

November 2017

Dear AgeWell New York MLTC Member:

We would like to take this opportunity to thank you for your continued membership in AgeWell New York Managed Long Term Care (MLTC). We are pleased to be your partner in health care and it is a privilege to serve you. We are providing this annual notice to advise you on how you may access the AgeWell New York Provider Directory, ways you may disenroll from AgeWell New York if needed, and other information that can be found on our website, [www.agewellnewyork.com](http://www.agewellnewyork.com).

AgeWell New York continually enhances its Provider Network throughout the year. If you want a Provider/Pharmacy directory mailed to you, or if you need help finding a network provider, please call Member Services at 1-866-586-8044 or 718 484-5000; TTY 1-800-662-1220. You may also email us this request at [info@agewellnewyork.com](mailto:info@agewellnewyork.com). Printed directories are updated annually. The Directory may change at any time. You will receive notice when a change occurs that affects you.

### **Annual Notice of Disenrollment Rights**

Your enrollment in AgeWell New York is voluntary. If you feel you no longer need long term services or you wish to enroll in another Managed Long Term Care Plan, you may voluntarily disenroll from AgeWell New York. If your disenrollment is due to a dissatisfaction with our plan, please contact your Care Manager so that we may address any dissatisfaction or issue you may have. After you provide us notice of your desire to disenroll, AgeWell New York will give you written notice confirming we received your intent to disenroll and you will be given an effective date for termination of your coverage. The effective date of disenrollment will be the first day of the month following the month in which the disenrollment is processed. You will be asked to sign a Voluntary Disenrollment Form. AgeWell New York will continue to provide covered benefits until the effective date of disenrollment and will make all necessary referrals to alternative services, no longer covered by AgeWell New York, after the disenrollment date.

Please note that if you disenroll and you continue to need long term care services, you are no longer able to obtain such services through the Medicaid Fee-For-Service (FFS) program. You can join another MLTC, Mainstream Managed Care plan (if Medicaid only) or a New York State waiver service program, if eligible.

This information is also available in alternative formats. This notice can also be found on our website along with other important plan information such as the Member Handbook.

Sincerely,

AgeWell New York