

Important Contact Information for Healthfirst Medicare Advantage Plans

(Not to be distributed – For broker reference only)

Healthfirst Corporate Office: 100 Church Street, New York, NY 10007

<p>Member Services can assist members with:</p>	<ul style="list-style-type: none"> ■ PCP changes ■ Benefits/services answers ■ Replacing ID cards ■ Referrals ■ Enrolling in a medical management program 	<p>1-888-260-1010 (TTY 1-888-542-3821), 7 days a week, 8am–8pm TTY Español: 1-888-867-4132</p>
<p>Broker Services can assist brokers with:</p>	<ul style="list-style-type: none"> ■ Onboarding questions ■ Application status ■ Provider lookup ■ Eligibility verification ■ Broker Portal technical assistance ■ Commissions and other inquiries 	<p>1-855-456-3668, Monday to Friday, 9am–5pm</p>

Healthfirst Network

<p>Transportation Services</p>	<p>Members can schedule rides to and from a doctor or pharmacy</p>	<p>1-888-260-1010 (TTY 1-888-542-3821), 7 days a week, 8am–8pm</p>
<p>Teladoc</p>	<p>Members can call this number for 24/7 access to U.S. board-certified doctors by phone or video chat</p>	<p>1-800-TELADOC (1-800-835-2362) (TTY 1-800-877-8973), 24 hours a day, 7 days a week</p>
<p>Nurse Help Line</p>	<p>Members can talk to a registered nurse for free health and wellness advice</p>	<p>1-855-NURSE33 (1-855-687-7333) (TTY 711), 24 hours a day, 7 days a week</p>
<p>Care Coordination Unit</p>	<p>Members can ask about the Care Coordination Program</p>	<p>1-800-404-8778 (TTY 1-888-542-3821), Monday to Friday, 8am–8pm</p>
<p>DentaQuest</p>	<p>Members can select a dentist here or ask about dental services covered</p>	<p>1-800-508-2047, Monday to Friday, 9am–6pm</p>
<p>Davis Vision</p>	<p>Members can get benefit coverage and amount information plus locate participating eye doctors (optometrists and opticians)</p>	<p>1-800-753-3311, Monday to Friday, 8am–11pm; Saturday, 9am–4pm; Sunday, 12pm–4pm</p>
<p>NationsHearing</p>	<p>Members can schedule hearing exams and get help purchasing hearing aids</p>	<p>1-877-438-7251 (TTY 711), Monday to Friday, 8am–8pm</p>
<p>CVS Caremark Pharmacy</p>	<p>Members can submit a pharmacy claim here and ask about drug coverage and prescription-related issues</p>	<p>1-800-552-8159 (TTY 711), 24 hours a day, 7 days a week</p>
<p>SilverSneakers®</p>	<p>Members can get info for the SilverSneakers fitness program</p>	<p>1-888-423-4632 (TTY 711), Monday to Friday, 8am–8pm</p>
<p>My Advocate™</p>	<p>Members can ask for help applying for cost-saving programs and social services in their community</p>	<p>1-800-804-9705, Monday to Friday, 9am–6pm</p>

Please do not distribute this material.