



## Department of Health

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Governor

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Executive Deputy Commissioner

July 24, 2020

**Re: Lifting of Member Disenrollment Restrictions – COVID-19**

The NYS Department of Health (Department) is issuing this notification to inform Health Homes that member disenrollment restrictions issued in response to the COVID-19 State of Emergency are being lifted, *effectively immediately*. Please refer to the following COVID-19 *Health Home Frequently Asked Questions* issued by the Department on March 26, 2020 (revised April 9, 2020) for guidance related to member disenrollment:

[https://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/docs/hh\\_covid\\_19\\_faq.pdf](https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/docs/hh_covid_19_faq.pdf) (see: Q11)

Health Homes should identify members for whom disenrollment is appropriate, for example: members who no longer need or want HHCM services, and members disengaged from HHCM services and cannot be found, as described in Health Home policy, *Member Disenrollment From the Health Home Program HH0007*:

[https://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/policy/docs/hh0007\\_member\\_disenrollment\\_policy.pdf](https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/policy/docs/hh0007_member_disenrollment_policy.pdf)

The Department will be evaluating Health Home data and working with Health Homes individually to obtain a better understanding of who their members are that fall in the LOW category to determine if they are appropriate to step-down toward disenrollment. Additional information on this process is forthcoming.

Please submit any questions to the Health Home Bureau Mail Log (BML) at:  
[healthhomes@health.ny.gov](mailto:healthhomes@health.ny.gov)