXX
Gender:	XXXXXXXXXX	SSN:	
Date of Birth:	XXXXXXXXXX	Address 1:	XXXXXXXXXX
Anniversary Date:	5/1/2022	Address 2:	
Recertification:	December	City, State Zip:	XXXXXXXXXX
County:	NYC	Office:	XXXXXXXXXX
Date of Service:	XXXXXXXXXX	Plan Date:	1/1/2023

Medicaid Eligibility Information:	
ELIGIBLE PCP	
Co-pay Remaining:	\$0.00

ENCOURAGE – eMedNY / ePaces

Guide Members to Take Action based on Their Plan

Practice Staff and PCPs can use the Call to Action prompts to connect members with a representative who can directly support them with renewing their Healthfirst coverage.

Step 7

- Encourage the member to take the following actions based on their current plan

Member Call to Action

PHSP Plans

- 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 & returned on time.

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

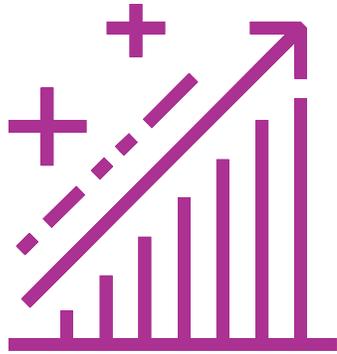


Demo of Healthfirst Provider Portal Tools



Medicare Savings Program and Medicaid Expansion in New York State

What's Happening? What are Medicare Savings Programs?



Medicare Savings Programs (MSPs) eligibility expanded significantly in 2023 due to NYS increasing the federal poverty level (FPL) income limits.



An MSP provides significant savings on healthcare costs; estimated savings of \$7,000 per year!

At minimum, an MSP covers Part B premiums and drug costs.

Only
40%

of currently MSP-eligible individuals in NYS are enrolled in MSPs today!

Benefits of the Medicare Savings Programs

Core Benefits (Both QI and QMB):

- Pays for the monthly Part B premium (est. **savings of \$1980/yr**)
- Lowers Part D drug costs; Auto enrollment into the Full Extra Help program (est. **savings of \$5,100/yr**)
- Eliminate late enrollment penalties
- Enroll the applicant in Medicare outside of an enrollment period if they do not already have Medicare

QMB Only:

- Covers cost sharing expenses

MSPs can save a Medicare beneficiary an average of \$7,000/yr on their Medicare costs!

2023 MSP Programs and Eligibility

MSP Program Type	MSP Savings	2023 NY Gross Monthly Income Limits	
		Single	Couple
QI (Qualifying Individual)	Savings of \$7K/year	\$2,280	\$3,077
QMB (Qualified Medicare Beneficiary)	Savings of \$7K/year + Cover Cost Sharing Expenses	\$1,697	\$2,288

- Other health insurance premiums can be subtracted from income
- Assets not counted in New York State

How can you help?

- Please get the word out about the Medicare Savings Program!
 - Let your Healthfirst Medicare patients know to get screened for Medicare Savings Program since eligibility has expanded and refer to Healthfirst for help!

Call us at: **1-866-889-2524** or
Visit a local Healthfirst Community Office

What to Takeaway from Today



The **first** cohort up for renewals are members with a **6/30 recertification date**



Healthfirst Provider Portal tools are the first step for identifying members up for recertification



Our provider partners are a trusted source for members needing to renew. **Connect them to Healthfirst** for recertification support



If members **miss their recert date**, direct them to Healthfirst immediately for support and assistance



Increase awareness of the MSP and refer any Medicare patients to our **Senior Retention Advocates (866-889-2524)** or our community office for help applying

Directing Members Healthfirst Renewal Support

PHSP Plans

- Medicaid
- Essential Plan
- Child Health Plus
- Personal Wellness Plan (HARP)

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CompleteCare (HMO D-SNP)
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Call 1-844-450-5701

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Monday to Friday, 8:30am–5:30pm

Appendix – Key Terms

Key Terms

- **My Advocate:** A vendor helping Healthfirst dual members renew their Medicaid coverage.
- **Healthfirst COs:** Healthfirst's Community Office support members with their insurance needs, including supporting them with recertification. HF CO are located New York, Kings, Queens, Bronx, Nassau, Suffolk, Orange, and Westchester Counties.
- **H9 Code:** State designation code on 834 file that defines if a Mainstream Medicaid members is eligible for HARP.
- **HARP Eligible:** A Mainstream Medicaid member that has an H9 code or a member that would benefit from extra behavioral health or substance abuse services who is at least 21.
- **Panel:** Individual patients under the care of a specific provider
- **PHSP:** Healthfirst's Pre-Paid Health Service Plan, which includes Mainstream Medicaid, Child Health Plus, All Leaf Plans, and Essential Plan members in your contract.
- **Report Effective Date:** Field on the Renewal Roster indicating when the report was downloaded.

Key Terms

- **MLTC:** Managed Long-Term Care, a plan for chronically ill or disabled members requiring long-term community-based or home-based care.
- **MAP:** NY State's Medicare Advantage Plus, a Dual Eligible Special Needs Plan that includes Managed Long-Term Care.
- **Recertification Date:** The date by which members must take action to renew their plan.
- **Recertify:** The process of extending a member's Medicaid coverage by redetermining their eligibility and applying for continued enrollment.
- **Renewal process:** The process steps required to complete members' annual Medicaid recertification online or via paper application.
- **HRA:** NYC's Human Resource Agency that manages the city's social service programs, including Medicaid enrollments and recertifications.
- **LDSS:** Local departments of social services outside of NYC that support Medicaid enrollments and recertifications.
- **NYSOH:** New York State of Health, NY State's official health plan marketplace where members can enroll and recertify their public health plans.
- **On-exchange:** Member enrollment or recertification transactions managed through the online New York State of Health (NYSOH) portal.
- **Off-exchange:** Member enrollment or recertification transactions managed through the Human Resources Agency (HRA) or Local Department of Social Services (LDSS) paper applications or online portals.