



September 25, 2014

Important Notice for Healthfirst Family Health Plus Providers

Thank you for being a valued Healthfirst Family Health Plus provider. We are committed to providing our members with the highest quality service possible, and value your partnership in this important mission. That's why we want to update you on significant changes to New York's Family Health Plus (FHP) program.

As you may already know, New York State is phasing out FHP in 2014 and FHP will not exist in 2015. Our members will have an option to replace their current plan, with another plan on or off the New York State of Health marketplace such as our Healthfirst Medicaid Managed Care Plan or a Healthfirst Leaf Plan. Our FHP members should have received a packet from New York State in regards to this change. **They must select another plan and return the application no later than October 31, 2014.** Failure to respond will cause members to lose coverage.

In order to minimize member and provider disruption due to this program change, we are requesting that you remind any FHP members you service, that they must select another option to replace their current plan by October 31, 2014. If they have not received a renewal packet from New York State, Healthfirst Member Services may assist them at 1-866-463-6743, Monday to Friday, 9:00am–6:00pm, to find out how they can keep their Healthfirst health plan coverage.

If you have any questions, please feel free to contact Healthfirst Provider Services at **1-888-801-1660**, Monday through Friday, 9:00am to 5:00pm, or contact your Healthfirst Network Management Representative.

At Healthfirst, our commitment to healthcare is stronger than ever. We thank you for participating in the Healthfirst network and are proud to be your partner in health.