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MetroPlus Advantage Plan (HMO DSNP) Medicare

2023 1 1 12 31 Medicare

1-866-986-0356 7 24

MetroPlus Advantage Plan (HMO-DSNP) MetroPlus Health Plan MetroPlus Advantage Plan(HMO-DSNP)

1-866-986-0356 7 24

ATENCIÓN: si habla español, cuenta con servicios de asistencia lingüística sin cargo disponibles para usted.Llame al 1-866-986-0356 (TTY: 711).

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  - 4 MetroPlus Advantage Plan (HMO-DSNP) .....11
  - 5 .....14
  - 6 .....15
  - 7 .....16
- 2** ..... **18**
  - 1 MetroPlus Advantage Plan (HMO-DSNP) .....19
  - 2 Medicare Medicare .....24
  - 3 State Health Insurance Assistance Program Medicare .....26
  - 4 .....27
  - 5 Social Security .....28
  - 6 Medicaid.....29
  - 7 .....31
  - 8 Railroad Retirement Board .....34
  - 9 .....34
- 3** ..... **35**
  - 1 .....36
  - 2 .....37
  - 3 .....41
  - 4 .....43
  - 5 .....44
  - 6 .....45
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1.1 MetroPlus Advantage Plan (HMO-DSNP) Medicare Advantage Plan Special Needs Plan

Medicare Medicaid

- **Medicare** 65 65
- **Medicaid** Medicaid Medicaid Medicaid Medicare Medicare Medicare

MetroPlus Advantage Plan (HMO-DSNP) Medicare A B Original Medicare

MetroPlus Advantage Plan (HMO-DSNP) Medicare Advantage Plan Medicare Special Needs Plan MetroPlus Advantage Plan (HMO-DSNP) Medicare Medicaid

Medicare A B Medicaid Medicare Medicaid Medicare Extra Help Medicare MetroPlus Advantage Plan (HMO-DSNP)

MetroPlus Advantage Plan (HMO-DSNP) Medicare Advantage Plans Medicare Special Needs Plan Medicare Medicaid Medicaid Medicare

Qualifying Health Coverage (QHC) (ACA) (IRS)

www.irs.gov/Affordable-Care-Act/Individuals-and-Families



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MetroPlus Advantage Plan (HMO-DSNP)

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MetroPlus Advantage Plan (HMO-DSNP)

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**2.2** MetroPlus Advantage Plan (HMO-DSNP)

MetroPlus Advantage Plan (HMO-DSNP)

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Medicare Medicare Medicaid MetroPlus Advantage Plan (HMO-DSNP) MetroPlus Advantage Plan (HMO-DSNP)

**2.4** Medicaid

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Medicaid Medicare

Medicare Medicare Medicare

- Qualified Medicare Beneficiary (QMB)** Medicare A B QMB  
 Medicaid (QMB+)
- Specified Low-Income Medicare Beneficiary (SLMB)** B  
 SLMB Medicaid (SLMB+)
- Qualifying Individual (QI)** B
- Qualified Disabled & Working Individuals (QDWI)** A

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Medicaid




<FIRST, LAST NAME>  
 ID: <ID NUMBER>  
 PLAN (80840) 7790789912

PCP: <XXXXXX XXXXXX XXXX>	<PLAN NAME>
PCP PHONE: <XXX-XXX-XXXX>	<CMS Contract / PBP>
BENEFITS EFFECTIVE: <XX/XX/XX>	RxBIN: <XXXX>
PAYER ID#: 13265	RxPCN: <XXXX>
	RxGROUP: <XXXX>

**CUSTOMER SERVICES:** 1.866.986.0356 • TTY (FOR THE HEARING IMPAIRED): 711  
**PHARMACY CUSTOMER SERVICES:** 1.866.693.4615  
**EMAIL US:** HELP.MEMBEREXPERIENCE@METROPLUS.ORG

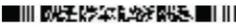
**MENTAL HEALTH CRISIS 24/7:** 1.866.728.1885  
 (SMS CAPABLE FOR THE HEARING IMPAIRED)

**DENTAL CUSTOMER SERVICES:** HEALTHPLEX • 1.888.468.2189

**SUBMIT BEHAVIORAL HEALTH AND MEDICAL CLAIMS TO:**

**METROPLUSHEALTH**  
 PO BOX 381508  
 BIRMINGHAM, AL 35238-1508

[WWW.METROPLUSMEDICARE.ORG](http://WWW.METROPLUSMEDICARE.ORG)



Medicare Medicare MetroPlus Advantage Plan (HMO-DSNP) Medicare Medicare

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MetroPlus Advantage Plan (HMO-DSNP)

www.metroplusmedicare.org

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www.metroplusmedicare.org

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MetroPlus Advantage Plan (HMO-DSNP) D D Medicare Medicare MetroPlus Advantage Plan (HMO-DSNP)

(www.metroplus.org)

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Medicare B D Medicare 2023 Medicare Medicare (www.medicare.gov) 1-800-MEDICARE (1-800-633-4227) 7 24 1-877-486-2048

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Social Security Medicare Social Security Railroad

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Retirement Board Medicare

Social Security 1-800-772-1213 1-800-325-0778 Social Security

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MetroPlus Health Plan CMS HHS

MetroPlus Health Plan PO Box 30327 New York, NY 10087

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1 MetroPlus Advantage Plan (HMO-DSNP)

MetroPlus Advantage Plan (HMO-DSNP)

	1-866-986-0356 7 24
	711 7 24
	1-212-908-5196
	MetroPlus Health Plan 50 Water Street, 7th Floor New York, NY 10004 Attn:Medicare Department
	www.metroplusmedicare.org

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	1-866-986-0356	7 24
	711	7 24
	1-212-908-4401	
	1-212-908-8824	
	MetroPlus Health Plan Utilization Management 50 Water Street, 7th Floor New York, NY 10004	
	MetroPlus Health Plan Appeals Coordinator 50 Water Street, 7th Floor New York, NY 10004	
	MetroPlus Health Plan Appeals Coordinator 50 Water Street, 7th Floor New York, NY 10004	
	<a href="http://www.metroplusmedicare.org">www.metroplusmedicare.org</a>	

	1-866-986-0356
	7 24
	711
	7 24
	1-212-908-5196
	MetroPlus Health Plan Complaints Manager 50 Water Street, 7th Floor New York, NY 10004
<b>MEDICARE</b>	Medicare MetroPlus Advantage Plan (HMO-DSNP) Medicare <a href="http://www.medicare.gov/MedicareComplaintForm/home.aspx">www.medicare.gov/MedicareComplaintForm/home.aspx</a>

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	<b>C</b>
	MetroPlus Health Plan Complaints Manager 50 Water Street, 7th Floor New York, NY 10004
	<a href="http://www.metroplusmedicare.org">www.metroplusmedicare.org</a>

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	1-866-693-4615  7 24
	711  7 24
	1-855-633-7673
	CVS Caremark Paper Claims Department – RxClaim P.O. Box 52066 Phoenix, AZ 85072-2066
	<a href="http://www.metroplusmedicare.org">www.metroplusmedicare.org</a>





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CMS Medicare Advantage

	<b>Medicare –</b>
<p>1-800-MEDICARE</p> <p>1-800-633-4227</p> <p>7 24</p>	
<p>1-877-486-2048</p>	

**Medicare –**

[www.medicare.gov](http://www.medicare.gov)

- **Medicare Eligibility Tool**
- **Medicare Plan Finder**

**Medicare** 1-800-MEDICARE (1-800-633-4227) 7 24 1-877-486-2048

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State Health Insurance Assistance Program

Medicare

State Health Insurance Assistance Program (SHIP) SHIP Health Insurance Information, Counseling and Assistance Program (HIICAP)

HIICAP Federal Government Medicare

HIICAP Medicare HIICAP Medicare Medicare

SHIP

- [www.medicare.gov](http://www.medicare.gov)
- Talk to Someone
- - 1 1-800-MEDICARE
  - 2

	<b>HIICAP SHIP -</b>
	1-800-701-0501
	New York City Department for the Aging 2 Lafayette Street, 9th Floor New York, NY 10007-1392
	<a href="http://www.nyconnects.ny.gov">http://www.nyconnects.ny.gov</a>

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	<b>Livanta –</b>
	1-866-815-5440 9 5
	1-866-868-2289
	Livanta BFCC-QIO Program 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701
	<a href="https://livantaqio.com/">https://livantaqio.com/</a>

5 Social Security

Social Security Medicare Medicare 65 Medicare Social Security Medicare Social Security Medicare Medicare Social Security Social Security

Social Security D Social Security Social Security

Social Security

Table with 2 columns: Contact Information and Social Security - . Includes phone numbers 1-800-772-1213, 1-800-325-0778 and website www.ssa.gov.

6 Medicaid

Medicaid

Medicare Medicaid

Medicaid Medicare Medicare

Medicare Medicare

- **Qualified Medicare Beneficiary (QMB)** Medicare A B QMB Medicaid (QMB+)
- **Specified Low-Income Medicare Beneficiary (SLMB)** B SLMB Medicaid (SLMB+)
- **Qualifying Individual (QI)** B
- **Qualified Disabled & Working Individuals (QDWI)** A

Medicaid Medicaid

	<b>Medicaid –</b>
	NYC Human Resources Administration (HRA) Medicaid Helpline: 1-888-692-6116 or 1-718-557-1399 Monday - Friday, 8 am – 5 pm
	New York State Department of Health Corning Tower Empire State Plaza, Albany, NY 12237
	<a href="https://www1.nyc.gov/assets/home/html/accessnyc/html/contact">https://www1.nyc.gov/assets/home/html/accessnyc/html/contact</a>





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Medicare.gov (<https://www.medicare.gov/drug-coverage-part-d/costs-for-medicare-drug-coverage/costs-in-the-coverage-gap/6-ways-to-get-help-with-prescription-costs>)

Medicare Extra Help

Extra Help

- 1-800-MEDICARE (1-800-633-4227) 1-877-486-2048 7 24
- Social Security 1-800-772-1213 8 7 1-800-325-0778
- Medicaid 6

- MetroPlus Health Plan
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**State Pharmaceutical Assistance Program (SPAP)**

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**AIDS Drug Assistance Program (ADAP)**

**AIDS (ADAP)**

AIDS Drug Assistance Program (ADAP) HIV/AIDS ADAP HIV  
ADAP Medicare D ADAP HIV  
Uninsured Care Program HIV Uninsured  
Care Program 1-800-542-2437 8 5

ADAP  
HIV /  
ADAP  
HIV Uninsured Care Programs ADAP 1-800-542-  
2437

### State Pharmaceutical Assistance Programs

State Pharmaceutical Assistance Programs

State Pharmaceutical Assistance Program Elderly Pharmaceutical Insurance Coverage (EPIC)

<p>EPIC (New York’s State Pharmaceutical Assistance Program)–</p>	<p>1-800-332-3742 8 5</p>
<p>1-800-290-9138</p>	<p>EPIC P.O. Box 15018 Albany, NY 12212-5018  Email: nysdohepic@magellanhealth.com</p>
<p>https://www.health.ny.gov/health_care/epic/</p>	

8 Railroad Retirement Board

Railroad Retirement Board
Railroad Retirement Board Medicare
Railroad Retirement Board

Table with 2 columns: Contact Information and Details. Includes phone numbers 1-877-772-5772, 1-312-751-4701 and website rrb.gov/.

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1-800-MEDICARE 1-800-633-4227
1-877-486-2048 Medicare

Additional contact information and details.

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PCP 90 PCP PCP



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[www.metroplusmedicare.org](http://www.metroplusmedicare.org)

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MetroPlus Advantage Plan (HMO-DSNP) 4

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Medicare Medicare and Clinical Research Studies Medicare www.medicare.gov/Pubs/pdf/02226-Medicare-and-Clinical-Research-Studies.pdf 1-800-MEDICARE (1-800-633-4227) 7 24 1-877-486-2048

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**Medicare Advantage** **Medicare** **Medicaid** **Medicaid** **2** **6** **Medicaid** **Medicare** **Medicare**

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- (www.metroplusmedicare.org)

MetroPlus Health Plan  
 Complaints Manager  
 50 Water Street, 7th Floor  
 New York, NY 10004

CVS Caremark  
 Paper Claims Department – RxClaim  
 P.O.Box 52066  
 Phoenix, AZ 85072-2066





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1-800-MEDICARE (1-800-633-4227) Medicare  
1-800-368-1019 1-800-537-7697

**Sección 1.1** **Nosotros debemos proporcionar información de una manera que le sirva y que sea coherente con sus sensibilidades culturales (en idiomas distintos del inglés, en braille, en letra grande o en otros formatos alternativos, etc.)**

Su plan debe garantizar que todos los servicios, tanto clínicos como no clínicos, se provean de una manera culturalmente competente y que estén accesibles para todos los afiliados, inclusive aquellos con un dominio limitado del inglés, habilidades de lectura limitadas, incapacidad auditiva, o aquellos con antecedentes culturales y étnicos diversos. Algunos ejemplos de cómo un plan puede cumplir con estos requisitos de





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MetroPlus Advantage Plan (HMO-DSNP)





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1-800-368-1019 1-800-537-7697

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• 1-800-MEDICARE (1-800-633-4227) Medicare
• 7 24 1-877-486-2048

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• Medicare
o Medicare Medicare
www.medicare.gov/Pubs/pdf/11534-Medicare-Rights-and-
Protections.pdf

- 1-800-MEDICARE (1-800-633-4227) 7  
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- State Health Insurance Assistance Program
- Medicare [www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf](http://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf)
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1-800-MEDICARE (1-800-633-4227)
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1-800-MEDICARE (1-800-633-4227) 7 24 1-877-486-2048 [www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices](http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices)

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- - MetroPlus Health Plan  
50 Water Street, 7th Floor  
New York, NY 10004  
Complaints Manager
  - [www.metroplusmedicare.org](http://www.metroplusmedicare.org)
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11.5 Medicare

Medicare MetroPlus Advantage Plan (HMO-DSNP) Medicare www.medicare.gov/MedicareComplaintForm/home.aspx

1-800-MEDICARE (1-800-633-4227) /TDD 1-877-486-2048

MEDICAID

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[https://www.dfs.ny.gov/complaints/file\\_external\\_appeal](https://www.dfs.ny.gov/complaints/file_external_appeal)

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\$25.00  
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**Medicare Medicaid** Medicare  
 1-800-MEDICARE [www.medicare.gov](http://www.medicare.gov)  
[Medicaid](#) Medicaid Managed  
 Care Plan Medicaid  
 1-800-342-3334  
[www.otda.state.ny.us/oah](http://www.otda.state.ny.us/oah)

1-800-400-8882  
[externalappealquestions@dfs.ny.gov](mailto:externalappealquestions@dfs.ny.gov) [www.dfs.ny.gov](http://www.dfs.ny.gov)  
 1-888-990-3991

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MetroPlus Advantage Plan (HMO-DSNP)

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2.1 Medicare Medicaid

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2.3 Medicare Advantage

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**2.4**

Medicare Medicare ([www.medicare.gov](http://www.medicare.gov))

- o Medicaid
- o Extra Help Medicare
- o (LTC)
- o Program of All-inclusive Care for the Elderly (PACE)

**2.1** Medicaid

- Medicare 1-800-MEDICARE (1-800-633-4227) 7 24 1-877-486-2048 Medicare
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Medicare Extra Help

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MetroPlus Advantage Plan (HMO-DSNP)

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MetroPlus Advantage Plan (HMO-DSNP)

Medicare 1-800-MEDICARE (1-800-633-4227) 7 24 1-877-486-2048

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Medicare  
Medicaid (CMS)

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Medicare Advantage Plans  
1964 1973 1975  
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1-800-368-1019 1-800-537-7697

<https://www.hhs.gov/ocr/index>

**3 Medicare**

Medicare Medicare CMS  
42 CFR 422.108 423.462 Medicare Advantage  
MetroPlus Advantage Plan (HMO-DSNP) 42 CFR 411 B  
D CMS

# ✓ MetroPlusHealth

## MetroPlus Health Plan

MetroPlusHealth 169

MetroPlusHealth MetroPlusHealth (HIPAA) [www.metroplus.org/privacy-policies](http://www.metroplus.org/privacy-policies)



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**Customer Services – MetroPlus Health Plan**  
**50 Water Street, 7th Floor**  
**New York, NY 10004**

- 1-800-303-9626 7 8 8
- **Medicare** 1-866-986-0356 7 8 8 8
- 711
- [PrivacyOfficer@metroplus.org](mailto:PrivacyOfficer@metroplus.org)

















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[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

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**Customer Services – MetroPlus Health Plan**

**50 Water Street, 7th Floor**

**New York, NY 10004**

- [Redacted] 1-800-303-9626 [Redacted] 7 [Redacted] 8 [Redacted] 8 [Redacted]
- **Medicare** [Redacted] 1-866-986-0356 [Redacted] 7 [Redacted] 8 [Redacted] 8 [Redacted]
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MetroPlus Advantage Plan (HMO-DSNP)

Original Medicare (SNF) 60 SNF

D \$7,400

Medicare Medicaid (CMS) Medicare

Chronic-Care Special Needs Plan—C-SNP 42 CFR 422.2 Medicare Advantage Coordinated Care Plans Medicare A B C-SNP C-SNP

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Extra Help — Medicare  
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**Institutional Special Needs Plan (SNP)** \_\_\_\_\_ (LTC) 90 (SNF) (NF) (SNF/NF) (ICF/IID) / CMS Medicare A Medicare B Medicaid Special Needs Plan LTC

**Institutional Equivalent Special Needs Plan (SNP)** \_\_\_\_\_ (ALF)

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Medicare A B Medicaid Medicare A B Medicaid

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Medicare Advantage (MA) — Medicare C Medicare A B Medicare Advantage Plan i) HMO ii) PPO iii) (PFFS) iv) Medicare (MSA) Medicare Advantage HMO PPO Special Needs Plan (SNP) Medicare Advantage Plans Medicare D Medicare Advantage Plans

Medicare Coverage Gap Discount Program — D Extra Help D Federal Government

Medicare — Medicare A B Medicare Medicare A B Medicare Medicare Advantage

Medicare — Medicare Medicare Medicare Advantage Plans Medicare Cost Plans Special Needs Plans Demonstration/Pilot Programs Programs of All-inclusive Care for the Elderly (PACE)

Medicare Medicare D — Medicare A B

Medigap Medicare — Medicare Original Medicare Medigap Original Medicare Medicare Advantage Medigap

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**PACE** \_\_\_\_\_ **PACE (Program of All-Inclusive Care for the Elderly)** \_\_\_\_\_ **(LTC)** \_\_\_\_\_ **PACE** \_\_\_\_\_ **Medicare** \_\_\_\_\_ **Medicaid** \_\_\_\_\_

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Original Medicare Extra Help

Medicare Advantage Medicare Medicaid

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**MetroPlus Advantage Plan (HMO-DSNP)**

	1-866-986-0356
	7 24
	711
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	1-212-908-5196
	MetroPlus Health Plan 50 Water Street, 7th Floor New York, NY 10004 Attn: Medicare Department
	<a href="http://www.metroplusmedicare.org">www.metroplusmedicare.org</a>

**Health Insurance Information Counseling and Assistance Program (HIICAP)**

SHIP

HIICAP Federal Government Medicare

	1-800-701-0501
	New York City Department for the Aging 2 Lafayette Street, 9th Floor New York, NY 10007-1392
	<a href="http://www.nyconnects.ny.gov/">http://www.nyconnects.ny.gov/</a>

PRA 1995 OMB  
OMB 0938-1051  
CMS, 7500 Security Boulevard, PRA Reports  
Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850