



FREQUENTLY ASKED QUESTIONS

November 2016

Program details

Q: What is ActionHealthNYC?

ActionHealthNYC is a health care program for low-income NYC residents who are uninsured and not eligible for health insurance through the New York State of Health Marketplace.

Q: Is ActionHealthNYC a health insurance plan?

No. While it's not a health insurance plan, ActionHealthNYC will help you access quality health care services in NYC. If you have health insurance now you should **NOT** drop it to try to join ActionHealthNYC.

Q: What do I need to apply for ActionHealthNYC?

IDNYC is required to complete the application process for ActionHealthNYC. If you don't have an IDNYC, you can get one by setting up a free appointment online at nyc.gov/idnyc. You can also arrange to have an appointment at or nearby your ActionHealthNYC enrollment site. You can apply for ActionHealthNYC as long as you have applied for the card by your application date.

As part of the application for ActionHealthNYC, you will talk with a health insurance enrollment counselor to see if you are eligible for low-cost or no-cost health insurance through the New York State of Health Marketplace.

Q: What is a Primary Care Home and why do I have to choose one?

With ActionHealthNYC, you choose a specific place to get health care. This place is called a Primary Care Home.

A Primary Care Home lets you build a relationship with doctors, nurses and other staff who will understand your medical history and health care needs.

Your Primary Care Home can help you set up an appointment with a specialist if you need treatment or advice for a specific health problem. Specialists are doctors who see patients with special health care needs, such as diabetes or heart problems.



Eligibility & Application

Q: Who is eligible for ActionHealthNYC? You can apply for ActionHealthNYC if you:

- Are a New York City resident
- Are at least 19 years old
- Have a low-income (single earning up to \$23,760 annually; adults in family of four earning up to \$48,600)
- Are uninsured and not eligible for health insurance through the New York State of Health Marketplace
- Have an IDNYC card. *If you need an IDNYC card, call 311 or visit nyc.gov/idnyc*

Q: What are the income limits?

The income limits depends on your household size.

- **If you are a 1 person household**, you are eligible for ActionHealthNYC if you make less than \$23,760 a year (which is the same as \$1,980 a month or \$457 a week)
- **If you are a 2 person household**, you are eligible for ActionHealthNYC if you make less than \$32,040 a year (which is the same as \$2,670 a month or \$616 a week)
- **If you are a 3 person household**, you are eligible for ActionHealthNYC if you make less than \$40,320 a year (which is the same as \$3,360 a month or \$775 a week)
- **If you are a 4 person household**, you are eligible for ActionHealthNYC if you make less than \$48,600 a year (which is the same as \$4,050 a month or \$935 a week)
- **If you are a 5 person household**, you are eligible for ActionHealthNYC if you make less than \$56,880 a year (which is the same as \$4,740 a month or \$1,094 a week)
- **If you are a 6 person household**, you are eligible for ActionHealthNYC if you make less than \$65,160 a year (which is the same as \$5,430 a month or \$1,253 a week)
- **If you are a 7 person household**, you are eligible for ActionHealthNYC if you make less than \$73,460 a year (which is the same as \$6,122 a month or \$1,413 a week)

Q: I think I qualify for ActionHealthNYC but I have health insurance through my spouse. Can I apply?

No. You are not eligible for ActionHealthNYC because you have health insurance. ActionHealthNYC is **NOT** health insurance. Do **NOT** drop your current insurance to try to qualify for ActionHealthNYC.

Q: I turn 19 soon. Can I apply for ActionHealthNYC today?

A: You must be 19 years old at the time that you apply for ActionHealthNYC.



[Child Health Plus](#) is a public health insurance program in New York available to low-income children under the age of 19. You can apply at nystateofhealth.ny.gov or call 311 to schedule a free appointment with a health insurance enrollment counselor.

Q: My family member also needs help with care and may meet the eligibility requirements. Can we apply for ActionHealthNYC together?

Yes. Each person must apply as an individual. However, if both you and your spouse are eligible, you should apply together.

Q: I already have Medicaid but I want more support for health services. Can I apply for ActionHealthNYC?

No. You are not eligible for ActionHealthNYC because you have health insurance. To learn more about how to use your Medicaid benefits, visit health.ny.gov. If you have health insurance now you should **NOT** drop it to try to join ActionHealthNYC.

Q: I have Emergency Medicaid and I think I fit the other eligibility requirements for ActionHealthNYC. Can I apply?

Yes. If you have Emergency Medicaid, you are eligible to apply for ActionHealthNYC.

Q: How long will it take after I apply to find out if I'm enrolled?

Enrollment often takes two steps. By the end of the second step you will find out if you are eligible for public health insurance or for ActionHealthNYC. Because it is a new program, there are a limited number of people who can enroll at this time. Being eligible does not guarantee that you will be enrolled.

Q: I am pregnant and need help with prenatal care. Should I apply?

No. As a pregnant woman you can get Medicaid if you meet the income requirements, regardless of your immigration status. Medicaid covers your health needs at no cost throughout your pregnancy and will also cover care up to two months after delivery. You can apply at nystateofhealth.ny.gov or call 311 to find a health insurance enrollment counselor in your language.

Q: If I enroll, when would I need to reapply for next year?

This is a one year program. ActionHealthNYC will let participants know if the program is extended to a second year and if they are eligible to reapply.

Health Services

Q: What are the health care services I can get through ActionHealthNYC?

ActionHealthNYC can help you coordinate low- cost or no-cost health care, like:

- Regular check-ups, shots and screenings for diabetes, blood pressure, cancer and other health conditions
- Mental health and substance use services
- Family planning (including birth control)
- Services for health conditions you have now



- Help navigating the health care system

Q: I need help paying for my prescriptions. Can this program help?

With ActionHealthNYC, you will have access to discounts on prescription medications through the BigAppleRX program using your IDNYC card. Anyone with an IDNYC can use BigAppleRx- you don't need to be in ActionHealthNYC to get these discounts. Find out more at bigapplerx.com.

Q: I have a health problem right now and I haven't been able to get the care I need. Will ActionHealthNYC help me?

Yes. If you become enrolled in ActionHealthNYC, your Primary Care Home will help you get access to the primary and specialty care services you need.

If you are uninsured and need immediate care for a health problem, low-cost or no-cost health care is available through the [NYC Health + Hospitals](#) and [community health centers](#).

Q: Once I am enrolled in ActionHealthNYC, how long will it be before I can make an appointment to see a doctor?

A: On the day you enroll, you will get help to schedule your first doctor appointment.

Q: What vaccines can I get with ActionHealthNYC?

Most vaccines that you need to stay healthy will be provided by your Primary Care Home. Talk to your doctor at your Primary Care Home if you have specific questions about vaccines.

Q: Will I be able to see the dentist through ActionHealthNYC?

Yes, you will be able to see the dentist through ActionHealthNYC.

Q: Will I be able to get x-rays and lab work done through ActionHealthNYC?

Yes. Your Primary Care Home will connect you to the services you need. Remember, if you cannot pay for a particular service that you think you need, you should talk to your doctor at your Primary Care Home. See the "Costs" section below to learn more about estimated costs for some services using ActionHealthNYC.

Q: If I need surgery will ActionHealthNYC help me cover the costs?

Yes, ActionHealthNYC will help you pay for surgeries. The cost of surgeries depends on your family size, income, and how long you need to stay in the hospital. See the "Costs" section below to learn more about estimated costs for some services using ActionHealthNYC.

Costs

Q: How much does it cost to apply?

There are no application fees or enrollment fees. There are no monthly fees, either.

Q: Will I have to pay for any health care services? When do I pay?



ActionHealthNYC is for low-income uninsured New Yorkers who are **not** eligible for health insurance through the New York State of Health Marketplace. Services are either low- cost or no-cost depending on your income and family size. If you have more specific questions about health care costs, talk to your doctor at your Primary Care Home.

See the fees table on the next page.

Q: My income is very low and I'm worried that I won't be able to pay for any services. Can I still apply?

Yes. ActionHealthNYC is designed for low-income New Yorkers to get them quality care. If you are enrolled in the program but you do not think you can pay for certain services or have other questions about costs, call your ActionHealthNYC Primary Care Home. Your provider will work with you to help you get the care you need.

See the fees table on the next page.



Use this table to estimate the fee for different types of health services.

Step 1: Find your family size (the number of adults and children you live with including yourself)

Step 2: Look to the right to find your yearly income

Step 3: Look down to find how much you will pay for different health care services

Family Size	Yearly Income	
	Equal to or less than	Between
1	\$17,820	\$17,821 - \$23,760
2	\$24,030	\$24,031 - \$32,040
3	\$30,240	\$30,241 - \$40,320
4	\$36,450	\$26,451 - \$48,600
5	\$42,660	\$42,661 - \$56,880
6	\$48,870	\$48,871 - \$65,160
7	\$55,095	\$55,096 - \$73,460
8	\$61,335	\$61,336 - \$81,780
	<i>If you found your income above</i>	<i>If you found your income above</i>
		
Service	<i>Look at the fees below</i>	<i>Look at the fees below</i>
Clinic visit/check-up (primary or specialty care)	\$15	\$20
Emergency room visit	\$15	\$20
Family planning counseling visit (like birth control)	\$0 - \$15	\$20
Outpatient surgery (do not have to stay at hospital)	\$150	\$250
Hospital stay	\$150	\$300

Example: An individual with a family of 4 making \$38,000 per year will pay \$20 for a clinic visit.*

Medications: Ask your doctor for pharmacy referrals where lower cost medications are available for people without insurance. In addition, you can show your IDNYC card at many pharmacies for discounts on some prescription medications through the BigAppleRx program.

**If you cannot pay for certain services or have other questions about costs, call your Primary Care Home. They will work with you to help you get the care you need.*

