



YOUR MEMBER HANDBOOK HAS BEEN CHANGED TO INCLUDE NEW INFORMATION

Covered Services: Outpatient Rehabilitation

Physical Therapy, Occupational Therapy, and Speech Therapy

In anticipation of a **January 1, 2021**, start date, Senior Health Partners, Managed Long-Term Care Plan will remove service limits on physical therapy (PT), occupational therapy (OT), and speech therapy (ST). Instead, Senior Health Partners will cover medically necessary PT, OT, and ST visits that are ordered by a doctor or other licensed professional.

To learn more about these services, call Member Services at **1-800-633-9717** (TTY 1-888-542-3821), 24 hours a day, 7 days a week.

Coverage is provided by Healthfirst Health Plan, Inc., Healthfirst PHSP, Inc., and/or Healthfirst Insurance Company, Inc. (together, "Healthfirst"). Coverage for Senior Health Partners, Managed Long-Term Care Plan, is provided by Healthfirst PHSP, Inc.

The State of New York has created a Participant Ombudsman Program called the Independent Consumer Advocacy Network (ICAN) to provide Participants/Members free, confidential assistance on any services offered by Senior Health Partners Plan. ICAN may be reached toll-free at 1-844-614-8800 or online at icannys.org. (TTY users call 711, then follow the prompts to dial 844-614-8800.)

Healthfirst complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-305-0408 (TTY 1-888-867-4132).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-305-0408 (TTY 1-888-542-3821)。

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