



Test Case  
123 Main Street  
Unknown City, NY 11000-2605

June 8, 2016  
Account ID: AC000XXXXXX

Help at: 1-855-355-5777  
TTY: 1-800-662-1220

**WELCOME TO NY STATE OF HEALTH**  
**IT'S TIME TO RENEW YOUR COVERAGE!**

You and/or members of your household need to renew your coverage through NY State of Health. This letter tells you what steps you need to take **before** your Medicaid coverage ends. Read it carefully to find out what you need to do so that your household members continue to have health coverage. If you do not take action, you will not have health insurance after your Medicaid ends.

**Your Renewal Details**

The following individual(s) have Medicaid coverage through Nassau County Department of Social Services. You were sent a notice earlier that told you that this coverage will end on August 31, 2016.

- TEST CASE

**IT'S IMPORTANT FOR YOU TO KNOW...**

**...What steps you need to take to renew your health coverage.**

---

TEST CASE

An account has been started for you. Log into the account between July 16, 2016 and August 15, 2016 to complete the renewal process for anyone who needs health coverage.

Make sure to tell us about everyone in your family, even if they do not need health coverage. Everyone does not have to live at the same address to renew their health coverage through NY State of Health.

---

This is what you need to do to complete the renewal process:

---

**To get help in another language or with reading this Notice, call 1-855-355-5777 (TTY: 1-800-662-1220) or go to [www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov) for assistance. You can also find a navigator or certified application counselor near you.**

1. Visit [www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov) and click on “Get Started”. You will need a NY.Gov ID in order to log in. If you do not have a NY.Gov ID, go to [www.my.ny.gov](http://www.my.ny.gov) to create a username and password.

If you already have a NY.Gov ID, you can use your username and password to log into your NY State of Health account. If you created an account as an Employer or Employee with NY State of Health, please create a new NY.Gov ID.

2. After logging in, use this invitation code: 146532657790700000X to finish setting up your NY State of Health account.
3. You will need to tell us more about you and your household members. Your local Department of Social Services provided some information about your renewal but not enough to determine your eligibility for health coverage through NY State of Health.

When you complete your renewal, remember to include everyone in your family, even if they do not file taxes or are not looking for health care coverage. Everyone does not have to live at the same address to renew their health coverage through NY State of Health.

4. Your account is a place where important information about your application for health insurance is stored. Keep your username and password in a safe place.

If you need help, call Customer Service at 1-855-355-5777 (TTY: 1-800-662-1220). You can also get help applying for coverage, reviewing your coverage options and enrolling in a plan in your community. Navigators and certified application counselors are located in every county in New York and speak over 40 different languages. All help is free. To find a navigator or certified application assistor, visit [www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov) or call 1-855-355-5777 (TTY: 1-800-662-1220).

## **IT’S IMPORTANT FOR YOU TO KNOW...**

### **...What information is needed to complete the renewal process.**

NY State of Health must have the most up-to-date information about you and your household members. **Update your renewal with the most recent information about:**

- Your address;
- Income;
- Access to or enrollment in the New York State Health Insurance Program (NYSHIP);
- Eligibility for health insurance from a job or other health insurance;
- Health insurance premium from a job;

- Everyone who lives in your household and changes in household size, for example, if you get married or divorced, become pregnant, have a child(ren) or adopt a child(ren); or if a child(ren) is placed for adoption with you;
- Changes in full-time student status (if applicable to application members);
- Changes in immigration status;
- How you plan to file your taxes.

### **IT'S IMPORTANT FOR YOU TO KNOW...**

#### **....What happens after you make changes to your account.**

We will send you a notice with your new coverage information and any financial assistance you will receive.

### **IT'S IMPORTANT FOR YOU TO KNOW...**

#### **....What happens if you do not update your account for health insurance.**

If you do not update your information with NY State of Health, you or your household member will not be able to continue their health insurance. If Medicaid is paying your Medicare premium or other health insurance premium, we will also stop making these payments.

### **IT'S IMPORTANT FOR YOU TO KNOW...**

#### **...How to Contact NY State of Health.**

Contact us if you have any questions about this letter. Let us know if you need help applying for or accessing your health insurance. You can contact us in any of the following ways:

- By calling 1-855-355-5777 (TTY: 1-800-662-1220)
- By mail at:

NY State of Health  
PO Box 11727  
Albany, New York 12211

## HIPAA Privacy Notice

New York State is committed to protecting your privacy. To learn more about NY State of Health's privacy practices go to [www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov) or call customer service at 1-855-355-5777 (TTY: 1-800-662-1220).

## Getting Help in a Language Other than English

This is an important document. If you need help to understand it, please call 1-855-355-5777. We can give you an interpreter for free in the language you speak.

### **Español (Spanish)**

Este es un documento importante. Si necesita ayuda para entenderlo, llame al 1-855-355-5777. Le proporcionaremos un intérprete sin ningún costo.

### **中文 (Traditional Chinese)**

這是重要的文件。如果您需要獲得關於瞭解文件內容方面的協助，請致電 1-855-355-5777。我們可以為您免費提供您所使用語言的翻譯人員。

### **Kreyòl Ayisyen (Haitian Creole)**

Sa a se yon dokiman ki enpòtan. Si ou bezwen èd pou konprann li, tanpri rele nimewo 1-855-355-5777. Nou kapab ba ou yon entèprèt gratis nan lang ou pale a.

### **中文 (Simplified Chinese)**

这是一份重要的文件。如果您需要帮助理解此文件，请打电话至 1-855-355-5777。我们可以为您免费提供相应语种的口译服务。

### **Italiano (Italian)**

Questo è un documento importante. Per qualsiasi chiarimento può chiamare il numero 1-855-355-5777. Possiamo metterle a disposizione un interprete nella sua lingua.

### **한국어 (Korean)**

중요한 서류입니다. 이해하는 데 도움이 필요하시면 1-855-355-5777 번으로 연락해 주십시오. 귀하의 언어에 대한 무료 통역 서비스가 제공됩니다.

### **Русский (Russian)**

Это важный документ. Если Вам нужна помощь для понимания этого документа, позвоните по телефону 1-855-355-5777. Мы можем бесплатно предоставить Вам переводчика Вашего языка.

### **العربية (Arabic)**

هذه وثيقة هامة. إذا كنت بحاجة إلى مساعدة لفهم هذا الوثيقة، يرجى الاتصال برقم 1-855-355-5777. يمكننا توفير مترجم مجاني في اللغة التي تتحدث بها.

### **বাংলা (Bengali)**

এটি একটি গুরুত্বপূর্ণ নথি। আপনি যদি এটি বুঝতে সাহায্যের প্রয়োজন হয় তবে 1-855-355-5777 নাম্বারে কল করুন। আমরা আপনার মাতৃভাষায় একটি মুক্ত ব্যাচেলর প্রদান করতে পারি।

