

Ready, set, renew!

It's time for some of your patients to renew their Medicaid benefits.

As states begin 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.



SET: Patient ensures their form is all set.



RENEW: Patient sends renewal form via:

Web: nystateofhealth.ny.gov

Phone: 844-885-1004
(TTY 711)

Mail: NY State of Health
P.O. Box 11727
Albany, NY 12211

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 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.

<https://providerpublic.mycbbswny.com>

Highmark Blue Cross Blue Shield of Western New York partners with Amerigroup companies to administer certain services to Medicaid Managed Care (MMC) and Child Health Plus (CHPlus) members. Please note, this information is specific to the MMC and CHPlus programs only.

Amerigroup Partnership Plan, LLC provides management services for Highmark Blue Cross Blue Shield of Western New York's managed Medicaid.

Amerigroup Partnership Plan, LLC brinda servicios administrativos para Medicaid administrado de Highmark Blue Cross Blue Shield of Western New York.

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Availity, LLC is an independent company providing administrative support services on behalf of Highmark Blue Cross Blue Shield of Western New York.

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