

Handbook Addendum



CHOICESM
Health Plans

Below are Important Changes to Your Member Handbook.

To make it easier for you to get the help you need for transportation, dental and vision services, please call the following numbers directly.

For Transportation: 1-877-718-4220, (TTY: 711)
8 am – 8 pm, Monday – Friday

For Dental (HealthPlex): 1-800-468-9868 (TTY: 1-800-662-1220)
8 am – 6 pm, Monday – Friday

For Vision (Superior Vision): 1-800-879-6901 (TTY: 1-800-201-7165)
8 am – 9 pm, Monday – Friday & 11 am – 4:30 pm, Saturday

Your health care is important to us and we strive to make using your benefits as stress-free as possible. If you have any questions or concerns, call us at the number below. We're here to help.

Thank you,
Your CHOICE MLTC Care Team

Turn Over ➡
(for some important tips on ordering transportation)

1-888-867-6555 (TTY: 711)
9 am – 5 pm, Monday – Friday

This notice is also available in other formats for members with special needs or members who speak languages other than English. Please call the phone number listed above for help.

Transportation Ordering Guide

1-877-718-4220, (TTY: 711), 8 am – 8 pm, Monday – Friday

When calling to order transportation:

- Please call the above number directly, at least **48 hours** (2 days) before your scheduled appointment and have the following information handy:
 - ✓ Your Member ID
 - ✓ Date of trip and pick-up time
 - ✓ Medical office's full street address and telephone number
 - ✓ Any special needs (for example, if you use a wheelchair)
 - ✓ If your provider, family member or healthcare assistant is arranging the trip for you, just show them this letter and ask them to call the number listed above.

Return trip (going home from your appointment):

- Call the number above to order your return trip home.
- Provide the transportation representative with a working telephone number, so the driver can call you when they are outside.

Need to confirm, cancel or change your order?

- Call the number above when you want to confirm, cancel or change transportation you've already ordered. Please try to call in cancellations or changes 24 hours in advance.

Questions or Concerns?

- If something goes wrong or you have a complaint or question, please call your CHOICE MLTC Care Team at 1-888-867-6555 (TTY: 711) as soon as possible.

If you have an emergency and need to visit the emergency room, always call 911.