

Welcome to MetroPlusHealth!

Now that you have become a member, it is important that you see a Primary Care Provider (PCP) *within the next 90 days* to discuss needed blood work, immunizations and preventive screening (such as for colon cancer). Your PCP can also help you control your asthma, diabetes (high blood sugar), high blood pressure and help you with your other health issues.

Connecting with Providers

- **If you already have a Primary Care Provider (PCP)**
Call your PCP and set up an appointment for an annual wellness visit as soon as possible.
- **If you do not know who your PCP is**
Look on the front of your MetroPlusHealth member ID card for the PCP assigned to you and call their phone number to schedule a wellness visit appointment.
- **If you would like a new PCP or need help finding a PCP**
Call our member services at 800.303.9626 (TTY: 711). They are available Monday to Friday, 8am to 6pm and Saturday 9- 5pm. After hours and on Sundays and holidays, call our 24/7 Medical Answering Service at 800.442.2560. Or search “MetroPlusHealth Find a Doctor” using your Internet browser or type <https://metroplus.org/search-providers/> into the browser directly to find a PCP near you.
- **For help finding a specialist such as a nutritionist, Obstetrician / Gynecologist or HIV specialist**
Call our member services at 800.303.9626 (TTY: 711). They are available Monday to Friday, 8am to 6pm and Saturday 9- 5pm. After hours and on Sundays and holidays, call our 24/7 Medical Answering Service at 800.442.2560. Or search “MetroPlus Health Find a Doctor” using your Internet browser or type <https://metroplus.org/search-providers/> into the browser directly to find a list of specialist to meet your needs.
- **For your behavioral health needs**
MetroPlusHealth has case management services that specialize in mental health or substance use that will assist you in finding needed mental health or substance use needed care. Call our member services at 800.303.9626 (TTY: 711). They are available Monday to Friday, 8am to 6pm and Saturday 9- 5pm. After hours and on Sundays and holidays, call our 24/7 Medical Answering Service at 800.442.2560. Ask to speak to a behavioral health care manger. Or search “MetroPlus Health Find a Doctor” using your Internet browser or type <https://metroplus.org/search-providers/> into the browser directly to find a list of behavioral health specialist to meet your needs

- **MetroPlusHealth offers on demand telephonic or virtual behavioral health services. You will be able to speak to a behavioral health treatment provider immediately**

Call MetroPlusHealth Virtual Visit at 855.287.3508 and ask for a telephonic or virtual behavioral health session. Please note, that though you will need video internet access to have a virtual behavioral health visit, a telephonic behavioral health session can be arranged for you.

Or

Search “MetroPlusHealth Find a Doctor” using your Internet browser or type <https://metroplus.org/search-providers/> into the browser directly to find a list of behavioral health specialist to meet your needs.

- **For help stopping alcohol or drug abuse**

Call the NYC H+H appointment line at 844.692.4692 for help to find a behavioral health specialist

Or

Type <https://bit.ly/nychhc-substance-services> into the browser on your computer or smartphone to find a substance abuse specialist that can help you.

- **For help finding a dentist**

Call our member services at 800.303.9626 (TTY: 711). They are available Monday to Friday, 8am to 6pm and Saturday 9- 5pm. After hours and on Sundays and holidays, call our 24/7 Medical Answering Service at 800.442.2560 to assist you.

Or

Search “MetroPlus Health Find a Doctor” using your Internet browser or type <https://metroplus.org/search-providers/> into the browser directly to find in network MetroPlusHealth dental providers.

Connecting with Telehealth – Virtual Care

If you have a video-enabled phone, tablet or computer, consider interacting with a PCP or specialist through MetroPlusHealth’s Virtual Visit. For non-emergent behavioral or health issues, you can reach a PCP or specialist through your computer or smartphone any time of day. To access a PCP or specialist through virtual care, type <https://metroplus.org/telehealth> into your browser directly or call 855.287.3508 for further instructions,

Travel to doctor's appointments

- **Call MAS Medicaid Transportation Management** at 844.666.6270 for help getting to non-emergency doctor's appointments for free (Medicaid members ONLY). Visit www.medanswering.com to learn more.
- **Call Fair Fares NYC** by dialing 311 for information about reduced subway and bus fares (eligible New York City residents ONLY).

Stop smoking

We care about your health and strongly encourage you to stop smoking. Call the NYS Quitline at 866-NY-QUITS (866.697.8487) or text "QUITNOW" to 333888 for a free starter kit and coaching.

Connect to other special programs and services

- **NYC 311** helps connect New Yorkers with various government services and programs. Type portal.311.nyc.gov in your Internet browser or call 311 for assistance in locating agencies that can help you. Examples of services and programs include food programs, housing assistance, apartment maintenance complaints, exercise options and more
- **ACCESS HRA** helps inform New Yorkers about different benefits they can receive through NYC Human Resources Administration. Type <https://bit.ly/access-HRA> in your Internet browser or call 718.557.1399 to be connected to this agency. Examples of benefits they can assist you with include Supplemental Nutrition Assistance Program (SNAP), Cash Assistance, Fair Fares NYC, Home Energy Assistance Program (HEAP), and more.

Your safety is important to us

If you or your family feel unsafe, call 911 or go to your local police station immediately. If you are a victim of domestic/interpersonal violence, you can call the National Domestic Violence Hotline at 800.799.7233 or text "Start" to 88788 for assistance. You can also call NYC Hope at 800.621.4673 (TTY: 800.810.7444) for additional support around domestic violence.

Any questions?

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