

Electronic Notice Option

Elderplan Plus Long-Term Care (HMO-POS D-SNP) and our vendors can send you notices about service authorizations, plan appeals, complaints and complaint appeals electronically, instead of by phone or mail. We can also send you communications about your member handbook, our provider directory, and changes to Medicaid managed care benefits electronically, instead of by mail.

We can send you these notices to you by text or web portal. Please note that standard text messaging and data rates may apply.

If you want to get these notices electronically, you must ask us. To ask for electronic notices contact us by phone, online, or mail:

Phone.....1-877-891-6447 (TTY 711), 8 a.m. – 8 p.m., seven days a week

Online.....notices.elderplan.org

Mail.....Elderplan c/o Command Direct, PO Box 18023, Hauppauge, NY 11788

When you contact us, you must:

- Tell us how you want to get notices that are normally sent by mail,
- Tell us how you want to get notices that are normally made by phone call, and
- Give us your contact information (mobile phone number, email address, fax number, etc.).

Elderplan will let you know by mail that you have asked to get notices electronically.