

<Date>

<Member First/ Last Name>

<Address 1>

<Address 2>

<City>, <State>, <ZIP>

Dear <Member First/Last Name>:

Starting March 1, 2024, MetroPlusHealth will cover the Mobile Crisis Telephonic Triage and Response service for members under the age of 21. This service is already available to members 21 years of age and older.

Currently, members under the age of 21 can access the Mobile Crisis Telephonic Triage and Response service by using their Medicaid card. Effective March 1, 2024, you can use your MetroPlusHealth plan card to receive this service.

Mobile Crisis teams can help you, your child, or other members of your family with mental health and addiction crisis symptoms. These symptoms can be things like:

- increased anxiety,
- depression,
- stress due to a major life event or changes, or
- needing to speak with someone to prevent relapse.

You and your family can call and talk to a professional about a crisis, get support, and be linked to other services when needed.

We updated your member handbook to add this benefit. This update is on our website at: <https://metroplus.org/>. Your member handbook also has information about other crisis services MetroPlusHealth covers.

If you are experiencing a crisis, you can call or text 988 or chat at www.988lifeline.org 24 hours a day, 7 days a week.



MetroPlusHealth is here for you.

Medicare

50 Water St., 7th Floor • New York, NY 10004
1.866.986.0356 • TTY: 711 • metroplusmedicare.org
Hours of Operation: 24 Hours a Day, 7 Days a Week

Please call member services at 866.986.0356 (TTY: 711) if you:

- Have any questions about this letter;
- Want to get these services;
- Cannot access our website to see the update; or
- Want the member handbook update mailed to you.

Sincerely,

MetroPlusHealth