

Receiving Health Care Services in New York City, Regardless of Immigration Status

Frequently Asked Questions for Immigrant New Yorkers

Every New Yorker has the right to quality health care, regardless of their immigration status or ability to pay. Take care of yourself and your family, and get the health care services you need. Many City services, including health care and social services, are available to all New Yorkers, regardless of their immigration status.



Health Care Services

Where can I find low-cost health care services in New York City (NYC)?

You can find low-cost health care services at an NYC Health + Hospitals (H+H) location near you by visiting nychealthandhospitals.org or calling 844-NYC-4NYC (844-692-4692) or **311**, or you can find your local community health center by visiting findahealthcenter.hrsa.gov.

Health Insurance

Which health insurance plans can I sign up for?

Immigrant New Yorkers have many health insurance options. Children age 18 and younger and pregnant people who live in New York State can get health insurance regardless of their immigration status. The NYC Department of Health and Mental Hygiene has Certified Application Counselors who can help you figure out if you are eligible and how to sign up for health insurance. For more information, call **311** or visit nyc.gov/health/healthcoverage.

If you are visiting an NYC H+H location, ask for a Financial Counselor to help you get health insurance. You have the right to get services in your preferred language, including written translations and in-person or telephone interpretation.

You also have the right to use public benefits, such as government-paid health care outside of a residential long-term care facility, without it affecting your immigration status or application. If you have immigration legal questions, call NYC's immigration legal services hotline at 800-354-0365, Monday to Friday, from 9 a.m. to 6 p.m., to get timely and trusted information and connections to City-funded, free and safe immigration legal help. The hotline is free and anonymous, and help is available in over 200 languages.

NYC Care

I am not eligible for health insurance. How can I get health care services?

NYC Care is a program that provides low-cost and no-cost services to New Yorkers who cannot access health insurance due to their immigration status or ability to pay. NYC Care is not a health insurance plan. However, if you have NYC Care, you can get a membership card to access comprehensive health care services, choose your primary care provider and receive low-cost medicine. All NYC Care services are available at every NYC H+H patient care location in the five boroughs, including 11 hospitals and dozens of community-based health centers.

How much does NYC Care cost, and how do I sign up?

NYC Care health services are either low-cost or no-cost, depending on your household size and income. To sign up for NYC Care, call 646-NYC-CARE (646-692-2273) or ask to meet with a Financial Counselor at any NYC H+H location. For more information, visit www.nyccare.nyc.

Emergency Care for New Yorkers Who Do Not Have Health Insurance

I do not have health insurance but need emergency care. How do I pay for it?

Emergency Medicaid helps New Yorkers with low income who are undocumented or temporary immigrants pay for health care services during an emergency. Immigrant New Yorkers who are eligible for Emergency Medicaid may also qualify for NYC Care to cover the cost of nonemergency services, such as medicine and visits to their health care provider.

You can sign up for Emergency Medicaid at any time in case of a future emergency. If you are visiting an NYC H+H location, ask for a Financial Counselor to help you sign up. You can get emergency care at any hospital in NYC, regardless of your immigration status or ability to pay. For more information, call 844-NYC-4NYC (844-692-4692) or **311**.

Immigration Enforcement and Access to Health Care

I am an immigrant who is undocumented. Can my health care provider report me to federal immigration authorities, such as Immigration and Customs Enforcement (ICE)?

Health care providers must protect the privacy of their patients, regardless of their immigration status. Hospitals and clinics do not share patient information without patient approval, except if required to do so by law (which is rare). For more information about how NYC H+H health care providers protect the privacy of immigrants, visit bit.ly/letter-immigrant-new-yorkers.

What should I do if ICE officers come to the hospital where I am receiving health care services?

Immigration authorities cannot perform enforcement activities in hospitals and other medical facilities, except in very rare cases. If you see ICE officers in the hospital, you do not have to speak to them. If an ICE officer tries to enter a private area, such as your hospital room, you have the right to keep the door closed and ask if they have a judicial warrant (a legal document from a court that is signed by a judge). For more information, visit nyc.gov/immigrants and search for **know your rights**. If an ICE officer detains you or a loved one, you can call NYC's immigration legal services hotline at 800-354-0365 to get free and safe legal help.