



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

December 2019

Dear Centers Plan for Health Living MLTC Member:

As a member of Centers Plan for Healthy Living's (CPHL) Managed Long Term Care (MLTC) plan, your wellbeing is very important to us. It is our goal to continue to provide you with excellent health care services.

Provider Directory

CPHL continually updates its Provider Network throughout the year. A link to our online provider directory as well as a PDF of our provider directory can be found at: www.centersplan.com/mltc/members/. If you want a Provider Directory mailed to you, or if you need help finding a network provider, please call Member Services at 1-855-270-1600 (toll free), TTY 1-800-421-1220. Member Services can be reached seven days a week 8AM-8PM.

Annual Notice of Disenrollment Rights

Your enrollment in CPHL is voluntary. If you feel you no longer need long term services or you wish to enroll in another Managed Long Term Care Plan, you may voluntarily disenroll from CPHL. If you tell us you want to disenroll from CPHL, CPHL will give you written notice confirming we received your intent to disenroll and you will be given an effective date for termination of your coverage. The effective date of disenrollment will be the first day of the month following the month in which the disenrollment is processed. You will be asked to sign a Voluntary Disenrollment Form. CPHL will continue to provide covered benefits until the effective date of disenrollment and will make all necessary referrals to alternative services, no longer covered by CPHL after the disenrollment date.

Please note that if you disenroll and you continue to need long term care services, you are no longer able to obtain such services through the Medicaid Fee-For-Service (FFS) program. You can join another MLTC, Mainstream Managed Care plan (if Medicaid only) or a New York State waiver service program, if eligible.

This information is also available in alternative formats. This notice can also be found on our website along with other important plan information.

Sincerely,

Centers Plan for Health Living