

Ready, set, renew!

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It's time for some of your patients to renew their Medicaid benefits. As New York begins to recommence Medicaid renewals, we want to ensure you have the information needed to help your Medicaid patients renew their healthcare coverage. Some patients have never had to renew their coverage at all, while other patients may have forgotten the process entirely.

We're here to help.

What steps do my patients need to take?



Ready:

Patient gets their documents ready, either online or by mail.



Set:

Patient ensures their information is accurate.



Renew:

Patient completes renewal:

- Via web: nystateofhealth.ny.gov
- Via phone: **888-809-8009 (TTY 711)**
- Via mail: Paper Renewals (HRA/LDSS only):
 - Patients can use pre-paid envelope provided by state.
 - If envelope is misplaced, please call **888-809-8009**.

Availity Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials,* go to [availity.com](https://www.availity.com) and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, visit the *Contact Us* section at the bottom of our provider website for the appropriate contact.

* Availity, LLC is an independent company providing administrative support services on behalf of the health plan.

<https://providerpublic.empireblue.com>

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