



MetroPlus Health Plan Annual Privacy Notice

MetroPlus respects your privacy rights. This notice describes how we treat the nonpublic personal financial and health information (“Information”) we receive about you and what we do to keep it confidential and secure as required by New York State Insurance Law (Regulation 169).

In addition, you can request a full text version of MetroPlus Health Plan’s **Notice of Health Information Privacy Practices**, which describes how medical information about you may be used and disclosed under the Federal Health Insurance Portability and Accountability Act (HIPAA) at any time by contacting the MetroPlus Privacy Officer. This information is also available on our website at www.metroplus.org/privacy-policies

Types of Information

MetroPlus collects Information about you from the following sources and may disclose:

- Information you give us on application and other forms or that you tell us; and
- Information about your dealings with us, the health care providers we work with, and others.

What we do with your information:

We do not disclose Information about our members and former members to anyone, except as permitted by law.

- To provide the health care benefits you receive as a member of MetroPlus Health Plan, for example, to arrange for treatment that you need and to pay for services you receive;
- To communicate with you about programs and services that are available to you as a MetroPlus member; and
- To manage our business and comply with legal and regulatory requirements.

How we protect your privacy

- We limit access to your Information to employees and other persons who need it to conduct MetroPlus business or comply with legal and regulatory requirements.
- Employees are subject to discipline, and may be fired, if they violate our privacy policies and procedures.
- We also use physical, electronic and procedural safeguards to keep Information confidential and secure in accordance with state and federal regulations.

Former Members

- If your membership with MetroPlus ends, your Information will remain protected in accordance with our policies and procedures for current members.

Contact MetroPlus

- Request more information about our privacy policies and practices,
- File a privacy-related complaint with us, or
- Request (in writing) to review Information about you in our records.

Customer Services – MetroPlus Health Plan

160 Water Street, 3rd Floor

New York, NY 10038

General Phone: 1-800-303-9626, 7 days per week 8:00 a.m. to 8:00 p.m.

Medicare Members: 1-866-986-0356, 7 days per week, 8:00 a.m. to 8:00 p.m.

FIDA Members: 1-844-288-3432, 7 days per week, 8:00 a.m. to 8:00 p.m.

TTY: 711

E-mail: PrivacyOfficer@metroplus.org



Multi-Language Interpreter Services and Non-Discrimination

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

MetroPlus Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
 - TTY Services
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact MetroPlus Member Services at 1-800-303-9626. We are happy to take your calls from Mon. - Sat., 8 am - 8 pm. After 8 pm, Sundays & Holidays: 24/7 Medical Answering Service at 1-800-442-2560. The call is free. For persons who have trouble hearing or speaking, please use our TTY number: **711**

If you believe that MetroPlus Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

**MetroPlus Health Plan, Attn: Complaints Manager
160 Water Street, 3rd Floor
New York, NY 10038
Phone: 1-800-303-9626 • Fax: 1-212-908-5196**

You can file a grievance by mail, or by fax. If you need help filing a grievance, the MetroPlus Health Plan Grievance Department is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

**U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building,
Washington, DC 20201
1-800-368-1019, 800-537-7697 (TDD).**

Complaint forms are available at <http://www.hhs.gov/ocr/oc/-le/index.html>.

Spanish: ATENCIÓN: Si usted habla español, tiene a su disposición servicios de asistencia con el idioma. Llame a Servicios al Miembro de MetroPlus al 1-800-303-9626. Con gusto responderemos sus llamadas de lunes a sábado, de 8 a. m. a 8 p. m. Después de las 8 p.m., los domingos y días festivos: Servicio de Recepción de Llamadas Médicas, las 24 horas, 7 días a la semana llamando al 1-800-442-2560. La llamada es gratuita.

Chinese: 收件人：如果您说普通话，我们可为您提供语言协助服务。请拨打 MetroPlus 会员服务部电话 1-800-303-9626。我们欢迎您以下时间拨打电话：周一至周六，早 8 点至晚 8 点晚 8 点后、周日及节假日：每周 7 天、每天 24 小时：医疗问题应答服务：1-800-442-2560。该电话免费。

Russian: ВНИМАНИЕ: Если вы говорите на России, вы можете воспользоваться помощью переводчика. Звоните в Службу поддержки участников MetroPlus по номеру 1-800-303-9626. Мы работаем с понедельника по субботу с 8 утра до 8 вечера. После 8 вечера по воскресеньям и праздничным дням: круглосуточно: Медицинская справочная служба по номеру 1-800-442-2560. Звонок бесплатный.

French Creole: ATANSYON: Si w pale kreyòl ayisyen, w ap jwenn sèvis asistans lang. Rele Sèvis Manm MetroPlus nan 1-800-303-9626. Nou kontan resevwa apèl ou soti lendi rive samdi, 8 am - 8 pm. Apre 8 pm, dimanch & jou ferye: 24/24: Sèvis Repondè Medikal nan 1-800-442-2560. Apèl la gratis.

Korean: 주의: 귀하가 한국어를 사용하는 경우, 귀하에게 언어 지원 서비스가 제공됩니다. MetroPlus 가입자 서비스로 문의하십시오. 1-800-303-9626. 통화 가능 시간은 월요일-토요일 오전 8 시-오후 8 시입니다. 오후 8 시 이후, 일요일과 휴일: 1-800-442-2560 번호로 24 시간 의료 응답서비스가 제공됩니다. 통화는 무료입니다.

Italian: ATTENZIONE: Se Lei parla italiano, sono disponibili servizi di assistenza linguistica. Telefonare ai servizi per i membri al numero 1-800-303-9626. Siamo felici di rispondere alle vostre richieste da lunedì a sabato, dalle 8 alle 20. Dopo le 20, la domenica e i festivi: 24/7 segreteria telefonica medica al numero 1-800-442-2560 La telefonata è gratuita.

Yiddish: אויפמערקזאם: אויב איר רעדט אידיש, זענען שפראך הילף סערוויסעס גרייט פאר אייך. רופט MetroPlus מעמבער סערוויסעס אויף 1-800-303-9626 מיר זענען צופרידן צו נעמען אייערע רופן פון מאנטאג ביז שבת 8, אזייגער אינדערפרי ביז 8 אזייגער אוונט. נאך 8 אזייגער אוונט, זונטאג און גאטות: 24/7: מעדיצינישע ענסערינג סערוויס אויף 1-800-442-2560 דער רוף איז פריי פון אפצאל.

Bengali: মনোযোগ দিন: যদি আপাৰি ভাষাৰ নাম তে কথা বলেন, তবে ভাষা সহায়তা পরিষেবা আপাৰ জন্য উপলব্ধ রয়েছে। মেট্রোপ্লাস মেম্বাৰ সার্ভিসে 1-800-303-9626 নম্বৰে ফোন কৰুন। আমাৰা সোম - শনিবাৰ, সকাল ৪টা - সন্ধ্যা ৪টা পৰ্যন্ত সানন্দে আপাৰা ফোন গ্ৰহণ কৰি। সন্ধ্যা ৪টাৰ পৰে, রাবিবাৰ এবং ছুটিৰ দিন: 24/7: 1-800-442-2560 নম্বৰে মেডিকাল অ্যানসারিং সার্ভিস। এই ফোনটি বিনামূল্যে।

Polish: UWAGA: Jezeli mówisz po polsku, z myśla o Twoich potrzebach udostępnione zostały usługi w Twoim języku. Zadzwon do Punktu usług dla uczestników programu MetroPlus pod

numer 1-800-303-9626. Czekamy na Twój telefon od poniedziałku do soboty w godzinach 8:00-20:00. Po godzinie 20:00, w niedziele i święta: Punkt przyjmowania zgłoszeń medycznych, dostępny 24/7 pod numerem telefonu 1-800-442-2560. Połączenia telefoniczne są bezpłatne.

Arabic: ملحوظة: إذا كنت تتحدث العربية، فيمكنك الحصول على خدمات المساعدة اللغوية. يمكنك الاتصال بخدمات أعضاء MetroPlus على الرقم 1-800-303-9626 يسعدنا تلقي مكالماتكم من الاثنين إلى السبت، من 8 صباحًا إلى 8 مساءً. ويوم الأحد وأيام العطلات بعد 8 مساءً: خدمة على مدار الأسبوع وطوال ساعات اليوم: تتوفر خدمة الاستجابة الطبية على الرقم 1-800-442-2560. تتوفر المكالمات مجانًا.

French: ATTENTION : Si vous parlez français, un service d'assistance vous est proposé. Appelez le service membre de MétroPlus au 1-800-303-9626 Nous serons heureux de vous répondre du lundi au samedi, de 8 h à 20 h Après 20 h, les dimanche & jours fériés : 24 h / 24, 7 j / 7 Service répondeur téléphonique médical au 1-800-442-2560. L'appel est gratuit.

Urdu: دھیان دیں: اگر آپ، اردو زبان بولتے ہیں تو، آپ کے لیے زبان سے متعلق مدد کی خدمات دستیاب ہیں۔ MetroPlus ممبر سروسز کو 1-800-303-9626 پر کال کریں۔ ہم آپ کی کالیں بخوشی پیر – ہفتہ، صبح 8 تا شام 8 بجے تک وصول کرتے ہیں۔ شام 8 بجے کے بعد اور اتوار اور تعطیلات: 24/7: میڈیکل انسرنگ سروس-1-800-442-2560 دستیاب ہے۔ کال مفت ہے۔

Tagalog: PAUNAWA: Kung nakapagsasalita kayo ng Tagalog, may magagamit kayong mga serbisyong tulong sa lengguwahe. Tawagan ang Mga Serbisyo sa Miyembro ng MetroPlus sa 1-800-303-9626. Nagagalak kaming sagutin ang mga tawag ninyo mula Lunes - Sabado, 8 am - 8 pm. Makalipas ang 8 pm, mga araw ng Linggo at Pista Opisyal: 24/7: Medikal na Serbisyong Pagsagot sa Telepono sa 1-800-442-2560. Libre ang tawag.

Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε Ελληνικά, υπάρχουν στη διάθεσή σας υπηρεσίες βοήθειας στη γλώσσα σας. Αποταθείτε στις Υπηρεσίες για Μέλη της MetroPlus καλώντας τον αριθμό 1-800-303-9626. Είμαστε στη διάθεσή σας για να απαντήσουμε στις κλήσεις σας από Δευτέρα έως Σάββατο, 8 π.μ. - 8 μ.μ. Καθημερινές μετά τις 8 μ.μ., Κυριακές & αργίες: Όλο το 24ωρο επί 7 ημέρες την εβδομάδα: Υπηρεσία Απαντήσεων για Ιατρικά Θέματα, 1-800-442-2560. Η κλήση σας δεν χρεώνεται.

Albanian: VINI RE: Nëse Ɛisni shqip, shërbimet e ndihmës së gjuhës janë në dispozicionin tuaj. Telefononi Shërbimet e Anëtarit të MetroPlus në 1-800-303-9626. Jemi të gëzuar t'ju përgjigjemi telefonatave tuaja nga e hëna – të shtunën, 8 paradite - 8 pasdite. Pas 8 pasdite, të dielave dhe festave: në çdo orë të çdo dite: Shërbimi i Përgjigjeve Mjekësore në 1-800-442-2560. Telefonata është falas.