

**Attachment XI: Communication at a Glance:  
NY Health Options Correspondence with Local Districts**

| Reason Sent to LDSS   | Examples   | Explanation  | Notification Method                                   |
|---|--|--|---|
| Correspondence Originally Intended for the LDSS                                       | Access NY Application/Common Application (along with any documentation included with the application)          | A/R returned Access NY or Common application to NY Health Options instead of the local district. Any documentation sent with the application will also be included in the package.   | US Mail   |
|   | Renewal Form (along with any documentation included with the application)                                      | A/R returned renewal form to NY Health Options instead of the local district (A/R is not part of the Enrollment Center population). Any documentation sent with the application will also be included in the package. Note: If the A/R's county cannot be easily identified, the application may be sent to the district via MOVEit  | US Mail / MOVEit                                      |
|   | Documents for a Non-Enrollment Center Renewal  | A/R sent documents to NY Health Options instead of the local district (A/R is not part of the Enrollment Center population)  | MOVEit  |
| Requires Renewal Processing by the Local District                                     | See "Referrals to the LDSS" Grid for full list of scenarios requiring renewal processing by the local district | See "Referrals to the LDSS" Grid for scenario explanations   | MOVEit  |
| Requires Follow Up by Local District (Enrollment Center completed renewal processing) | See "LDSS Notifications" Grid for full list of scenarios requiring local district follow up                    | See "LDSS Notifications Grid" for scenario explanations  | MOVEit  |
|   | A renewal decision notice is returned to NY Health Options as undeliverable                                    | The envelope from the returned notice will be sent to the district. The district will evaluate A/R's eligibility based on the address change and/or inform other programs (such as Food Stamps). When a US Postal Service forwarding sticker appears on the returned notice, NY Health Options will forward the decision notice to the new address.  | US Mail   |
|   | Fair Hearing Related Requests  | OAH 1891 - Request for Fair Hearing or Supplemental/Amended Fair Hearing Request: The evidence packet, summary and any related documentation will be sent to the local district for their reference. NY Health Options will also forward any A/R requests for child care/transportation reimbursement and A/R requests for a copy of their case record; the local district needs to respond to these requests. Note: The fair hearing evidence packet and summary are sent by US Mail. | MOVEit (evidence packet and summary sent via US Mail) |

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| Notice to Apply at the Marketplace | 21 year old - no longer living with parents, removed from case. | If the 21 year old has moved out of the household, NY Health Options will process the renewal with the existing household members, appropriately removing the 21 year old, and mail a courtesy letter to the 21 year old (if the new address is known) directing them to apply on the New York | US Mail |
|------------------------------------|---|--|---------|