***OFFICIAL ACTUAL NOTICE BEING SENT TO MLTC MEMBERS IN NYC and Nassau – with inserts***

 December 2014

<Barcode> <Letter Code>

John Sample

123 Main Street

Anytown, NY 12345

**Important information about a new program that can change the way you get your Medicare and Medicaid services**

Dear John Sample: <Benefit ID #>

Do you have Medicare and Medicaid? The New York State Department of Health has a new program that can make it easier for you to get your care. It is called Fully Integrated Duals Advantage (FIDA).

**What is the FIDA Program?**

It is a program that gives you all your Medicare and Medicaid benefits in one managed care plan.

You will get all your services, like doctor and hospital visits, medicines, long-term care services like home care and nursing home care, and more in **one** plan through the FIDA program. And you will have one ID card and one customer service number for all your questions and needs.

The goal of FIDA is to help you get all the care you need – more easily!

**When does the FIDA program start?**

It starts on January 1, 2015. You may be able to join one of the FIDA plans on January 1, 2015 if you apply now.

**You may be able to join the FIDA program if you:**

* Are 21 or older, **and**
* Get both Medicare and Medicaid benefits, **and**
* Need long-term care like home care and nursing home care

If you have an end-stage renal disease (ESRD), you may still join the FIDA program.

**What makes the FIDA program different?**

With FIDA, you get all your Medicare and Medicaid benefits from **one** plan:

* Prescription drugs covered by Medicare Part D and Medicaid
* All the benefits you get now or that you might need, like help with personal hygiene, getting around in your house, getting dressed, and taking medicines. This includes home care if you are at home or nursing home care.
* A care manager who will coordinate all the services you need – like making appointments with your doctors and arranging for your transportation.

You will not have to pay anything to your plan.

* No plan premiums
* No deductibles
* No copayments

You also get a Care Team that will:

* Help you create your new care plan
* Help you get your Medicaid and Medicare benefits
* Include you, your care manager, and any people you choose to help you make decisions, like your family members, your doctor, nurse or a personal attendant.

**What should you do next?**

* Show this letter to your family or to the people who help you make choices about your health care.
* Read the list of plans that are part of the FIDA program. You can join any plan on the list.
* Call New York Medicaid Choice (NYMC) at the phone number on the last page of this letter or read more online at www.nymedicaidchoice.com.

**Want to sign up now?**

Generally, you can sign up for one of the FIDA plans at any time. However, the following rules apply:

|  |  |
| --- | --- |
| **Sign up for a FIDA plan on:** | **Join the FIDA plan on:** |
| December 20, 2014 **before** 12 pm | January 1, 2015 |
| December 20, 2014 **after** 12 pm | February 1, 2015 |

If you have any questions, please call New York Medicaid Choice (NYMC) or connect with the ombudsman office through the Independent Consumer Advocacy Network (ICAN) at the phone numbers on the other side of this page.

Thank you,

New York State Department of Health

**Questions?**

|  |  |  |
| --- | --- | --- |
| **New York Medicaid Choice**For questions about FIDA program and your Medicaid benefits |  | Call: 1-855-600-3432TTY users: 1-888-329-1541A free interpreter: 1-855-600-3432Monday-Friday, 8:30 am – 8:00 pmSaturday, 10:00 am – 6:00 pmThe call and the help are free.Website: www.nymedicaidchoice.com |
| **Medicare**For questions about your Medicare benefits |  | Call: 1-800-MEDICARE (1-800-633-4227)TTY users: 1-877-486-204824 hours a day, 7 days a weekThe call and the help are free.Website: www.medicare.gov |
| **Independent Consumer Advocacy Network (ICAN)**For questions about your rights |  | Call: 1-844-614-8800TTY users: 711A free interpreter: 1-844-614-8800Monday-Friday, 8:00 am – 8:00 pmThe call and the help are free.Website: www.icannys.org |

**FIDA plans available in your county. (NEW YORK CITY VERSION)**

Please see, in the left column below, a list of FIDA plans available in your county. For your convenience, we included, in the right column, short versions of corresponding MLTC plan names.

|  |  |
| --- | --- |
| **FIDA PLAN** | **MLTC/MAP/PACE PLAN** |
| Aetna Better Health FIDA Plan | Aetna |
| AgeWell New York FIDA | AgeWell |
| AlphaCare Signature FIDA Plan | AlphaCare |
| HealthPlus Amerigroup FIDA Plan  | HealthPlus/Amerigroup |
| ArchCare Community Advantage FIDA Plan  | Archcare |
| CenterLight Healthcare FIDA Plan | CenterLight |
| FIDA Care Complete | Centers Plan |
| Elderplan FIDA Total Care | Elderplan/HomeFirst |
| RiverSpring FIDA Plan | ElderServe |
| Fidelis Care FIDA Plan | Fidelis |
| GuildNet Gold Plus FIDA Plan | GuildNet |
| Healthfirst AbsoluteCare FIDA Plan | HealthFirst/Senior Health Partners |
| EmblemHealth Dual Assurance FIDA Plan | EmblemHealth/HIP |
| ICS Community Care Plus FIDA MMP | ICS/Independence Care System |
| Integra FIDA Plan | Integra |
| MetroPlus FIDA Plan  | MetroPlus |
| North Shore-LIJ FIDA LiveWell  | North Shore |
| SWH Whole Health FIDA | Senior Whole Health |
| VillageCareMAX Full Advantage FIDA Plan | VillageCare |
| VNSNY Choice FIDA Complete | VNS/VNS |
| WellCare Advocate Complete FIDA | WellCare |

**NYLAG NOTE: See next page for NASSAU COUNTY LIST**

**FIDA plans available in your county.**  **(NASSAU COUNTY VERSION)**

Please see, in the left column below, a list of FIDA plans available in your county. For your convenience, we included, in the right column, short versions of corresponding MLTC plan names.

|  |  |
| --- | --- |
| **FIDA Plan** | **MLTC/MAP/PACE PLAN** |
| Aetna Better Health FIDA Plan | Aetna |
| AgeWell New York FIDA | AgeWell |
| CenterLight Healthcare FIDA Plan | CenterLight |
| Elderplan FIDA Total Care | Elderplan/HomeFirst |
| RiverSpring FIDA Plan | ElderServe |
| Fidelis Care FIDA Plan | Fidelis |
| GuildNet Gold Plus FIDA Plan | GuildNet |
| Healthfirst AbsoluteCare FIDA Plan | HealthFirst/Senior Health Partners |
| EmblemHealth Dual Assurance FIDA Plan | EmblemHealth/HIP |
| Integra FIDA Plan | Integra |
| North Shore-LIJ FIDA LiveWell  | North Shore |
| VNSNY Choice FIDA Complete | VNS/VNS |
| WellCare Advocate Complete FIDA | WellCare |

**Do you have questions about this notice?**

**Call ICAN for answers.**

We are the **I**ndependent **C**onsumer **A**dvocacy **N**etwork, the Ombudsprogram for people who are enrolled in New York State’s managed care plans and who receive long-term care services.

**We can:**

* Answer your questions about Medicare and Medicaid programs for people receiving long-term care (for example, home care or nursing home care)
* Give you advice about your managed care options
* Solve problems with your plan and providers (for example, doctors, hospitals, and pharmacies)
* Help you complain or appeal

We are a program of Community Service Society, a non-profit organization funded by the State of New York.

We are not connected with any health insurance plan.

Our help is free and confidential.

**Contact us at:**

Phone: 844-614-8800

TTY Relay Service: 711

Website: icannys.org

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| **English** |  | This is an important document. If you need help to understand it, please call 1-855-600-3432. We can give you an interpreter for free. |
| **Español**Spanish  |  | Éste es un documento importante. Si necesita ayuda para entenderlo, por favor llame al 1-855-600-3432. Le proporcionaremos un intérprete gratuito. |
| **繁體字**Traditional Chinese |  | **這是一份重要文件, 如果您需要翻譯服務閱讀此文件, 請撥打電話至** 1-855-600-3432**, 該項服務免費。** |
| **Kreyòl Ayisyen**Haitian Creole |  | Sa a se yon dokiman enpòtan. Si ou bezwen èd pou konprann li, tanpri rele: 1-855-600-3432. Y ap ba ou yon entèprèt gratis. |
| **Italiano**Italian |  | Il presente documento è importante. Per qualsiasi chiarimento può chiamare il numero 1-855-600-3432. Un interprete sarà disponibile gratuitamente.  |
| **한국어**Korean |  | 이것은 중요한 문서입니다. 문서를 이해하는 데 있어 도움이 필요하시면, 연락해 주십시오: 1-855-600-3432. 무료통역이 제공됩니다. |
| **Русский**Russian |  | Это важный документ. Если Вам нужна помощь для понимания этого документа, позвоните по телефону 1-855-600-3432. Переводчик предоставляется бесплатно. |