

RiverSpring FIDA Plan

Dear Participant:

If you need help obtaining the Participant Handbook, the Drug List (Formulary) and/or the Network Provider/Pharmacy Directory; these documents are currently available if you call RiverSpring Health Plans Participant Services at **1800-950-9000, TTY 711** from 8 a.m. to 8 p.m., 7 days a week. You can also visit us at **www.RiverSpringHealthPlans.org** to access the electronic participant materials and our online directory. If you would like a Provider/Pharmacy Directory, Formulary or the Participant Handbook mailed to you, you may call the number listed above, visit the website link provided above, or email us at directory@riverspringhealth.org.

RiverSpring FIDA Plan is a managed care plan that contracts with both Medicare and the New York State Department of Health (Medicaid) to provide benefits of both programs to Participants through the Fully Integrated Duals Advantage (FIDA) Demonstration. It is for people with both Medicare and Medicaid and who meet other eligibility requirements for the FIDA Demonstration.

RiverSpring Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Elderserve Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Multi-language Interpreter Services

- ❖ **ATTENTION:** If you speak Creole, French, Spanish, Korean, Chinese, Russian, or Italian, language assistance services, free of charge, are available to you. Call 1-800-950-9000 (TTY 711), 7 days a week from 8 a.m. to 8 p.m. ET. The call is free.

Ou ka jwenn enfòmasyon sa a gratis nan lòt lang. Rele nan 1-800-950-9000 ak nan TTY/TDD: 711 ant 8:00 am ak 8:00 pm., Lè Zòn Lès, 7 jou pa semèn. Koutfil la gratis.

Vous pouvez obtenir ces informations gratuitement dans d'autres langues. Appelez le 1-800-950-9000 ou notre numéro TTY/TDD: 711 - 7 jours sur 7 de 8 a.m. à 8 p.m. EST. L'appel est gratuit.

Usted puede obtener esta informacion en otros idiomas de forma gratuita. Llame al 1-800-950-9000 y TTY/TDD: 711 8:00 am a 8:00 pm Hora del Este, los 7 días de la semana. La llamada es gratuita.

이 정보는 다른 언어로도 제공됩니다(무료). 주 7일 8:00 am - 8:00 pm(EST) 중 1-800-950-9000 나 TTY/TDD: 711 으로 전화 주십시오. 통화료는 무료입니다.

您可免費取得以其他語言撰寫的資訊。請於週一至週日美國東部標準時間上午 8 時至下午 8 時致電：1-800-950-9000 TTY/TDD 使用者：711。每週 7 天服務。此為免付費電話。

Данная информация доступна бесплатно на других языках. Звоните по номеру 1-800-950-9000 или 711 (линия TTY/TDD) с 8:00 до 20:00 по восточному поясному времени 7 дней в неделю. Звонок бесплатный.

È possibile ricevere queste informazioni in altre lingue gratuitamente. Contatta il 1-800-950-9000 e TTY/TDD: 711 dalle ore 8:00 alle ore 20:00 EST (ora standard orientale degli Stati Uniti), 7 giorni su 7. Il servizio è gratuito.