

Senior Health Partners Member Handbook Corrections and Additions

Pages—Inside front cover, 2, 20, 22, and 27 please use the following address when contacting Senior Health Partners by mail:

Senior Health Partners
PO Box 5168
New York, NY 10274-5168

Inside front cover—For the hearing impaired, please use the following TTD numbers to contact us: TTD 1-888-542-3821 and TTD 1-888-867-4132 (Spanish).

Inside front cover—The correct telephone number for the Westchester Local Department of Social Services is 1-914-995-3333.

Pages 12 and 13—If you leave the Senior Health Partners service area, we will be able to coordinate your care for up to thirty (30) days, not sixty (60).

Page 15—When enrolling, our Enrollment Specialist will also 1) provide you with a Health Care Proxy, 2) provide you with the New York State Department of Health's Consumer Guide to MLTC, and 3) provide you with the New York State Department of Health's MLTCP Directory.

Page 17—Enrollment in a hospice capitated Managed Long Term Care Plan is no longer considered a voluntary disenrollment from Senior Health Partners.

Page 17—Updated terms for Private Pay include: Private Pay does not apply to Staten Island or to Nassau and Westchester Counties; following determination of eligibility, the applicant will receive a complete assessment by the Intake RN.

Page 17—Additional reasons for SHP disenrollment include leaving our designated service area for more than thirty (30) days, not sixty (60); you reside in a shelter and Senior Health Partners is not allowed entry to provide services or you are incarcerated—the effective date of disenrollment shall be the first day of the month following shelter placement or incarceration.