

New York

Medicaid Choice

New York State's Medicaid managed care enrollment program

1-800-505-5678

Ask • Choose • Enroll

P.O. Box 5009, New York, NY 10274-5009

<Date>

SM <County Code>

<Name>

<Address>

<City>, <State>, <Zip>

Dear <Consumer Name>:

<CIN>

Important Notice About Your Plan Enrollment

This notice is to inform you that your coverage with **[Old Health Plan]** will end on **[Plan Disenrollment Effective Date]**. This is because:

[Old Health Plan] has provided proof that you have disenrolled from their Medicare Advantage plan. In order to remain enrolled in a Medicaid Advantage plan, you must remain enrolled in the Medicare Advantage plan as well. Because you have disenrolled from the Medicare Advantage plan, you are no longer eligible to remain enrolled in the Medicaid Advantage plan.

What happens next

- If you think you may qualify to join another Plan, call New York Medicaid Choice. A Medicaid Choice counselor will assist you with your plan enrollment or put you in contact with the plan of your choice.

Questions? Call us

If you have any questions about this notice or you want to join another type of plan, please call us. Our counselors will tell you about your Plan options and put you in contact with the plan of your choice. You may call us at **1-800-505-5678** (TTY: 1-888-329-1541). You can call Monday - Friday, from 8:30 a.m. – 8:00 p.m. and Saturday, from 10:00 a.m. – 6:00 p.m. Our counselors can help you in any language.

Information about The Independent Consumer Advocacy Network

The Independent Consumer Advocacy Network (ICAN) is the ombudsman program for health plan members. ICAN can answer your questions and give you free, independent advice about your coverage, complaints, and appeal options. To learn more about ICAN, go to www.icannys.org, or call 1-844-614-8800. TTY: 711. All services are free.

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