

[Date]

<Barcode> <Letter Code>  
<Name>  
<Address>  
<City>, <State>, <Zip>

**We need more information to help you sign up  
with a FIDA plan!**

Dear [MemberName; B-3]:

[MedicaidCIN; B-16]

New York Medicaid Choice got your application to join one of the FIDA plans. Please call us at the phone number below. We need to speak to you so that we can process your application. If you do not call us by [ResponseDate; A-16], your application will NOT be processed.

**We need the information shown below:**

[Print Reason text](#)

[Reason(s); B-9]

[If more than 5 reason codes are available, print additional reason codes.](#)

[AdditionalReasons; B-26]

If you need help understanding this letter, if you have questions about differences between various Medicare and Medicaid programs, or if you have questions about your rights, please call the ombudsman office through the Independent Consumer Advocacy Network (ICAN) at the phone number on the last page of this letter.

Thank you,  
New York Medicaid Choice

## Questions?

### **New York Medicaid Choice**

For questions about FIDA program and your Medicaid benefits

Call: 1-855-600-3432  
TTY users: 1-888-329-1541  
A free interpreter: 1-855-600-3432

Monday-Friday, 8:30 am – 8:00 pm  
Saturday, 10:00 am – 6:00 pm

The call and the help are free.

Website: [www.nymedicaidchoice.com](http://www.nymedicaidchoice.com)

### **Medicare**

For questions about your Medicare benefits

Call: 1-800-MEDICARE (1-800-633-4227)  
TTY users: 1-877-486-2048

24 hours a day, 7 days a week

The call and the help are free.

Website: [www.medicare.gov](http://www.medicare.gov)

### **Independent Consumer Advocacy Network (ICAN)**

For questions about your rights

Call: 1-844-614-8800  
TTY users: 711  
A free interpreter: 1-844-614-8800

Monday-Friday, 8:00 am – 8:00 pm

The call and the help are free.

Website: [www.icannys.org](http://www.icannys.org)

**English**

This is an important document. If you need help to understand it, please call 1-855-600-3432. We can give you an interpreter for free.

**Español**

Spanish

Éste es un documento importante. Si necesita ayuda para entenderlo, por favor llame al 1-855-600-3432. Le proporcionaremos un intérprete gratuito.

## 繁體字

Traditional Chinese

這是一份重要文件, 如果您需要翻譯服務閱讀此文件, 請撥打電話至 1-855-600-3432. 該項服務免費。

**Kreyòl Ayisyen**

Haitian Creole

Sa a se yon dokiman enpòtan. Si ou bezwen èd pou konprann li, tanpri rele: 1-855-600-3432. Y ap ba ou yon entèprèt gratis.

**Italiano**

Italian

Il presente documento è importante. Per qualsiasi chiarimento può chiamare il numero 1-855-600-3432. Un interprete sarà disponibile gratuitamente.

## 한국어

Korean

이것은 중요한 문서입니다. 문서를 이해하는 데 있어 도움이 필요하시면, 연락해 주십시오: 1-855-600-3432. 무료통역이 제공됩니다.

**Русский**

Russian

Это важный документ. Если Вам нужна помощь для понимания этого документа, позвоните по телефону 1-855-600-3432. Переводчик предоставляется бесплатно.