

Online Enrollment FAQs

1. I need help completing the application, who should I contact?

- You should call the EPIC Helpline at 1.800.332.3742 to assist with completing the online application.

2. How do I register?

- You must enter your date of birth, use your e-mail address, and create a password to register.

3. How do I sign in?

- You must use the same **email address and password** used to register in order to sign in.

4. How do I know if I was successful in registering my email and password?

- You will receive a Welcome Email notification.

5. What do I do if I forgot my password?

- You need to click on “need help signing in,” choose “forgot password,” and follow the instructions.

6. Can I call the Helpline to reset my password?

- The EPIC Helpline cannot reset your password. Please visit the website (insert hyperlink once available) and click on “forgot password” and follow the instructions.

7. Can I save a draft of the application?

- Yes, you can save a draft and return later to complete and submit the application.

8. Am I required to complete all sections for an application if I do not want to apply for Extra Help?

- All sections on the application must be completed.
- EPIC will use your answers from the Extra Help determination sections to apply for a federal benefit called "Extra Help" on your behalf. This is required by law to obtain EPIC benefits. If you already receive "Extra Help" benefits you must upload your determination letter.

9. Am I required to supply supporting documents?

- No, you are not required to provide supporting documents if you are not receiving Extra Help and MSP benefits.
- Yes, if you already receive Extra Help, or MSP; and you must upload your determination letter.

10. What if I am the Authorized Representative?

- Authorized Representatives must upload Power of Attorney documents.

11. What if I need my medication today?

- Please contact the Helpline at 1.800.332.3742.

12. How do I sign the application?

- You must click/check the acknowledgement box to sign the application.

13. Can I still submit the EPIC application via mail?

- Yes, you can still use the paper EPIC application and send the application by mail. The Online Enrollment is a new method of enrollment submissions.

14. Does the system automatically populate whether the member will be in the Fee or Deductible plan with specified amount upon clicking submit; and will the welcome email message include this information?

- No plan specific plan information will be displayed or emailed. To obtain this information you will need to contact the EPIC helpline at 1-800-332-3742 or your identification card carrier will have this information.

15. Is it required for married to apply together, since it is only one email notification?

- It is not necessary for married couple to apply at the same time. Under “who is applying for?” properly select the correct selection.

16. Can you make online payment?

- No, not at this time. All payments must be made in a form of a check, money order or bank check payable to NYS EPIC program and mail to:
State of NY Health Dept
PO BOX 70228
Philadelphia, PA 19176-0228