



**January 1, 2023 - Gambling Disorder Treatment Provided by
OASAS Certified Programs
LETTER FROM MEDICAID MANAGED CARE PLAN TO
MEMBERS**

<Date>

<Barcode><Letter Code>

<Name>

<Address>

<City>, <State>, <Zip>

Dear <MMC Member>:

This is an important notice about your Medicaid managed care plan benefits. Please read it carefully. If you have any questions, please call us at 1-800-556-0689.

Starting **January 1, 2023**, Amida Care will cover Gambling Disorder Treatment provided by Office of Addiction Services and Supports (OASAS) certified programs.

You can get Gambling Disorder Treatment:

- face-to-face; or
- through telehealth.

If you need Gambling Disorder Treatment, you can get them from an OASAS outpatient program or if necessary, an OASAS inpatient or residential program.

You do not need a referral from your primary care provider (PCP) to get these services. If you need help finding a provider, please call Amida Care member services at the number listed below.

We updated your member handbook to add this benefit. This update is on our website at: AmidaCareNY.ORG

Amida Care is here for you

Please call member services at **1-800-556-0689 TTY 711** if you:

- have any questions about this letter;
- want to get this service;
- cannot access our website to see the update; or
- want the member handbook update mailed to you.

Sincerely,
Member Services

NOTICE OF NON-DISCRIMINATION

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.

Amida Care provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call Amida Care at 1-800-556-0689. For TTY/TDD services, call 711.

If you believe that Amida Care has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Amida Care by:

Mail: 14 Penn Plaza, 2nd Floor, New York, NY 10122
Phone: 1-800-556-0689 (for TTY/TDD services, call TTY 711)
Fax: 1-646-786-1802
In person: 234 West 35th St., New York, NY 10001
Email: member-services@amidacareny.org

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

Web: Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>
Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)

AVISO SOBRE NO DISCRIMINACIÓN

Amida Care cumple con lo dispuesto en las leyes federales de derechos civiles. Amida Care no excluye a las personas ni las trata de manera diferente debido a su raza, color, origen nacional, edad, discapacidad o sexo.

Amida Care proporciona lo siguiente:

- Ayudas y servicios gratuitos para personas con discapacidades, con la finalidad de ayudarte a que te comuniques con nosotros, tales como:
 - Intérpretes de lenguaje de señas cualificados
 - Información escrita en otros formatos (impresión ampliada, audio, formatos electrónicos accesibles, etc.)
- Servicios lingüísticos gratuitos para personas cuyo idioma materno no es el inglés, tales como:
 - Intérpretes cualificados
 - Información escrita en otros idiomas

Si necesitas estos servicios, llama a Amida Care al 1-800-556-0689. Para servicios TTY/TDD, llama al TTY 711.

Si crees que Amida Care no te ha proporcionado estos servicios o te ha tratado de manera diferente debido a tu raza, color, origen nacional, edad, discapacidad o sexo, puedes presentar un reclamo ante Amida Care:

Por correo:	14 Penn Plaza, 2nd Floor, New York, NY 10122
Por teléfono:	1-800-556-0689 (for TTY/TDD services, call TTY 711)
Por fax:	1-646-786-1802
En persona:	234 West 35th St., New York, NY 10001
Por correo electrónico:	member-services@amidacareny.org

También puedes presentar una queja de derechos civiles ante la Oficina para los Derechos Civiles del Departamento de Salud y Servicios Sociales de los Estados Unidos:

En línea:	Office for Civil Rights Complaint Portal at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
Por correo:	U.S. Department of Health and Human Services 200 Independence Avenue SW., Room 509F, HHH Building Washington, DC 20201 Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html
Por teléfono:	1-800-368-1019 (TTY/TDD 800-537-7697)

LANGUAGE ASSISTANCE

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-556-0689 TTY:711.	English
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-556-0689 TTY:711	Spanish
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.	Chinese
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-556-0689 واليك TTY:711	Arabic
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다1-800-556-0689 TTY:711 번으로 전화해 주십시오.	Korean
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-556-0689 TTY:711	Russian
ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-556-0689 TTY:711	Italian
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-556-0689 TTY:711	French
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-556-0689 TTY:711	French Creole
אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט 1-800-556-0689 TTY:711	Yiddish
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-556-0689 TTY:711	Polish
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-556-0689 TTY:711	Tagalog
লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে ফোন করুন 1-800-556-0689 TTY:711	Bengali
KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-556-0689 TTY:711	Albanian
ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-556-0689 TTY:711.	Greek
خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-800-556-0689 TTY:711	Urdu