

IMPORTANT PHONE NUMBERS

Your PCP: _____

Your nearest emergency room: _____

MetroPlusHealth

Member Services: 800.303.9626

Member Services TTY/TDD: 711

Other Units (e.g., Nurse Hotline, Utilization Review, etc.):

New York State Department of Health (complaints)..... 800.206.8125

New York State Office of Mental Health (OMH) Complaints 800.597.8481

New York State Office of Addiction Services and
Supports (OASAS) Complaints..... 518.473.3460

Ombudsman: CHAMP..... 888.614.5400

Mailbox (Ombuds@oasas.ny.gov)

County Department of Social Services..... 718.557.1399

New York Medicaid Choice 800.505.5678

New York State HIV/AIDS Hotline 800.541.AIDS (2437)

Spanish..... 800.233.SIDA (7432)

TDD 800.369.AIDS (2437)

New York City HIV/AIDS Hotline (English & Spanish).....800.TALK.HIV (8255-448)

HIV Uninsured Care Programs..... 800.542.AIDS (2437)

TDD Relay, then 518.459.0121

Child Health Plus..... 800.698.4543

- Free or low-cost health insurance for children (TTY: 877.898.5849)

Independent Consumer Advocacy Network (ICAN) 844.614.8800

- Provides free and confidential assistance

Member Services: 800.303.9626 (TTY: 711)

For Behavioral Health Crisis, call our hotline toll-free: 866.728.1885

Partner Assistance Program 800.541.AIDS (2437)
 - In New York City (CNAP) 212.693.1419
 Social Security Administration 800.772.1213
 New York State Domestic Violence Hotline 800.942.6906
 Spanish 800.942.6908
 Hearing Impaired 800.810.7444
 Americans with Disabilities Act (ADA) Information Line. 800.514.0301
 TDD 800.514.0383

NYRx Medicaid Pharmacy Program (Medicaid Helpline) 800.541.2831
 TTY 800.662.1220
 Pharmacy search member.emedny.org/pharmacy/search-locations

Local Pharmacy _____

Other Health Providers:

IMPORTANT WEBSITES

MetroPlusHealth
metroplus.org

New York State Department of Health (DOH):
health.ny.gov

New York State Office of Mental Health (OMH):
omh.ny.gov

New York State Office of Addiction Services and Supports (OASAS):
oasas.ny.gov

New York State DOH HIV/AIDS Information:
health.ny.gov/diseases/aids/

New York State HIV Uninsured Care Programs:
health.state.ny.us/diseases/aids/resources/adap/index.htm

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Commented [RS1]: Please add the NYRx member services and Support phone numbers + TTY as well as links to find pharmacies. (eMedNY ...). Please see the updated information in the revised MMC member guide submitted yesterday.

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HIV Testing Resource Directory:

health.ny.gov/diseases/aids/consumers/testing/index.htm

New York City Department of Health & Mental Hygiene (DOHMH):

nyc.gov/site/doh/index.page

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New York City DOHMH HIV/AIDS Information:
nyc.gov/site/doh/health/health-topics/aids-hiv.page

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