



## 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)

# ISNP GUIDE, CONTINUED

## Here's more help!

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### Compliance Hotline and Email

(800) 238-1770

CCA-compliance@communicare-advantage.com

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### 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

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### 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

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### Resources at Your Fingertips

Our website: [www.communicare-advantage.com](http://www.communicare-advantage.com)

Your personal CommuniCare Advantage portal for access to your records and health benefits:  
[communicare.gopatientportal.com](http://communicare.gopatientportal.com)

Medicare's Blue Button tool so you can see your Medicare information:  
log in at [MyMedicare.gov](http://MyMedicare.gov)

