

# UnitedHealthcare Community Plan

## Member Information

### Renew Your Medicaid Benefits

Every year, members enrolled in a New York State sponsored health insurance programs must renew their health care coverage. This process is called annual recertification or renewal of health care coverage.

**Make sure to maintain your UnitedHealthcare Community Plan Coverage.** UnitedHealthcare cares about you. Our mission is to help people live healthier lives. To stay a UnitedHealthcare member, you have to renew your Medicaid coverage. Call us at 1-800-493-4647, TTY 711, or visit one of our office locations, and we will be happy to help you with questions about renewing your coverage.

### How you renew your coverage depends on which program you are enrolled in.

#### Medicaid Managed Care

#### If You Have Medicaid Managed Care coverage through your local Department of Social Services (LDSS) or the Human Resources Administration (HRA)

About 30 to 90 days before your coverage is due to end, you will receive a recertification package in the mail that will contain a renewal application from your local Department of Social Services (LDSS) or the Human Resources Administration (HRA), if you live in New York City.

To keep your coverage:

- Review the information carefully and make any necessary changes.
- Submit the proof of eligibility.
- Sign and date the form.
- Mail the form as soon as possible in the envelope provided.
- **If the renewal form is not received by the date due, your coverage will end.** When the Department of Social Services or HRA receives your renewal form, a review will be done to determine if your eligibility for Medicaid Managed Care has changed. If your eligibility is confirmed by the Department of Social Services or HRA in New York City, UnitedHealthcare will continue as your health plan.

## If You Enrolled in Medicaid Managed Care coverage through the NY State of Health, The Official Health Plan Marketplace website:

About 45 days before your coverage is due to end, you will receive an electronic notification from NY State of Health containing your renewal options. Please read and follow the instructions carefully. To maintain your coverage, you may be required to update information within the NY State of Health website at [nystateofhealth.ny.gov](http://nystateofhealth.ny.gov)



## Below is a helpful link to a NYSOH video that explains the renewal process called How to Renew Your Coverage:

[info.nystateofhealth.ny.gov/RenewalVideo](http://info.nystateofhealth.ny.gov/RenewalVideo)

## Child Health Plus

### If You Enrolled in Child Health Plus coverage through NY State of Health (Marketplace) website:

About 60 to 90 days before your coverage is due to end, you will receive an email notification from NY State of Health containing your renewal options. Please log into your Marketplace account on the NY State of Health website, read and follow the instructions carefully. To maintain your coverage, you may be required to update information on the NY State of Health website at [www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov).



If your child has been continuously enrolled with UnitedHealthcare before the NY State of Health Marketplace (2013), UnitedHealthcare will mail you a recertification package with a renewal form 90 days before your child's coverage is due to end.

To keep the coverage:

- Complete the renewal form.
- Submit the required proofs.
- Sign and date the form.
- Mail the form as soon as possible in the envelope provided.
- **If the renewal form is not received by the date due, your child's coverage will end. Upon receipt of your renewal form, it will be reviewed to determine if your child's eligibility status has changed.**

## Helpful Renewal and Premium Billing Reminder Resources

1. Recertification Brochure
2. Payment Flyer

## Have questions?

Call us at 1-800-493-4647, TTY 711, 24 hours a day, 7 days per week, or visit one of our office locations, and we will be happy to help you with questions about renewing your coverage.

## Get the help you need in person.

If you live in these counties, you can get help to renew your coverage in person at a UnitedHealthcare Community Plan office. We can make an appointment to meet you in your neighborhood, or even make an appointment to meet you at your own home if needed.

### Bronx County

110 East Burnside Avenue  
Bronx, NY 10453  
Phone: 1-718-294-0135  
Hours: Monday through Friday,  
9 a.m. – 5:30 p.m.  
Saturday, 9 a.m. – 3 p.m.

6402 8th Ave  
Brooklyn, NY 11220  
Phone: 1-800-632-6311  
Hours: Monday through Friday,  
9 a.m. – 5 p.m.  
Saturday, 9 a.m. – 4 p.m.

### Kings County

30 Flatbush Ave., Main Floor  
Brooklyn, NY 11217  
Phone: 1-347-464-5142  
Hours: Monday through Friday,  
9 a.m. – 7 p.m.  
Saturday, 10 a.m. – 6 p.m.

### Nassau County

250 Fulton Ave., Suite 121  
Hempstead, NY 11550  
Phone: 1-516-247-6352  
Hours: Monday through Friday,  
9 a.m. – 6 p.m.  
Saturday, 9 a.m. – 5 p.m.

**New York County**

168 Centre St., 4th Floor  
New York, NY 10013

Phone: 1-800-632-6311

Hours: Monday through Friday,  
9 a.m. – 5:30 p.m.  
Saturday, 9 a.m. – 4 p.m.

558 W. 181st Street, Floor Level  
New York, NY 10033

Hours: Monday through Friday,  
9 a.m. – 5:30 p.m.  
Saturday, 9 a.m. – 3 p.m.

**Oneida County**

726 Washington Street  
Utica, NY 13501

Phone: 1-315-415-6180

Hours: Monday through Thursday,  
9 a.m. – 4 p.m.

**Onondaga County**

342 South Salina Street  
Syracuse, NY 13202

Phone: 1-315-802-4057

Hours: Monday through Friday,  
8:30 a.m. – 4 p.m.

**Orange County**

377 Broadway  
Newburgh, NY 12550

Phone: 1-845-562-5727

Hours: Monday through Friday,  
9 a.m. – 5:30 p.m.  
Saturday, 9 a.m. – 1 p.m.

**Queens County**

136-02 Roosevelt Ave., Main Floor  
Flushing, NY 11354

Phone: 1-800-632-6311

Hours: Monday through Friday,  
9 a.m. – 5 p.m.  
Saturday, 9 a.m. – 4 p.m.

**Westchester County**

328 South Broadway  
Yonkers, NY 10705

Phone: 1-914-375-3801

Hours: Monday through Saturday,  
9 a.m. – 6 p.m.

**Rockland County**

La Nacional  
30 Broadway  
Haverstraw, NY 10927

Hours: Monday through Friday  
9 a.m. – 5:30 p.m.  
Saturday, 9 a.m. – 1 p.m.

Konbit & Neg & Lakay Inc  
16 W Church St,  
Spring Valley, NY 10977

Hours: Monday through Friday  
9 a.m. – 5:30 p.m.

**Orange County**

377 Broadway  
Newburgh, NY 12550

Hours: Monday through Friday  
9 a.m. – 5:30 p.m.

**Erie County**

350 Main Street  
Buffalo, NY 14202

Phone: 1-716-228-6685

Hours: Monday through Friday  
10 a.m. – 3 p.m.