

ELECTRONIC NOTICE OPTION

MetroPlus Health Plan and our vendors can send you notices about service authorizations, plan appeals, complaints, and complaint appeals electronically, instead of by phone or mail. We can also send you communications about your member handbook, our provider directory, and changes to your Medicaid managed care benefits electronically, instead of by mail.

We can send these notices to you by web portal. You will get an email when notices are posted.

If you want to get these notices electronically, you must ask us. To ask for electronic notices, contact us by phone, email, online, or mail:

Phone.....800.303.9626 (TTY: 711)
Email.....help.memberexperience@metroplus.org
Online.....metroplus.org/forms/contact-us
Mail.....MetroPlus Health Plan
50 Water Street, 7th fl.
New York, NY 10004

When you contact us, you must:

- Tell us how you want to get notices that are normally sent by mail,
- Tell us how you want to get notices that are normally made by phone call, and
- Give us your contact information (mobile phone number, email address, fax number, etc.).

MetroPlus Health Plan will let you know by mail that you have asked to get notices electronically.