

July 2019

Dear Member:

Thank you for your continued enrollment in Integra Managed Care “Integra.” We are pleased to serve you and committed to helping you stay healthy, safe, and living independently in the comfort of your own home. We are providing this annual notice to give you the information you need to make the most of your enrollment with Integra.

If your primary language is not English, free language assistance services are available to you, including telephonic interpreter services. You may also request written materials in other languages and formats (large print, audio, electronic formats, other). If you need these services, please call Integra at 1-855-800-4683 (TTY: 711).

### **Provider Directory**

Integra makes changes to our Provider Network so that you have access to quality providers for all your health care needs and is updated quarterly. If you need help finding a provider that is right for you, your Care Management team is here to assist you.

Integra’s Provider Directory, Member Handbook, and additional information can be found on our website, [www. Integrplan.org](http://www.integrplan.org). If you would like a new Member Handbook or Provider Directory mailed to you, please call Integra Member Services at 855-800-4683 or TTY 711, Monday through Friday 8am to 5pm.

### **Annual Notice of Disenrollment Rights**

While we value your membership, enrollment in Integra MLTC is voluntary and you can leave at any time. If you require long-term care services and wish to leave Integra MLTC, you must call NY Medicaid Choice at 1-888-401-6582 to choose another MLTC plan to continue to receive your services. You are no longer able to return to Medicaid Fee for Service (FFS) through Human Resources Administration (HRA) or the Local Department of Social Services (LDSS) to receive your services.

If you feel you no longer need managed long-term care services or wish to enroll in another Managed Long-Term Care Plan, please call Member Services or your Care Management Team. Your Care Manager will send you written confirmation of your request to disenroll. Integra MLTC will also forward your disenrollment request to LDSS or NY Medicaid Choice for processing.

From the time of your disenrollment request through your effective date of disenrollment, Integra MLTC will continue to provide your covered benefits to you. We will also make all necessary referrals for alternative services no longer covered by Integra MLTC after the disenrollment date.

Again, thank you for choosing Integra for your long-term care needs. If you have any questions about the information in this letter or the benefits available to you, please call Integra Member Services at 855-800-4683 or TTY 711.

**Yours in Health,**