

DSS-4357EL

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GENERAL INFORMATION SYSTEM

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DIVISION: Office of Medicaid Management

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TO: Local District Commissioners

FROM: Ann Kohler, Director, NYS Department of Health Office of
Medicaid Management and Ellen Anderson, Directory, NYS Department
of Health Office of Managed Care

SUBJECT: Managed Care Complaint Line

EFFECTIVE DATE: Immediately

CONTACT PERSON: Claire Malone, (518) 473-1134

Please be advised that the State Department of Health (SDOH) has installed a toll free managed care complaint line. Callers will be connected to the SDOH local area offices where they may make inquiries or complaints about managed care plans. The phone number is 1 (800) 206-8125, and is available to receive calls Monday through Friday from 8:30 a.m. to 4:30 p.m.

In addition, the Office of Managed Care has developed the following materials that local districts may make available to Medicaid recipients: **Now You Can Choose A Health Plan! Information about Medicaid Managed Care**, a brochure which provides basic information about New York State's voluntary Medicaid managed care program; and **How to Choose a Medicaid Managed Care Health Insurance Plan** which Medicaid recipients can use as a guide when selecting a health plan.

SDOH has mailed samples of these brochures and a distribution form to you which can be used to order these documents.

If you have any questions please contact Claire Malone, Office of Managed Care, at (518) 473-1134.