

MEMBER HANDBOOK - Electronic Notice Option

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 send these notices to you by web portal. Your notices will be available within the **My Amida Care App**. We will send you an email whenever a notice is posted to the app. Please note that standard data rates may apply when you access an email or go to our web portal.

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.....	member-services@amidacareny.org
Online.....	My Amida Care App
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, fax number, etc.).

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