



A Message to Our Members from Amida Care CEO Doug Wirth

While the current administration in Washington has been taking actions that hurt Medicaid, we've been working hard with New York's Attorney General, Governor's Office, Department of Health, and the AIDS Institute to protect access to HIV care and prevention, including PrEP; sexual health services; and gender-affirming care. Your health is very important to us. We continue to advocate for you – our members. We love who you are!

Need Help with Housing, Food & Other Services?

You may be eligible to get help with housing, food, transportation, and care management at no cost to you, through a regional Social Care Network (SCN). If you are interested and would like to learn more about eligibility for this benefit, please visit <https://bit.ly/43ZLoaD> or call Member Services at 1-800-5560689, TTY 711.



Beat the Winter Blues



It's easy to feel down in the winter, as the cold weather and shorter days can affect our mood. The good news is, there are many ways to enjoy indoor activities or connect with others during these chilly months:

We'd love to see you! Stop in at our Monthly Member Giveaway at our Member Walk-in Center at 234 W. 35th St., Manhattan, from 1 to 4 pm. Get your free gift bag with essential items & goodies, and pizza or sandwich and soda on us. One-way fare will be provided:

January 16: Winter Wellness
February 13: Heart Health/Valentines Day
March 20: Spring Giveaway

For more info: <https://www.amidacareny.org/monthly-calendar>

Another mood-booster and way to feel warm and inspired is visiting New York City museums that offer free admission (**National Museum of the American Indian**) or pay-what-you-wish for New York State or City residents (**Metropolitan Museum of Art, Museum of the City of New York**, and the **American Museum of Natural History**).

If you have the blues and would like to talk to someone, Amida Care's mental health provider, Carelon, offers referrals for in-network counseling and other resources. Call (866) 664-7142 or visit <https://www.carelonbh.com/amidacare/en/home>.

For more urgent assistance, call the crisis hotline at 988.

We Value Your Opinion

You may have received a member satisfaction survey in the mail from the New York State Department of Health. This survey is called the Consumer Assessment of Healthcare Provider & System (CAHPS).

Please complete the form and tell us what you think is working best. If you think something is not working, tell us that as well. Your feedback helps us improve and expand our services.

We want to hear from you!





Get (and Stay) Undetectable...and Make Money Doing It!

HIV viral loads tend to be higher during winter months. However, our Live Undetectable program helps you take your medications to get – and stay – undetectable! If you enroll in the program and your viral load is already undetectable or becomes undetectable, **you will receive \$100 for each quarter (three-month period) that you stay undetectable.** More information here: <https://www.amidacareny.org/for-members/earn-healthy-rewards/live-your-life-undetectable-program/>

New Gender-Affirming Care Peer Program for TGNB Members

We're excited to introduce our new Gender Identity Support Team (GIST) Pathways Program, which is focused on members who are undergoing gender-affirming procedures, offering lived-experience coaching, medical education, recovery support and navigation services, as well as overall health.

GIST Pathways services will be led by peers with similar experience and backgrounds to members served by the program. Be on the lookout for more exciting details to come this spring!



Book Your Annual Wellness Visit



Don't forget to schedule your 2026 wellness exam if you haven't done so already. Take advantage of the new year to take charge of your health and start earning Healthy Rewards! Find out how you can earn up to \$125/year by completing health screenings here: <https://amida.care/HealthyRewards>

Don't Lose Your Medicaid Benefits!



Remember: If you don't renew every year, you could lose your coverage and access to important health services, including medication.

Need to update your contact information? Call New York State of Health at 1-855-355-5777 (TTY: 1-800-662-1220) or log into your account at <https://nystateofhealth.ny.gov>. If you enrolled in Medicaid through Human Resources Administration (HRA), you can call the HRA Medicaid Helpline at 1-888-692-6116 or log into your account at ACCESS HRA.

Need assistance? Amida Care is here to help. Just call our Member Services at 1-800-556-0689, TTY 711. We're always happy to assist you.

Report Fraud, Waste, or Abuse

Please call our Compliance Hotline at **1-800-394-2285 (toll free) TTY:711** if you suspect any cases of fraud, waste or abuse that involve your care. You can report your concern anonymously or leave your name and number so we can contact you and get more information if needed. You can also write to us at Amida Care, Attn: Compliance Department, 14 Penn Plaza, 2nd floor, NY, NY 10122.



www.AmidaCareNY.org

Member Services: 1.800.556.0689 / TTY 711

Amida Care complies with Federal civil rights laws. Amida Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. ATTENTION: Language assistance services and other aids, free of charge, are available to you. Call 1-800-556-0689, TTY 711. ATENCIÓN: Dispone de servicios de asistencia lingüística y otras ayudas, gratis. Llame al 1-800-556-0689, TTY 711.

请注意：您可以免费获得语言协助服务和其他辅助服务。请致电 1-800-556-0689, TTY 711.



Department of Health

Medicaid