



Department of Health

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Executive Deputy Commissioner

<Date>

[Barcode] [Letter Code]
John Sample
123 Main Street
Anytown, NY 12345

Important information about a program that can improve the way you get your Medicare and Medicaid services

Dear John Sample:

<Benefit ID#>

You can now join a program that will give you the most complete care that has ever been available in our state. The program is for people with both Medicare and Medicaid. It's called the "Fully Integrated Duals Advantage" program, or "**FIDA**" for short.

What is the FIDA program?

The FIDA program gives you all your Medicare and Medicaid benefits in one managed care plan, called a FIDA Plan. You won't lose any benefits...in fact, you get additional benefits.

FIDA's goal is to give you the services and supports you need so that you can stay independent and living in your community.

Why join a FIDA Plan?

A FIDA Plan is a plan that's centered on **you**. The FIDA benefit package includes more services than **any other** managed care plan in New York. Plus, you will have your own care manager and care team. Read the back of this page to learn about the many benefits to joining.

Can you join a FIDA Plan?

You can easily transfer to a FIDA Plan at any time by calling New York Medicaid Choice (NYMC) at 1-855-600-3432 (TTY: 1-888-329-1541). You can call Monday through Friday, from 8:30 a.m. to 8:00 p.m. and Saturday, from 10:00 a.m. to 6:00 p.m.

Counselors will answer your questions about FIDA. They will help you understand your choices. They will also tell you if your doctor or other provider is in a FIDA Plan. Counselors can help in all languages.

Thank you,
New York State Department of Health

Turn this page over to learn more about the benefits to joining a FIDA Plan!

What makes the Fully Integrated Duals Advantage (FIDA) program different?

- You will have your own plan care manager who will call you regularly and may meet you in person. Your care manager works with you to plan your services, to help schedule doctor's appointments, arrange transportation, and help you get your medicine.
- You will get all Medicare and Medicaid services, long-term care services like home care, Part D and Medicaid drugs, nursing home care and additional benefits.

In other words, a FIDA Plan covers all the benefits that you may get now through Medicaid, Medicare, your Part D prescription drug plan and your Managed Long-Term Care (MLTC) plan.

- You will pay **NO** deductibles, premiums, or copays and coinsurance for being in a FIDA Plan.
- You will not need referrals to see specialists.
- Your doctors and specialists could be part of your care team. Your caregivers – or anyone you trust like your friends and relatives – could also join your care team.
- You will be able to use one phone number for all questions about your Medicare, Medicaid, long-term care, and medications.
- You do not need to have an eligibility assessment before joining FIDA. Your needs will be assessed within the first few months after you have joined a FIDA Plan.

Under FIDA, you can keep seeing your providers for the first 90 days after you enroll. You may see your providers longer if:

- more time is needed to complete your care plan,
- you get behavioral health services, or
- you live in a nursing home.

Also, you can leave a FIDA Plan at any time and for any reason.

What if I have more questions?

Call New York Medicaid Choice (NYMC) at 1-855-600-3432 (TTY: 1-888-329-1541). You can call Monday through Friday, from 8:30 a.m. to 8:00 p.m. and Saturday, from 10:00 a.m. to 6:00 p.m.

Counselors will talk to you or to the person who helps you make your plan choices. They can also help you enroll in a FIDA Plan over the phone. Be sure to ask which FIDA Plans your preferred doctors or providers participate in.