



November 2025

Dear Patient,

We are writing today with an update about Mount Sinai Health System's decision to end our participation with Molina Medicaid insurance plans in 2026.

This means:

- Effective Thursday, January 1, Mount Sinai's physicians will no longer be in Molina's Medicaid network.
- Effective Sunday, March 1, Mount Sinai's hospitals and facilities will no longer be in Molina's Medicaid network.

We want to continue caring for you, so we encourage you to start exploring your health insurance options for 2026 now.

How to Change Plans

If you wish to continue receiving in-network care at Mount Sinai, you may be able to switch to a Medicaid plan that Mount Sinai will participate with in 2026. A list of plans we accept can be found on our website at ChooseMountSinai.org.

You can change your plan at any time during your first 90 days in a new plan. You can also change your plan after your first full year (12 months) in a health plan.

- **Patients with Medicaid through NY State of Health** can call **1-855-355-5777 (TTY: 1-800-662-1220)** to change their plan. Calls are answered Monday through Friday from 8 am to 8 pm, and on Saturday from 9 am to 1 pm.
- **Patients with Medicaid through their cash assistance case** can call New York Medicaid Choice at **1-800-505-5678 (TTY 888-329-1541)** to change plans. Calls are answered Monday through Friday from 8:30 am to 8 pm, and on Saturday from 10 am to 6 pm. Have your Medicaid number handy when you call.

Continuity of Care

If you are currently receiving care from certain Mount Sinai-affiliated specialty providers or using specific specialty services, Molina may continue to cover your care at in-network rates for a period of time through continuity-of-care benefits.

Determinations regarding eligibility and approval for continuity of care are ultimately up to Molina. Unfortunately, Mount Sinai physician practices do not have access to or influence over these determinations and cannot provide additional information about individual cases.

If you believe you may be eligible for continuity of care, please contact Molina directly at the number on the back of your insurance card.

Stay Informed

Visit our website at ChooseMountSinai.org to stay up to date and view answers to frequently asked questions. If you have additional questions or need assistance, you may call us at **833-912-5604**.



You may be aware that due to changes in federal laws and regulations, there may be significant changes in eligibility for New York State Medicaid plans. Please be assured that Mount Sinai's decision to stop participating with Molina Medicaid plans is not related to these changes at all. However, we strongly encourage you to contact the NYS Medicaid Helpline at **800-541-2831** for general information about federally directed Medicaid changes, as your eligibility for Medicaid coverage in general may change.

We value your choice to receive care at Mount Sinai and hope to remain your trusted health care provider in 2026 and beyond.