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Dear [REDACTED]

As of **January 1, 2019**, GuildNet will no longer participate in the New York State Managed Long Term Care (MLTC) Program. This means that you will no longer be able to get your long term care services and supports through GuildNet.

What are my options?

You must choose another managed long term care (MLTC) plan. This letter includes a list of MLTC plans that are available in your area.

For more information about the managed long term care plans available to you please call **New York Medicaid Choice at 1-888-401-MLTC or 1-888-401-6582 (TTY users: 1-888-329-1541)**. New York Medicaid Choice (NYMC) is the State's Enrollment Broker. You can call Monday to Friday, from 8:30 am to 8:00 pm and Saturday, from 10:00 am to 6 pm. You can also call your GuildNet care manager with any questions.

NYMC can provide you with information about which plans have your provider in their network. The plan that you select will continue to honor your current plan of care for 120 days from the date that you transfer to the new plan. NYMC will assist in transferring you to the new plan that you select.



What happens next?

You have 60 days to choose a new plan. If you do not select a new plan by **December 19, 2018**, a new plan will be chosen for you so that you can begin receiving services from your new MLTC plan on January 1.

In the meantime, you will continue to receive services from GuildNet until the transfer to your new plan is complete. If you have any questions about this letter, please contact your GuildNet care manager at 1-800-932-4703.

Thank you.