



Member Quick Reference Guide

CHRONIC CONDITION SPECIAL NEEDS PLAN

Staff at Member Services can help you in so many ways!

- ✓ Answering questions about your health benefits
- ✓ Choosing or changing your primary care provider (PCP)
- ✓ Finding a specialist or other health care provider
- ✓ Replacing your member ID card

*Got questions?
Get answers!*



- ✓ Updating your phone number or address
- ✓ Resolving claims or billing issues
- ✓ Filing a complaint
- ✓ Explaining what services are covered

Here's how to reach Member Services

- Call (855) 969-5869
- Hearing impaired? Use TTY 711 (855) 969-5869
- We are open 8 a.m. – 8 p.m. Monday through Friday (plus weekends October 1 through March 31!)

Got specific questions?

- Pharmacy (Elixir): (833) 685-5387 (TTY: 711)
- Hearing (Nations Hearing): (866) 951-4327 (or TTY: 711)
- Dental (Argus): (855) 535-8378 (TTY: 711)
- Vision (Argus): (855) 535-8378 (TTY: 711)

CSNP GUIDE, CONTINUED

Compliance Hotline and Email

(800) 238-1770

CCA-compliance@communicare-advantage.com

Here's more help!



Helpful Contacts

Medicare: (800) 633-4227

Social Security: (800) 772-1213, TTY (800) 325-0778

National Suicide Prevention Line: (800) 273-8255

Railroad Retirement Benefits: (877) 772-5772, TTY 1-312-751-4701

State Health Insurance Assistance Programs (SHIPs)

Indiana State Health Insurance Assistance Program: (800) 452-4800 or TTY (866) 846-0139

Maryland State Health Insurance Assistance Program: (800) 243-3425

Ohio Senior Health Insurance Information Program: (800) 686-1578

Resources at Your Fingertips

Our website: www.communicare-advantage.com

Your personal CommuniCare Advantage portal for access to your records and health benefits: communicare.gopatientportal.com

Medicare's Blue Button tool so you can see your Medicare information: log in at MyMedicare.gov