Member Quick Reference Guide
INSTITUTIONAL SPECIAL NEEDS 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

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)
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

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