

<Date>

<Barcode> <Letter Code>

<Name>

<Address>

<City>, <State>, <Zip>

**You are not in <FIDA Plan> anymore. You will be placed in
<MLTC plan> starting <eff.enrollment date>.**

Dear <Consumer>:

<CIN>

As of <letter date>, you are NOT in <FIDA plan> anymore. However, you will be placed in <MLTC plan> on <eff. enrollment date> because you and <FIDA plan> did not yet complete the safe discharge process and we do not think the process will be completed by the end of this month.

<MLTC plan> is run by the company that runs <FIDA plan>. You will stay in <MLTC plan> until the safe discharge process is complete. You will not stay in this plan for more than one month. If you have any questions for <MLTC plan>, please call at <MLTC phone number>.

Once the safe discharge process is complete, you will not be in <MLTC plan> anymore. You will need to use your New York State Benefit Identification Card (BIC) to get your Medicaid services. Please keep in mind that you will not be able to get your long term care services any more, including personal care, adult day care, and nursing home care. This is because you chose to leave the FIDA program and the Managed Long-Term Care (MLTC) altogether.

If you do not hear from <MLTC plan> or if you have any problems with that plan, call New York Medicaid Choice (NYMC) or the ombudsman office through the Independent Consumer Advocacy Network (ICAN) at the phone numbers on the last page of this letter.

How will I get my Medicare services?

- Starting <effective enrollment date>, you will get your Medicare health services like doctor visits from Original Medicare. To get services from Original Medicare, including doctors and hospital care, you will need to use your red-white-and-blue Medicare card.

IMPORTANT: You need to choose a Medicare Prescription Drug Plan

When < FIDA plan> services end on <date>, < FIDA plan> prescription drug coverage ends too. You can enroll in a Medicare Advantage plan that includes prescription drug coverage or a Medicare Prescription Drug Plan. If you don't select a new prescription drug plan, Medicare will enroll you in one.

- If you have questions or would like to join a Medicare Advantage or Medicare Prescription Drugs Plan in your area, call Medicare at the phone number below.
- If you need help understanding this letter, if you have questions about differences between various Medicare and Medicaid programs, or if you have questions about your rights, please call the ombudsman office through the Independent Consumer Advocacy Network (ICAN) at the phone numbers below.

Can I join a FIDA plan in the future?

Yes! You can join a FIDA Plan at another time. Call New York Medicaid Choice to join a FIDA plan.

Thank you,
New York Medicaid Choice

Questions?

New York Medicaid Choice (NYMC)

For questions about FIDA
program and your Medicaid
benefits

Call: 1-855-600-3432
TTY users: 1-888-329-1541
A free interpreter: 1-855-600-3432

Monday-Friday, 8:30 am – 8:00 pm
Saturday, 10:00 am – 6:00 pm

The call and the help are free.

Online: www.nymedicaidchoice.com

Medicare

For questions about your
Medicare benefits

Call: 1-800-MEDICARE (1-800-633-4227)
TTY users: 1-877-486-2048.
24 hours a day, 7 days a week

The call and the help are free.

Online: www.medicare.gov

Independent Consumer Advocacy Network (ICAN)

For questions about your
rights

Call: 1-844-614-8800
A free interpreter: 1-844-614-8800

Monday-Friday, 8:00 am – 8:00 pm

The call and the help are free.

Online: www.icannys.org

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.