



75 Vanderbilt Avenue, Staten Island NY 10304 1-844-CPHL-CARES

Medicare Disclaimers

Centers Plan for Healthy Living is an HMO with Medicare and Medicaid contracts. Enrollment in Centers Plan for Healthy Living depends on contract renewal.

This information is not a complete description of benefits. Contact Centers Plan for Healthy Living for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or co-payments/co-insurance may change on January 1 of each year.

You must continue to pay your Medicare Part B premium, unless otherwise paid by Medicaid. For more information, contact the plan. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

Every year, Medicare evaluates plans based on a 5-star rating system.

Medicare beneficiaries may also enroll in Centers Plan for Healthy Living through the CMS Medicare Online Enrollment Center located at <http://www.medicare.gov>.

Centers Plan for Nursing Home Care (HMO SNP) and Centers Plan for Dual Coverage Care (HMO SNP) have been approved by the National Committee for Quality Assurance (NCQA) to operate as a Special Needs Plan (SNP) until December 31, 2021 based on a review of Centers Plan for Healthy Living's model of care.

You may be able to get Extra Help to pay for your prescription drug premiums and costs. To see if you qualify for Extra Help, call:

- [1-800-MEDICARE \(1-800-633-4227\)](tel:1-800-MEDICARE). TTY users should call [1-877-486-2048](tel:1-877-486-2048), 24 hours a day/7 day a week;
- The Social Security Office at [1-800-772-1213](tel:1-800-772-1213) between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call [1-877-486-2048](tel:1-877-486-2048);
- Your State Medicaid Office

ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call 1-877-940-9330 (TTY: 1-800-421-1220).

This information is available for free in other languages. Please contact our Member Services number 1-877-940-9330 for additional information. (TTY users should call 1-

800-421-1220). Hours are from 8:00 A.M. to 8:00 P.M., seven days a week. Member services also has free language interpreter services available for non-English speakers.

Esta información está disponible gratis en otros idiomas. Comuníquese con nuestro Servicio para Miembros at 1-877-940-9330 y obtener información adicional, (los usuarios de TTY deben llamar al 1-800-421-1220) de 8:00 A.M. a 8:00 P.M. siete días a la semana. Los Servicios para Miembros también tienen servicios de intérpretes de idiomas gratis disponibles para las personas que no hablan inglés.

Members must receive all routine care from plan providers. Out-of-network/Non-contracted providers are under no obligation to treat Centers Plan for Healthy Living members, except in emergency situations. Please call our Member Services number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

In general, members must use network pharmacies to access their prescription drug benefit, except in non-routine circumstances, and quality limitations and restrictions may apply.

Language Assistance Services Notification

| | |
|---------------|---|
| English | ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-940-9330 (TTY: 1-800-421-1220). |
| Albanian | KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-877-940-9330 (TTY: 1-800-421-1220). |
| Arabic | ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-940-9330 (رقم هاتف الصم والبكم: 1-800-421-1220). |
| Bengali | লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-৮৭৭-৯৪০-৯৩৩০ (TTY: ১-৮০০-৪২১-১২২০)। |
| Chinese | 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 1-877-940-9330 (TTY: 1-800-421-1220)。 |
| French | ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-940-9330 (ATS: 1-800-421-1220). |
| Greek | ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-877-940-9330 (TTY: 1-800-421-1220). |
| French Creole | ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-940-9330 (TTY: 1-800-421-1220). |
| Italian | ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-940-9330 (TTY: 1-800-421-1220). |
| Korean | 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-940-9330 (TTY: 1-800-421-1220)번으로 전화해 주십시오. |
| Polish | UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-940-9330 (TTY: 1-800-421-1220). |
| Russian | ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-940-9330 (телетайп: 1-800-421-1220). |
| Spanish | ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-940-9330 (TTY: 1-800-421-1220). |
| Tagalog | PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-940-9330 (TTY: 1-800-421-1220). |
| Urdu | خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-877-940-9330 (TTY: 1-800-421-1220)۔ |
| Yiddish | אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט 1-877-940-9330 (TTY: 1-800-421-1220)۔ |

Notice of Nondiscrimination

Discrimination is Against the Law

Centers Plan for Healthy Living, LLC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Centers Plan for Healthy Living, LLC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Centers Plan for Healthy Living, LLC provides:

- Free aids and services to people with disabilities to communicate effectively 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 primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Member/Participant Services at 1-844-274-5227 (TTY users please call 1-800-421-1220 or 711).

If you believe that Centers Plan for Healthy Living, LLC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Grievances and Appeals Department:

By Mail: Centers Plan for Healthy Living,
LLC Attn: G&A Department
75 Vanderbilt Avenue
Staten Island, NY 10304- 2604

By Phone: 1-844-274-5227 (TTY users call 1-800-421-1220)

By Fax: 1-347-505-7089

By Email: GandA@centersplan.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Member/Participant Services is available to help you seven days a week from 8am to 8pm.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human
Services 200 Independence
Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697
(TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.