

## Fully Integrated Duals Advantage (FIDA) Program Closing Script

CSRs must read this Script to ALL consumers who are interested in joining a FIDA Plan or are already enrolled in a FIDA Plan.

**Go to SECTION 1** for those who are interested in joining a FIDA.

**Go to SECTION 2** for those who are enrolled in a FIDA.

### **SECTION 1:** For those who are interested in joining a FIDA

The New York State Department of Health is ending the Fully Integrated Duals Advantage (FIDA) program on December 31, 2019. FIDA Plans are not accepting any new enrollees or transfers after May 20, 2019.

If you would like to think about other options, we can talk with you about another product that <Parent Organization> offers in 2019 that also covers Medicare and Medicaid services and that includes prescription drugs. It is a product that <Parent Organization> offers that is most like <FIDA PLAN NAME>. This product is called Medicaid Advantage Plus (MAP). Would you like to learn about the MAP plans available in your area? **<wait for a response>**

**If consumer wants to enroll in an MLTC MAP Plan <Go to MLTC Phone Enrollment Script.>**

### **SECTION 2:** For those who are enrolled in a FIDA.

The New York State Department of Health is ending the Fully Integrated Duals Advantage (FIDA) program on December 31, 2019. FIDA Plans are not accepting any transfers after May 20, 2019.

The New York State Department of Health and <FIDA PLAN NAME> will send you official notices later this year about the end of <FIDA PLAN NAME>. These notices will give you information about:

- all of your Medicare and Medicaid options for 2020; and
- who you can talk to if you have questions about your options.

If you have not heard from the New York State Department of Health and <FIDA PLAN NAME> by October 2, 2019, you can call Member Services. ***[Give the phone number (give TTY number if applicable). Include the calling hours and days of operation.]***

**Member Services for the FIDA Plans:**

**Centers Plan for Healthy Living:**

- Phone number: 1-800-466-2745
- TTY: 711 or 1-800-421-1220
- Calling hours and days of operation - seven days a week from 8 a.m. to 8 p.m.

**Elderplan:**

- Phone number: 1-855-462-3167
- TTY: 711
- Calling hours and days of operation: Monday through Friday, 8:00 a.m. to 8:00 p.m.

**Healthfirst:**

- Phone number 1-855-675-7630
- TTY 711
- Calling hours and days of operation 7 days a week, 8am-8pm

**RiverSpring:**

- Phone number: 1-800-950-9000
- TTY: 711
- Calling hours and days of operation- March 31<sup>st</sup>- September 30<sup>th</sup> Monday-Friday 8am-8pm , October 1<sup>st</sup>- March 31<sup>st</sup> 8am-8pm 7 days a week including holidays.

**Senior Whole Health:**

- Phone number: 1-844-861-3432
- TTY: 711
- Calling hours and days of operation- April 1<sup>st</sup> to September 30<sup>th</sup> 8am to 8pm Mon – Fri and Oct 1<sup>st</sup> to March 31<sup>st</sup> from 8am-8pm 7 days a week

**VNSNY CHOICE:**

- Phone number: 1-866-783-1444
- TTY: 711
- Calling hours and days of operation: Monday – Sunday 8 AM – 8 PM

You will continue receiving coverage from your current plan through December 31, 2019..

If you would like to think about other options, we can talk with you about another product that <Parent Organization> offers in 2019 that also covers Medicare and Medicaid services and that includes prescription drugs. It is a product that <Parent Organization> offers that is most like <FIDA PLAN NAME>. This product is called Medicaid Advantage Plus (MAP). Would you like to learn about the MAP plans available in your area? <wait for a response>

**If consumer wants to transfer to an MLTC MAP Plan <Go to SCENARIO 3 of MLTC Phone Transfer Script.>**