

NYS HWB Program Expansion Notice Frequently Asked Questions (FAQs)

Last Updated 1/12/2023

Q. When will the Employer Submission Period for expanded titles and provider types occur?

A. The HWB Program Portal will allow for submissions for expanded titles and providers between 2/1/2023 through 3/3/2023 – which will be considered an exception submission period and limited only to submissions for newly expanded titles and providers as [announced November 17, 2022](#). If an employer is not impacted by the recently announced expansion, they should not submit claims during this exception submission period as they will be denied.

Eligible employers will be able to submit claims for employees deemed eligible for Vesting Periods 1 and 2 during the exception period per the schedule posted on the [HWB Program Website](#).

Timing of payments for the exception submission period will be noted under the **Payment Issuance** section of the [HWB Program FAQs](#) once the information becomes available.

Q. I am an eligible employer, what vesting periods should I submit for during the exception submission period?

A. During this exception submission period, employers (including newly Qualified Employers) will be permitted to submit claims for their eligible employees who qualify under one of the newly expanded titles or settings, for vesting periods 1 and 2. If the employee was previously eligible and was not impacted by the expansion of the program [announced November 17, 2022](#), the employer should not submit that employee during the exception submission period.

After this exception submission period, these newly eligible employees and employers will remain eligible and follow the same vesting period schedule as other employees and employers for the remainder of the program (i.e. Vesting Periods 3, 4, and 5).

Q. Will additional employer types be able to submit claims for the “All Other Health Care Support Worker” category?

A. Yes. The following employer types can now submit titles listed under the “All Other Health Care Support Worker” category:

- OMH Psychiatric Centers (Article 7 of Mental Hygiene Law)
- OASAS Addiction Treatment Centers (Article 19 of Mental Hygiene Law)
- Residential programs operated or certified by OPWDD, OMH, and OASAS (Articles 16, 31, and 32 of Mental Hygiene Law)
- Medicaid Assisted Living Programs (PHL Article 46-B)
- Hospice Residences (PHL Article 40)

Q. What titles are being added as part of this expansion?

A. Health Home Care Managers (DOH) and Supportive Housing Specialist (DOH) are now eligible titles under the “Frontline Direct Care Health and Mental Hygiene Worker” category.

Additionally, Security Guards and Peace Officers are now eligible titles under the “All Other Health Care Support Workers” category. Eligibility of these titles are limited to hospitals or other institutional medical settings.

- Hospitals and Nursing Homes (Article 28 of Public Health Law)
- OMH Psychiatric Centers (Article 7 of Mental Hygiene Law)
- OASAS Addiction Treatment Centers (Article 19 of Mental Hygiene Law)
- Residential programs operated or certified by OPWDD, OMH, and OASAS (Articles 16, 31, and 32 of Mental Hygiene Law)
- Medicaid Assisted Living Programs (PHL Article 46-B)
- Hospice Residences (PHL Article 40)

Q. I am a Newly Qualified Employer for the Exception Submission Period, which employee titles should I submit?

A. Newly Qualified Employers should submit claims for all eligible employee titles that they employ, including any [previously eligible title](#) and the newly expanded titles (see **Q. *What titles are being added as part of this expansion?***)

Q. I am an employer that does not fit into one of the expanded categories but identified additional employees from vesting periods 1 and 2 who are eligible for the bonus. Can I access the HWB Program Portal and submit these claims during this Exception Period?

A. No. The HWB Program Portal will only be accessible for employers impacted by the new eligibility changes.

Q. I am an employer that has employees who fit into one of the expanded categories. Can I submit for other eligible titles during this exception period?

A. No. Only titles explicitly identified for the exception submission period are eligible for submission and payment during this exception period.

Q. Could DOH clarify whether I should use my SFS or MMIS ID to submit claims during the exception period?

A. Employers should submit employees using the same registration they have used to this point to submit employee claims for the bonus. If you are unsure of what to use, please review the **Portal Registration and Claims Submission** section of the [HWB Program FAQs](#).

Q. I am an employer who was not registered during Vesting Period 1 or Vesting Period 2, does this exclude me from the exception vesting period?

A. No. Please visit the [HWB Program Portal](#) to register for an account.

Q. I am an employer that experienced technical issues during Vesting Period 1 and Vesting Period 2, am I able to submit for both Vesting Periods at this time?

A. No. Additional guidance will be forthcoming on this topic.