



Member Quick Reference Guide

Emerald Medicare Advantage Prescription Drug Plan

Got Questions? Get Answers!

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 healthcare provider
 - ✓ Replacing your member ID card
 - ✓ Updating your phone number or address
 - ✓ Resolving claims or billing issues
 - ✓ Filing a complaint
 - ✓ Explaining what services are covered
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Here's how to reach Member Services

Call (855) 969-5861

Hearing impaired?

Use TTY/TDD 711 (855) 969-5861

We are open 8 a.m. – 8 p.m. Monday through Friday
(plus weekends October 1 through March 31!)

Have specific questions?

Pharmacy (Elixir):

(833) 697-8516 (TTY/TDD 711)

Hearing (Nations Hearing):

(866) 951-4327 (TTY/TDD 711)

Dental:

(855) 969-5861 (TTY/TDD 711)

Vision:

(855) 969-5861 (TTY/TDD 711)

EMERALD MAPD GUIDE, CONTINUED

Here's more help!

Compliance Hotline and Email

(800) 238-1770

CCA-compliance@communicare-advantage.com

Helpful Contacts

Medicare: (800) 633-4227

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

National Suicide Prevention Line: (800) 273-8255

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

State Health Insurance Assistance Programs (SHIPs)

Indiana State Health Insurance Assistance Program: (800) 452-4800 or TTY/TDD (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

Medicare's Blue Button tool so you can see your Medicare information:

log in at MyMedicare.gov



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www.communicare-advantage.com

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