

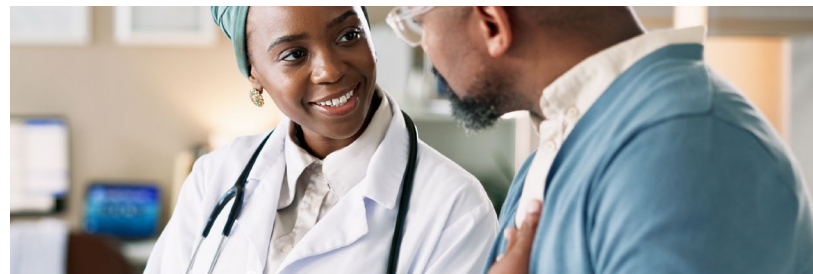


Our Unwavering Commitment to Our Members and Our Mission

As we move to a new federal administration, Amida Care remains committed to providing our members with quality, whole-person health care, including HIV care and prevention, and gender-affirming care. The Amida Care team will continue to advocate to ensure that all New Yorkers have access to the health care and support needed to be well.

Get a Head Start on Your Health

Take advantage of your 2025 Medicaid benefits once the new year begins! Why not schedule your annual wellness visit early in the year and get a head start on your 2025 health? And don't wait until the end of the year to use your dental and vision benefits!



Need a Warm Coat This Season?



To pick up a free, gently used coat or other winter clothing for adults, visit **Rauschenbusch Metro Ministries Winter Coat Closet** at 410 W. 40th Street in Manhattan, open on Monday mornings, from November through March. Go to <https://rmmnyc.org/programs/winter-clothing-closet> for details.

New York Cares also operates several free coat pick-up locations throughout New York City, including its Coat Drive Warehouse at PENN 11, 157 W. 31st Street. Email info@newyorkcares.org for up-to-date information and pick-up locations near you.

Your New Healthy Rewards Card

By now, most of you have received your new black Healthy Rewards card, which takes the place of your old (green) card. Please note: Any balances left on your old card will now be automatically transferred to your new card when it is issued.

Please activate your new card before using it by calling 1-833-614-3258. If you have any questions or haven't received your new card, contact Member Services at 1-800-556-0689 TTY 711.



Beat the Winter Blues

It's common to feel down during the cold, darker days of winter, but there are simple ways to lift your spirits:

- Rewatch your favorite movie or TV series, take a walk, or do other activities you normally enjoy.
- Get out in the sunlight or brightly lit spaces, especially early in the day.
- Spend time with other people and talk to a trusted friend or relative.

You can also call **988**, Suicide & Crisis Hotline, or go to <https://988lifeline.org/>, if you need more support. Help is free and confidential.

Whether looking to boost your mood or simply have fun, here are other enjoyable activities to try when the weather is too cold to spend time outside:

- Check out the free activities and classes available online, including games and puzzles, dance and yoga, arts and crafts, and more. Visit our Live Your Life calendar for more activities and events: <https://www.amidacareny.org/monthly-calendar/>
- Try out different teas, coffees, or other hot drinks, or experiment with a new recipe.



Congratulations on Renewing Your Medicaid!



You're staying on top of your Medicaid recertification like a pro! Keep up the great work!

Remember: renew each year! If you don't renew, you could lose your coverage and access to important health services, including medication. Need to update your contact information? Call NY State of Health at 1-855-355-5777 (TTY: 1-800-662-1220) or log into your account at <https://nystateofhealth.ny.gov>. If you enrolled in Medicaid through the Human Resources Administration (HRA), you can call the HRA Medicaid Helpline at 888-692-6116 or log into your account at ACCESS HRA.

Need assistance? Amida Care is here to help. Just call our Member Services at 1-800-556-0689, TTY 711. We're always happy to assist you.

Report Fraud, Waste, or Abuse

You may receive a letter verifying services that you have received. If the information is wrong, please contact our Compliance Hotline at **1-888-394-2285 (toll free) TTY: 711**.

Please also call the hotline number if you suspect any cases of fraud, waste, or abuse that involve your care. When you call, you can leave your name and number OR you can remain anonymous. You can also email compliance@amidacareny.org or write to us at Amida Care, Attn: Compliance Department, 14 Penn Plaza, 2nd floor, NY, NY 10122.



www.AmidacareNY.org

Member Services: 1.800.556.0689 / TTY 711

Amida Care complies with Federal civil rights laws. Amida Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-556-0689, TTY 711.

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 1-800-556-0689, TTY 711.



Department of Health | **Medicaid**