

MMC/MLTC MODEL HANDBOOK INSERT-ELECTRONIC NOTICING (6/24)

Red denotes updated language

Electronic Notice Option

Amida Care and our vendors can send you notices about service authorizations, plan appeals, complaints and complaint appeals electronically, instead of by phone or mail. We can also send you communications about your member handbook, our provider directory, and changes to Medicaid Managed Care benefits electronically, instead of by mail.

We can send these notices to you by web portal. You will get an email alert when a notice is posted on the portal. Please note that standard data rates may apply when you access an email or go to our web portal.

To get more information or help, visit our website at www.amidacareny.org or call Member Services at **1-800-556-0689, TTY 711**.

If you want to get these notices electronically, you must ask us. To ask for electronic notices contact us by phone, email, online, fax or mail:

Phone.....1-800-556-0689, TTY 711

Email.....memberservices@amidacareny.org

Online.....<https://www.amidacareny.org/how-to-reach-us/>

Then select *Current Members* and click on the Email Us link.

Fax.....1-646-786-1837

Mail.....Amida Care PO Box 18023 Hauppauge, NY 11788

When you contact us, you must:

- Tell us how you want to get notices that are normally sent by mail,
- Tell us how you want to get notices that are normally made by phone call, and
- Give us your contact information (mobile phone number, email address, etc.).

Amida Care will let you know by mail that you have asked to get notices electronically.