



Use Your Voice: Register to Vote

Don't allow your community to be silenced!

Use your power and vote. In our democracy, voting gives us a strong voice to hold our elected representatives accountable for the decisions they make on our behalf.

The first step is to register. Take Action!

Register to vote on November 5, 2024.

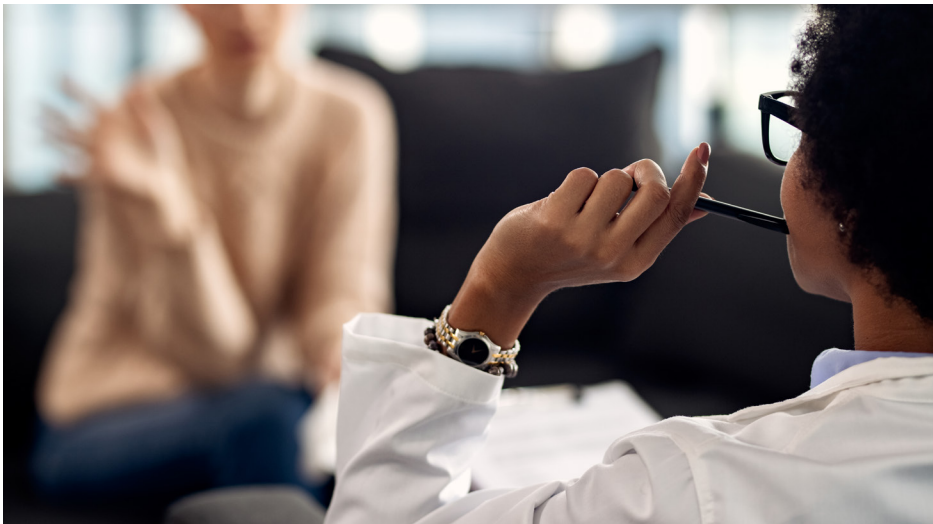
Even if you can't vote, speak to those in your life who can and tell them why their registration and voting matters to you and the people you love.

You have several options to register, but the Board of Elections must receive your application by October 26.

For more information, go to <https://elections.ny.gov/voter-registration-process> and <https://vote.gov/register/ny/>.

Take Care of Your Mental Health by Following Up

To stay healthy after hospitalization to treat your mental health symptoms, it's very important to follow up with a behavioral health care provider within seven days of discharge. We can help you schedule and keep an appointment with your provider! For helpful information, visit: <https://www.achievesolutions.net/achievesolutions/en/amidacare/Home.do>.



Do We Have It Right?

Please make sure that we have the correct contact information for you on file, including your primary care physician (PCP). This helps us better coordinate your care. Having the wrong information can even impact payment for services provided to you —we don't want you to accidentally get a bill from an out-of-network provider!



To verify your contact information, either call Member Services at 1-800-556-0689 TTY 711 or check your My Amida Care app.

We Want to Speak to You (and Hear from You)

When you call Member Services for assistance, please complete our short post-call survey, so that we can improve our services and enhance your experience.

Save the Member Services phone number, 1800-556-0689, in your contacts under "My health plan" so you do not miss important messages from us.

Staying Cool in the Heat

When the temperatures soar in summertime, there are ways to stay cool, whether indoors or out.

Not everyone has air conditioning, and those who do may not always want to use it.

To stay cool indoors:

- Stay hydrated and drink cold drinks.
- Take a cool shower or bath.
- Use cold washcloths on your wrists or neck.
- Close your curtains or blinds to keep the sun out.
- Sleep in breathable cotton, linen or bamboo sheets.

To keep cool outdoors:

- Stay hydrated and drink cold drinks.
- Cover your head with a hat.
- Take regular breaks indoors or in a shady area to avoid getting heat exhaustion or heatstroke.
- Wear light-colored, loose-fitting clothing.
- Limit physical activity to cooler times of the day (early morning or nighttime).



Have You Renewed Your Medicaid?

Have you renewed your Medicaid health insurance yet? If you don't renew, you will lose coverage, and you may be prevented from receiving health services, including medication.

Amida Care is here to help. Call our Member Services at 1-800-556-0689, TTY 711 to get assistance.

If you haven't already gotten your Medicaid renewal notice in the mail from NY State of Health (Marketplace) or Human Resources Administrative (HRA), make sure that your contact information is updated, so you don't miss this important letter.

To update your contact information, call NY 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 888-692-6116 or log into your account at ACCESS HRA.

Report Fraud, Waste, or Abuse

You may receive a letter verifying services that you have received. If the information is wrong, please contact our Compliance Hotline at **1-888-394-2285 (toll free) TTY: 711**.



Please also call the hotline number if you suspect any cases of fraud, waste, or abuse that involve your care. When you call, you can leave your name and number OR you can remain anonymous. You can also email compliance@amidacareny.org or 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.
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-556-0689, TTY 711.
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-556-0689, TTY 711.