



Member Quick Reference Guide

INSTITUTIONAL SPECIAL NEEDS PLAN (ISNP)

Staff at Member Services can help you with:

- Questions about your CommuniCare Advantage health benefits
- Choosing or changing your primary care provider (PCP)
- Finding a specialist or other health care provider
- Ordering a replacement member ID card
- Changing your address or phone number
- Claims or billing issues
- Filing a complaint or grievance
- Explaining what is a non-covered service

How to Reach Member Services:

- Phone 1-855-969-5861 (TTY: 711)
- Fax 1-855-969-5872
- 8:00 a.m. – 8:00 p.m. 7 days a week October 1 through March 31; 8:00 a.m. – 8:00 p.m. Monday through Friday April 1 through September 30 (voice mail may be used on weekends, holidays, and after standard business hours with a return call the next business day)
- Pharmacy 1-833-685-5387, fax 877-503-7231
- Dental and Vision (Argus) 855-535-8378
- Hearing (Nations Hearing) 866-951-4327

Member Services can also be contacted in writing:

CommuniCare Advantage Member Services

PO Box 94038

Lubbock, TX 79493

You can visit our website at www.communicare-advantage.com

Other Important Numbers

Compliance Hotline and Email

1-800-238-1770

CCA-compliance@communicare-advantage.com

Fax# 513-530-1378

Helpful contacts:

Medicare 1-800-633-4227

Social Security 1-800-772-1213, TTY 1-800-325-0778

National Suicide Prevention Line 1-800-273-8255

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

State Health Insurance Assistance Programs (SHIPs)

Indiana

State Health Insurance Assistance
Program (SHIP)

1-800-457-4584

TTY: 1-866-846-0139

Maryland

State Health Insurance Assistance
Program (SHIP)

1-877-463-3464

Ohio

Ohio Senior Health Insurance
Information Program (OSHIIP)

1-800-324-8680



CommuniCare ADVANTAGE

*CommuniCare Advantage is the DBA for the legal entity OH CHS SNP, Inc.