



Go Paperless!

Did you know that Amida Care members can receive important member communications electronically? Notices about services you requested or are receiving, plan appeals, complaints and complaint appeals, as well as updates to the member handbook or provider directory, can all be received electronically by signing up for the My Amida Care App.

If you haven't already done so, register for the app to access your e-notices. You will receive an email alert whenever a new notice is available. (Click on the app's Electronic Communications button to read them). Information about the app can be found at: <https://www.amidacareny.org/for-members/my-amida-care/>. You can also request electronic notices by calling 1-800-556-0689 (TTY 711) or emailing member-services@amidacareny.org. To view our Annual Notification regarding e-notices, [click here](#).

Every Day is Trans Day of Visibility -- Introducing 365TransVisibility.org

Check out our new **Every Day is Trans Day of Visibility – #365TransVisibility** website, a year-round celebration of transgender and gender nonconforming individuals through their stories, voices and leadership. Launched on Trans Day of Visibility, #365TransVisibility was created to honor those who inspire, strengthen and connect our world through powerful storytelling and authentic representation. We invite you visit our website and to use the #365TransVisibility hashtag to explore the profiles and help build this community: 365TransVisibility.org

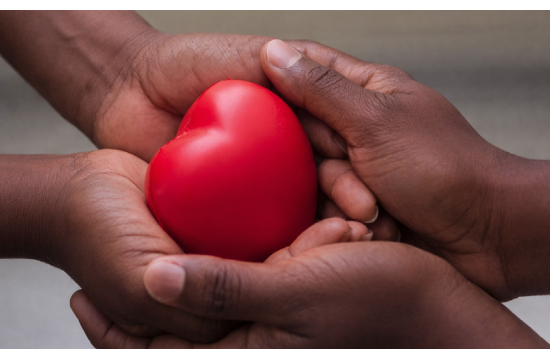


Our Hours Have Changed

Important update: **Member Walk-In hours** at our storefront (234 W 35th St, New York, NY 10122) are now **9 am to 4 pm Monday – Thursday, closed daily for lunch between 12:30 pm to 1:30 pm**. Our **Call Center hours are now 8 am to 5 pm**. If you need assistance outside of regular Call Center Hours, a representative is available 24 hours a day at 1-800-556-0689, TTY 711!

Live Well with Diabetes

You can live well with diabetes. In addition to taking your meds as prescribed and knowing your blood sugar numbers, there are several simple lifestyle changes that will improve your overall health. Also make sure to schedule annual screenings for eye exams, foot exams and kidney tests. Your care team, pharmacist, and Amida Care are here to support you every step of the way. Read more here: [Living Well with Diabetes](#).



Get Help with Housing, Food & Other Services

Reminder: You may be eligible to get help with housing, food, transportation, and care management at no cost, through a regional Social Care Network (SCN). If you 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.

Spring is in Bloom at Last!

It was a rough winter, but spring is finally here, along with sunny days, warmer temperatures and blooming trees and flowers. If you have bothersome Spring allergies, over-the-counter meds like Claritin or Allegra can help, but be sure to talk to your health care provider first. Unchecked allergies can lead to sinus issues, so don't ignore your symptoms! Plus, you will be able to fully enjoy the season, whether playing outdoor sports, visiting local parks, or just taking walks.

Visit NYC Department of Parks and Recreation for spring activities and events: <https://www.nycgovparks.org/>



Get Money for Staying Healthy through Our Healthy Rewards Program

If you are HIV-negative, you can earn \$15 every six months for a Sexual Wellness Assessment on the My Amida Care App, plus find information about HIV prevention (PEP and PrEP), for an annual maximum of \$30. Don't have the app yet? Sign up today!

<https://www.amidacareny.org/for-members/my-amida-care/my-amida-care-form/>

And don't forget to ask your provider about a screening for colorectal cancer, which can earn you \$25 annually. Colorectal cancer screening can find precancerous polyps early, before they turn into cancer. This screening by in-network providers is covered at no cost to you, so talk to your doctor today. Early detection leads to more successful treatment!



Keep Your Medicaid Benefits!

Remember: If you don't renew your Medicaid benefits 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