

YOUR MEMBER HANDBOOK HAS BEEN CHANGED TO INCLUDE ADDITIONAL SERVICES

Starting **January 1, 2025**, you can connect to organizations in your community that provide services to help with housing, transportation, and care management at no-cost to you, through a regional Social Care Network (SCN).

- Through this SCN, you can meet with a Social Care Navigator who can check your eligibility for services that can help with your health and well-being. They will ask you some questions to see where you might need some extra support.
- If you qualify for services, the Social Care Navigator can work with you to get the support you need. You may qualify for more than one service, depending on your situation. These services may include:
 - Housing and utilities support:
 - Installing home modifications like ramps, handrails, and grab bars to make your home accessible and safe.
 - Repairing and fixing water leaks to prevent mold from growing in your home.
 - Sealing holes and cracks to prevent pests from entering your home.
 - Providing an air conditioner, heater, humidifier, or dehumidifier to help improve ventilation in your home.
 - Helping you find and apply for safe and stable housing in the community.
 - Transportation services:
 - Helping you with access to public or private transportation to places approved by the SCN such as: going to a job interview, parenting classes, housing court to prevent eviction, and city or state department offices to obtain important documents.
 - Care management services:
 - Getting help with finding a job or job training program, applying for public benefits, managing your finances, and more.
 - Getting connected to services like childcare, counseling, crisis intervention, health homes program, and more.

If you are interested, please call member services at 1-844-694-2273 TTY: 711 and we will connect you to a SCN in your area. The Social Care Navigator will verify your eligibility, tell you more about these services, and help you get connected to them.

Electronic Notice Option

iCircle Care 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 these notices to you by Web Portal.

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

Phone.....1-844-694-2273
Email..... info@icirclecarecny.org
Fax..... 1-888-384-2962
Mail.....860 Hard Rd, Webster, NY 14580

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.).

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