Oberlin College

Group Number – 590467

2022 Annual Notice of Changes

MedMutual Advantage PPO Plan

600534

MedMutual Advantage PPO offered by Medical Mutual of Ohio (Medical Mutual)

Annual Notice of Changes for 2022

You are currently enrolled as a member of MedMutual Advantage PPO. Next year, there will be some changes to the plan's costs and benefits. *This booklet tells about the changes*.

- **You can make changes to your Medicare coverage for next year during your group's open enrollment period.**

What to do now

1. **ASK: Which changes apply to you**
   - ☐ **Check the changes to our benefits and costs to see if they affect you.**
     - It's important to review your coverage now to make sure it will meet your needs next year.
     - Do the changes affect the services you use?
     - Look in Sections 1.1 and 1.4 for information about benefit and cost changes for our plan.
   - ☐ **Check to see if your doctors and other providers will be in our network next year.**
     - Are your doctors, including specialists you see regularly, in our network?
     - What about the hospitals or other providers you use?
     - Look in Section 1.3 for information about our Provider Directory.
   - ☐ **Think about your overall health care costs.**
     - How much will you spend out-of-pocket for the services and prescription drugs you use regularly?
     - How much will you spend on your premium and deductibles?
     - How do your total plan costs compare to other Medicare coverage options?
   - ☐ **Think about whether you are happy with our plan.**
2. **CHOOSE: Decide whether** you want to change your plan
   - If you don't join another plan during your group's open enrollment period, you will be enrolled in MedMutual Advantage PPO.
   - To change to a **different plan** that may better meet your needs, you can switch plans during your group's open enrollment period.
3. **ENROLL:** To change plans, join a plan during your group's open enrollment period.
   - If you **don't join another plan during open enrollment**, you will be enrolled in MedMutual Advantage PPO.
   - If you **join another plan during open enrollment**, your new coverage will start on January 1, 2022. You will be automatically disenrolled from your current plan.

Additional Resources

- Please contact our Customer Care number at 1-800-801-4823 for additional information. (TTY users should call 711.) Hours are 8 a.m. to 8 p.m. seven days a week from October 1 through March 31 (except Thanksgiving and Christmas), and 8 a.m. to 8 p.m. Monday through Friday from April 1 through September 30 (except holidays). Our automated telephone system is available 24 hours a day, seven days a week for self-service options.
- This booklet is available in alternate formats (e.g., braille, large print, audio).
- **Coverage under this Plan qualifies as Qualifying Health Coverage (QHC)** and satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at www.irs.gov/Affordable-Care-Act/Individuals-and-Families for more information.

About MedMutual Advantage PPO

- MedMutual Advantage PPO is a PPO plan offered by Medical Mutual of Ohio with a Medicare contract. Enrollment in the MedMutual Advantage PPO plan depends on contract renewal.
- When this booklet says "we," "us," or "our," it means Medical Mutual of Ohio (Medical Mutual). When it says "plan" or "our plan," it means MedMutual Advantage PPO.

Summary of Important Costs for 2022

The table below compares the 2021 costs and 2022 costs for MedMutual Advantage PPO in several important areas. **Please note this is only a summary of changes.** A copy of the *Evidence of Coverage* is located on our website at MedMutual.com/MAgroup. You may also call Customer Care to ask us to mail you an *Evidence of Coverage*.

Cost	2021 (this year)	2022 (next year)
Monthly plan premium	Your group is responsible for paying your plan premium. If you are responsible for any contribution to the premium, your group's benefit administrator will let you know the amount you owe and how to pay.	Your group is responsible for paying your plan premium. If you are responsible for any contribution to the premium, your group's benefit administrator will let you know the amount you owe and how to pay.
Deductible	$500	$500
Maximum out-of-pocket amounts This is the most you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)	From network providers: $3,000 From network and out-of-network providers combined: $3,000	From network providers: $3,000 From network and out-of-network providers combined: $3,000
Doctor office visits	**In Network and Out of Network** Primary care visits: 15% of the total cost per visit Specialist visits: 15% of the total cost per visit	**In Network and Out of Network** Primary care visits: 15% of the total cost per visit Specialist visits: 15% of the total cost per visit
Inpatient hospital stays Includes inpatient acute, inpatient rehabilitation, long-term care hospitals and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.	**In Network and Out of Network** Day 1 and thereafter: After the $500 deductible is met, you pay 15% of the total cost	**In Network and out of Network** Day 1 and thereafter: After the $500 deductible is met, you pay 15% of the total cost

Annual Notice of Changes for 2022

Table of Contents

Summary of Important Costs for 2022 1
SECTION 1 Changes to Benefits and Costs for Next Year 3
Section 1.1 Changes to the Monthly Premium 3
Section 1.2 Changes to Your Maximum Out-of-Pocket Amounts 3
Section 1.3 Changes to the Provider Network 4
Section 1.4 Changes to Benefits and Costs for Medical Services 5
SECTION 2 Administrative Changes 6
SECTION 3 Deciding Which Plan to Choose 6
Section 3.1 If you want to stay in MedMutual Advantage PPO 6
Section 3.2 If you want to change plans 6
SECTION 4 Deadline for Changing Plans 7
SECTION 5 Programs That Offer Free Counseling about Medicare 7
SECTION 6 Programs That Help Pay for Prescription Drugs 8
SECTION 7 Questions? 8
Section 7.1 Getting Help from MedMutual Advantage PPO 8
Section 7.2 Getting Help from Medicare 9
APPENDIX 1 State Health Insurance Assistance Programs (SHIPs) 10
APPENDIX 2 AIDS Drug Assistance Programs (ADAPs) 18

SECTION 1 Changes to Benefits and Costs for Next Year

Section 1.1 Changes to the Monthly Premium

Cost	2021 (this year)	2022 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium.)	Your group is responsible for paying your plan premium. If you are responsible for any contribution to the premium, your group's benefit administrator will let you know the amount you owe and how to pay.	Your group is responsible for paying your plan premium. If you are responsible for any contribution to the premium, your group's benefit administrator will let you know the amount you owe and how to pay.

Section 1.2 Changes to Your Maximum Out-of-Pocket Amounts

To protect you, Medicare requires all health plans to limit how much you pay "out-of-pocket" during the year. These limits are called the "maximum out-of-pocket amounts." Once you reach this amount, you generally pay nothing for covered Part A and Part B services for the rest of the year.

Cost	2021 (this year)	2022 (next year)
In-network maximum out-of-pocket amount Your costs for covered medical services (such as copays and deductibles) count toward your maximum out-of-pocket amount. Your plan premium does not count toward your maximum out-of-pocket amount.	$3,000	$3,000 (No change from 2021) Once you have paid $3,000 out-of-pocket for covered Part A and Part B services from network providers, you will pay nothing for your covered Part A and Part B services from network providers for the rest of the calendar year.
Combined maximum out-of-pocket amount Your costs for covered medical services (such as copays and deductibles) count toward your maximum out-of-pocket amount. Your plan premium does not count toward your maximum out-of-pocket amount.	$3,000	$3,000 (No change from 2021) Once you have paid $3,000 out-of-pocket for covered Part A and Part B services, you will pay nothing for your covered Part A and Part B services from in-network or out-of-network providers for the rest of the calendar year.

Section 1.3 Changes to the Provider Network

There are changes to our network of providers for next year. An updated *Provider Directory* is located on our website at MedMutual.com/MAgroup. You may also call Customer Care for updated provider information or to ask us to mail you a *Provider Directory*. **Please review the 2022 *Provider Directory* to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

It is important that you know that we may make changes to the hospitals, doctors and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, we must furnish you with uninterrupted access to qualified doctors and specialists.
- We will make a good faith effort to provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider to manage your care.

Section 1.4 Changes to Benefits and Costs for Medical Services

We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see Chapter 4, *Medical Benefits Chart (what is covered and what you pay*), in your *2022 Evidence of Coverage.*

Opioid treatment program services

Members of our plan with opioid use disorder (OUD) can receive coverage of services to treat OUD through an Opioid Treatment Program (OTP) which includes the following services:

- U.S. Food and Drug Administration (FDA)-approved opioid agonist and antagonist medication-assisted treatment (MAT) medications.
- Dispensing and administration of MAT medications (if applicable)
- Substance use counseling
- Individual and group therapy
- Toxicology testing
- Intake activities
- Periodic assessments

Cost	2021 (this year)	2022 (next year)
Diabetic supplies – listed under "Diabetes self-management training, diabetic services and supplies" and "Durable medical equipment"	**In Network and Out of Network** You pay 0% of the total cost for the following diabetic supplies: • A blood glucose meter • Blood glucose test strips • Lancing devices and glucose lancets • Syringes and pen needles • Glucose control solutions for checking the accuracy of test strips, glucose meters and glucose monitors. You pay 0% of the total cost for all other diabetic supplies.	**In Network and Out of Network** You pay 0% of the total cost for the following diabetic supplies: There is no coinsurance, copayment, or deductible for the following diabetic supplies: • A blood glucose meter (excluding continuous glucose monitors) • Blood glucose test strips • Lancing devices and glucose lancets • Syringes and pen needles • Glucose control solutions for checking the accuracy of test strips, glucose meters and glucose monitors. You pay 0% of the total cost for all other diabetic supplies.
Eye refractions associated with a Medicare-covered eye exam – listed under "Vision Care"	Eye refractions are **not** covered.	**In Network and Out of Network** You pay 15% of the total cost for each covered eye refraction.

SECTION 2 Administrative Changes

The chart below shows some additional changes.

Description	2021 (this year)	2022 (next year)
Medicaid Agency listings	Medicaid agency information is provided in Appendix 2 of your *Evidence of Coverage*.	Medicaid agency information provided in Appendix 2 of your *Evidence of Coverage* has been updated.
Network area changes Lawrence county will be added to the list of Ohio counties outside our network area in 2022 **–** see Chapter 1, Section 3.2 of your *Evidence of Coverage* for additional information.	If you need to seek covered services from providers who are outside Ohio or in the following Ohio counties (in other words, from an out-of-network provider), your plan provides in-network coverage for these services, but only if the provider is eligible to participate in Medicare. These counties are Ashtabula, Athens, Belmont, Jefferson, and Meigs.	If you need to seek covered services from providers who are outside Ohio or in the following Ohio counties (in other words, from an out-of-network provider), your plan provides in-network coverage for these services, but only if the provider is eligible to participate in Medicare. These counties are Ashtabula, Athens, Belmont, Jefferson, Lawrence, and Meigs.
State Health Insurance Assistance Program listings	State health insurance assistance program information is provided in Appendix 1 of the *Annual Notice of Changes* and Appendix 1 of your *Evidence of Coverage*.	State health insurance assistance program information provided in Appendix 1 of the *Annual Notice of Changes* and Appendix 1 of your *Evidence of Coverage* has been updated.

SECTION 3 Deciding Which Plan to Choose

Section 3.1 If you want to stay in MedMutual Advantage PPO

To stay in our plan you don't need to do anything. If you do not sign up for a different plan or change to Original Medicare during your group's open enrollment period, you will automatically be enrolled in our MedMutual Advantage PPO.

Section 3.2 If you want to change plans

We hope to keep you as a member next year but if you want to change for 2022 follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare health plan timely,
- --*OR*-- You can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan.

To learn more about Original Medicare and the different types of Medicare plans, read the *Medicare & You 2022* handbook, call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to www.medicare.gov/plan-compare. **Here, you can find information about costs, coverage, and quality ratings for Medicare plans.**

Step 2: Change your coverage

- To change **to a different Medicare health plan,** enroll in the new plan. You will automatically be disenrolled from MedMutual Advantage PPO.
- To **change to Original Medicare with a prescription drug plan,** enroll in the new drug plan. You will automatically be disenrolled from MedMutual Advantage PPO.
- To **change to Original Medicare without a prescription drug plan,** you must either:
  - Send us a written request to disenroll. Contact Customer Care if you need more information on how to do this (phone numbers are in Section 7.1 of this booklet).
  - - or - Contact **Medicare**, at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

SECTION 4 Deadline for Changing Plans

If you want to change to a different plan or to Original Medicare for next year, you can do it during your group's open enrollment period. The change will take effect on January 1, 2022.

Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. For example, people with Medicaid, those who get "Extra Help" paying for their drugs, those who have or are leaving employer coverage, and those who move out of the service area may be allowed to make a change at other times of the year. For more information, see Chapter 10, Section 2.3 of the *Evidence of Coverage*.

If you enrolled in a Medicare Advantage plan for January 1, 2022, and don't like your plan choice, you can switch to another Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without Medicare prescription drug coverage) between January 1 and March 31, 2022. For more information, see Chapter 8, Section 2.2 of the *Evidence of Coverage*.

SECTION 5 Programs That Offer Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Each SHIP is independent (not connected with any insurance company or health plan), and is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. Please see Appendix 1 to find the SHIP for your state.

SECTION 6 Programs That Help Pay for Prescription Drugs

You may qualify for help paying for prescription drugs.

- **"Extra Help" from Medicare.** People with limited incomes may qualify for "Extra Help" to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. Many people are eligible and don't even know it. To see if you qualify, call:
  - 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day/7 days a week;
  - The Social Security Office at 1-800-772-1213 between 7 am and 7 pm, Monday through Friday. TTY users should call 1-800-325-0778 (applications); or
  - Your State Medicaid Office (applications).
- **Help from your state's pharmaceutical assistance program.** Some states have programs that help pay for prescription drugs based on their financial aid, need, age, or medical condition. To learn more about these programs, check with your local State Health Insurance Assistance Program (the name and phone numbers for these organizations are in Appendix 1 of this booklet).
- **What if you have coverage from an AIDS Drug Assistance Program (ADAP)?** The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance in some states – see Appendix 2 for details. Note: To be eligible for the ADAP operating in your State, individuals must meet certain criteria, including proof of State residence and HIV status, low income as defined by the State, and uninsured/under-insured status.

  If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number. See Appendix 2 for state-specific contact information.

  For information on eligibility criteria, covered drugs, or how to enroll in the program, please call the number for your state's ADAP listed in Appendix 2.

SECTION 7 Questions?

Section 7.1 Getting Help from MedMutual Advantage PPO

Questions? We're here to help. Please call Customer Care at 1-800-801-4823. (TTY only, call 711). We are available for calls 8 a.m. to 8 p.m. seven days a week from October 1 through March 31 (except Thanksgiving and Christmas), and 8 a.m. to 8 p.m. Monday through Friday from April 1 through September 30 (except holidays). Our automated telephone system is available 24 hours a day, seven days a week for self-service options. Calls to these numbers are free.

Read your 2022 *Evidence of Coverage* (it has details about next year's benefits and costs)

This *Annual Notice of Changes* gives you a summary of changes in your benefits and costs for 2022. For details, look in the 2022 *Evidence of Coverage* for MedMutual Advantage PPO. The *Evidence of Coverage* is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs. A copy of the *Evidence of Coverage* is located on our website at MedMutual.com/MAgroup. You may also call Customer Care to ask us to mail you an *Evidence of Coverage*.

Visit our Website

You can also visit our website at MedMutual.com/MAgroup. As a reminder, our website has the most up-to-date information about our provider network (Provider Directory).

Section 7.2 Getting Help from Medicare

To get information directly from Medicare:

Call 1-800-MEDICARE (1-800-633-4227)

You can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Visit the Medicare Website

You can visit the Medicare website (www.medicare.gov). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans. You can find information about plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to www.medicare.gov/plan-compare.)

Read *Medicare & You 2022*

You can read the *Medicare & You 2022* handbook. Every year in the fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this booklet, you can get it at the Medicare website (www.medicare.gov) or by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

APPENDIX 1 State Health Insurance Assistance Programs (SHIPs)

State Health Insurance Assistance Programs (SHIPs)
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, dial 711.

State	Address/Website	Phone
Alabama	State Health Insurance Assistance Program (SHIP) Alabama Department of Senior Services 201 Monroe St., Suite 350 Montgomery, AL 36104 www.alabamaageline.gov/ship/	1-800-243-5463 Monday through Friday, 8 a.m. – 5 p.m.
Alaska	State Health Insurance Assistance Program (SHIP) Alaska Medicare Information Office 550 W. 7th Ave., Suite 1230 Anchorage, AK 99501 www.medicare.alaska.gov	1-800-478-6065 TTY: 1-800-770-8973 Monday through Friday, 9 a.m. – 5 p.m.
Arizona	State Health Insurance Assistance Program (SHIP) Arizona Department of Economic Security DES Division of Aging and Adult Services 1789 West Jefferson St., Site Code 950A Phoenix, AZ 85007 https://des.az.gov/services/aging-and-adult/state-health-insurance-assistance-program-ship	1-800-432-4040 Monday through Friday, 8 a.m. – 5 p.m.
Arkansas	Senior Health Insurance Information Program Arkansas Insurance Department One Commerce Way Little Rock, AR 72202 https://insurance.arkansas.gov/pages/consumer-services/senior-health/	1-800-224-6330 Monday through Friday, 8 a.m. – 4:30 p.m.
California	State Health Insurance Assistance Program (SHIP) California Health Insurance Counseling and Advocacy Program (HICAP) 1300 National Dr., Suite 200 Sacramento, CA 95834-1992 https://www.aging.ca.gov/Providers_and_Partners/Health_Insurance_Counseling_and_Advocacy_Program/	1-800-510-2020
Colorado	Senior Health Insurance Assistance Program (SHIP) Division of Insurance Colorado Department of Regulatory Agencies 1560 Broadway, Suite 850 Denver, CO 80202 https://www.colorado.gov/pacific/dora/senior-healthcare-medicare	1-888-696-7213 TTY: 1-303-894-7880 Monday through Friday, 7 a.m. – 4 p.m.
Connecticut	The CHOICES Program 55 Farmington Ave. Hartford, CT 06105-3730 https://portal.ct.gov/AgingandDisability/	1-800- 994-9422 Monday through Friday, 8 a.m. – 4:30 p.m.

State Health Insurance Assistance Programs (SHIPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, dial 711.		
State	**Address/Website**	**Phone**
Delaware	Delaware Medicare Assistance Bureau (DMAB) 841 Silver Lake Boulevard1351 W. North St. Dover, DE 19904 https://insurance.delaware.gov/divisions/dmab/	1-800-336-9500 Monday through Friday, 8 a.m. – 4:30 p.m.
District of Columbia	Health Insurance Counseling Project (HICP) 500 K St., NE Washington, DC 20002 https://dcoa.dc.gov/service/dc-state-health-insurance-assistance-program-ship	Local: 1-202-727-8370
Florida	Serving Health Insurance Needs of Elders (SHINE) Program Florida Department of Elder Affairs 4040 Esplanade Way, Suite 270 Tallahassee, FL 32399-7000 http://www.floridashine.org/	1-800-963-5337 TTY: 1-800-955-8770 Monday through Friday, 8 a.m. – 5 p.m.
Georgia	GeorgiaCares Georgia DHS Division of Aging Services Bryan Co. Administrative Complex 66 Captain Matthew Freeman Dr. Ste 111 Richmond Hill, GA 31324 http://www.mygeorgiacares.org/	1-866-552-4464 (option #4) Monday through Friday, 8:30 a.m. – 5 p.m.
Hawaii	Hawaii State Health Insurance Assistance Program (SHIP) Executive Office on Aging – No. 1 Capitol District 250 South Hotel St., Suite 406 Honolulu, HI 96813-2831 www.hawaiiship.org	1-888-875-9229 TTY: 1-866-810-4379
Idaho	Senior Health Insurance Benefits Advisors (SHIBA) – Idaho Department of Insurance 700 West State St., 3rd Floor P.O. Box 83720 Boise, ID 83720-0043 https://doi.idaho.gov/shiba/	1-800-247-4422 Monday through Friday, 8 a.m. – 5 p.m.
Illinois	Senior Health Insurance Program (SHIP) Illinois Department on Aging Michael A. Bilandic Building 160 North LaSalle St., 7th Floor Chicago, IL 60601-3117 https://www2.illinois.gov/aging/ship/Pages/default.aspx	1-800-252-8966 TTY: 1-888-206-1327 Monday through Friday, 8:30 a.m. – 5 p.m.
Indiana	State Health Insurance Assistance Program (SHIP) Indiana Department of Insurance 311 W. Washington St., Ste 200 Indianapolis, IN 46204 https://www.in.gov/ship/index.htm	1-800-452-4800 TTY: 1-866-846-0139 Monday through Friday, 8 a.m. – 4:30 p.m.

State Health Insurance Assistance Programs (SHIPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, dial 711.		
State	**Address/Website**	**Phone**
Iowa	SHIIP-SMP Iowa Insurance Division 1963 Bell Ave., Suite 100 Des Moines, IA 50315 https://shiip.iowa.gov	1-800-351-4664 TTY: 1-800-735-2942 Monday through Friday, 8 a.m. – 4 p.m.
Kansas	Senior Health Insurance Counseling for Kansas (SHICK) Kansas Department for Aging and Disability Services New England Building 503 South Kansas Ave. Topeka, KS 66603-3404 http://www.kdads.ks.gov/commissions/commission-on-aging/medicare-programs/shick	1-800-860-5260 TTY: 1-800-766-3777
Kentucky	State Health Insurance Assistance Program (SHIP) Kentucky Cabinet for Health and Family Services Department for Aging and Independent Living Office of the Secretary 275 East Main St. Frankfort, KY 40621 https://chfs.ky.gov/agencies/dail/Pages/ship.aspx	1-877-293-7447 (option #2) TTY: 1-888-642-1137 Monday through Friday, 8 a.m. – 4:30 p.m.
Louisiana	Senior Health Insurance Information Program (SHIIP) 1702 N. Third St. P.O. Box 94214 Baton Rouge, LA 70802 http://www.ldi.la.gov/SHIIP/	1-800-259-5300
Maine	Maine State Health Insurance Assistance Program (SHIP) Maine Department of Health and Human Services 109 Capitol St. 11 State House Station Augusta, ME 04333 http://www.maine.gov/dhhs/oads/community-support/ship.html	1-877-353-3771 Monday through Friday, 8 a.m. – 5 p.m.
Maryland	State Health Insurance Assistance Program (SHIP) Maryland Department of Aging 301 West Preston St., Suite 1007 Baltimore, MD 21201 https://aging.maryland.gov/Pages/state-health-insurance-program.aspx	1-800-243-3425 Monday through Friday, 8:30 a.m. – 5 p.m.
Massachusetts	Serving Health Information Needs of Elders (SHINE) Executive Office of Elder Affairs One Ashburton Place Boston, MA 02108-1618 http://www.mass.gov/health-insurance-counseling	1-800-243-4636 TTY: 1-877-610-0241 Monday through Friday, 9 a.m. – 5 p.m.

State Health Insurance Assistance Programs (SHIPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, dial 711.		
State	**Address/Website**	**Phone**
Michigan	Michigan Medicare Assistance Program (MMAP, Inc.) 6105 West St. Joseph Highway, Suite 204 Lansing, MI 48917 www.mmapinc.org	1-800-803-7174 Monday through Friday, 8 a.m. – 5 p.m.
Minnesota	Minnesota Senior LinkAge Line 540 Cedar St. St. Paul, MN 55164 https://mn.gov/senior-linkage-line/	1-800-333-2433 Monday through Friday, 8 a.m. – 4:30 p.m.
Mississippi	State Health Insurance Assistance Program (SHIP) Mississippi Department of Human Services Division of Aging & Adult Services 200 S. Lamar St. Jackson, MS 39201 www.mdhs.ms.gov/adults-seniors/services-for-seniors/state-health-insurance-assistance-program	Local: 1-601-359-4500
Missouri	Missouri CLAIM 1105 Lakeview Ave. Columbia, MO 65201 www.missouriclaim.org	1-800-390-3330 Monday through Friday, 9 a.m. – 4 p.m.
Montana	Montana State Health Insurance Assistance Program (SHIP) Senior and Long Term Care Division 1100 N. Last Chance Gulch, 4th Floor Helena, MT 59601 https://dphhs.mt.gov/sltc/aging/SHIP	Local: 1- 800-551-3191 Monday through Friday, 8 a.m. – 5 p.m.
Nebraska	Nebraska Senior Health Insurance Information Program (SHIIP) Nebraska Department of Insurance 2717 S. 8th St., Suite 400Lincoln, NE 68508 https://doi.nebraska.gov/consumer/senior-health	1-800-234-7119 Monday through Friday, 8 a.m. – 5 p.m.
Nevada	State Health Insurance Assistance Program (SHIP) 3416 Goni Rd., Suite D-132 Carson City, NV 89706 http://adsd.nv.gov/Programs/Seniors/SHIP/SHIP_Prog/	1-800-307-4444
New Hampshire	ServiceLink Aging and Disability Resource Center New Hampshire Department of Health and Human Services 105 Castle St. Keene, NH 03431-3307 https://www.servicelink.nh.gov/	1-866-634-9412 TTY: 1-800-735-2964 Monday through Friday, 8:30 a.m. – 4:30 p.m.

State Health Insurance Assistance Programs (SHIPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, dial 711.		
State	**Address/Website**	**Phone**
New Jersey	State Health Insurance Assistance Program (SHIP) New Jersey Department of Human Services Division of Aging Services P.O. Box 715 Trenton, NJ 08625-0715 www.state.nj.us/humanservices/doas/services/ship/	1-800-792-8820 Monday through Friday, 8:30 a.m. – 4:30 p.m.
New Mexico	Benefits Counseling Program New Mexico Aging and Long-Term Services Department P.O. Box 27118 Santa Fe, NM 87502-7118 http://www.nmaging.state.nm.us/	1-800-432-2080 TTY: 1-505-476-4937 Monday through Friday, 7:45 a.m. – 5 p.m.
New York	Health Insurance Information Counseling and Assistance Program (HIICAP) New York State Office for the Aging 2 Empire State Plaza Agency Building # 2, 4th Floor Albany, NY 12223-1251 https://aging.ny.gov/health-insurance-information-counseling-and-assistance	1-800-701-0501 1-800-342-9871 Monday through Friday, 9 a.m. – 4:30 p.m.
North Carolina	Seniors' Health Insurance Information Program (SHIIP) North Carolina Department of Insurance 325 N. Salisbury St. Raleigh, NC 27603 http://www.ncshiip.com	1-855-408-1212 TTY: 1-800-735-2962 Monday through Friday, 8 a.m. – 5 p.m.
North Dakota	State Health Insurance Counseling Program (SHIC) North Dakota Insurance Department 600 East Boulevard Ave. Bismarck, ND 58505-0320 www.nd.gov/ndins/shic	1-888-575-6611 TTY: 1-800-366-6888 Monday through Friday, 8 a.m. – 5 p.m.
Ohio	Ohio Senior Health Insurance Information Program (OSHIIP) Ohio Department of Insurance 50 West Town St., 3rd Floor, Suite 300 Columbus, OH 43215 https://insurance.ohio.gov/wps/portal/gov/odi/about-us/divisions/oshiip	1-800-686-1578 TTY: 1-614-644-3745 Monday through Friday, 7:30 a.m. – 5 p.m.
Oklahoma	Senior Health Insurance Counseling Program (SHIP) Oklahoma Insurance Department 400 NE 50th St. Oklahoma City, OK 73105 https://www.oid.ok.gov/consumers/information-for-seniors/	1-800-763-2828 Monday through Friday, 8 a.m. – 5 p.m.

State Health Insurance Assistance Programs (SHIPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, dial 711.		
State	**Address/Website**	**Phone**
Oregon	Senior Health Insurance Benefits Assistance (SHIBA) 350 Winter St. NE Salem, OR 97309 www.oregonshiba.org	1-800-722-4134 Monday through Friday, 8 a.m. – 5 p.m.
Pennsylvania	PA MEDI Commonwealth of Pennsylvania Department of Aging 555 Walnut St., 5th Floor Harrisburg, PA 17101-1919 www.aging.pa.gov/aging-services/medicare-counseling/pages/default.aspx	1-800-783-7067 Monday through Friday, 9 a.m. – 4 p.m.
Rhode Island	Senior Health Insurance Program (SHIP) Rhode Island Department of Human Services Office of Healthy Aging 25 Howard Ave. Building 57 Cranston, RI 02920 http://oha.ri.gov/	Local: 1-401-462-3000 TTY: 1-401-462-0740 Monday through Friday, 8:30 a.m. – 4 p.m.
South Carolina	Insurance Counseling Assistance and Referrals for Elders (I-CARE) Lieutenant Governor's Office on Aging 1301 Gervais St., Suite 350 Columbia, SC 29201 https://www.getcaresc.com/guide/insurance-counseling-medicaremedicaid	1-800-868-9095 Monday through Friday, 8:30 a.m. – 5 p.m.
South Dakota	Senior Health Information and Insurance Education (SHIINE) South Dakota Department of Social Services 700 Governors Dr. Pierre, SD 57501 www.shiine.net	Eastern South Dakota: 1-800-536-8197 Central South Dakota: 1-877-331-4834 Western South Dakota: 1-877-286-9072 Monday through Friday, 8 a.m. – 4:30 p.m.
Tennessee	Tennessee State Health Insurance Information Program (SHIP) Tennessee Commission on Aging and Disability Andrew Jackson Building 502 Deaderick St., 9th Floor Nashville, TN 37243-0860 https://www.tn.gov/aging/our-programs/state-health-insurance-assistance-program--ship-/	1-877-801-0044 Monday through Friday, 8 a.m. – 4:30 p.m.

State Health Insurance Assistance Programs (SHIPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, dial 711.		
State	**Address/Website**	**Phone**
Texas	Health Information Counseling and Advocacy Program (HICAP) – Texas Department of Aging and Disability Services (DADS) 333 Guadalupe P.O. Box 12030 Austin, TX 78711 www.hhs.texas.gov/services/health/medicare	1-800-252- 9240 Monday through Friday, 8 a.m. – 5 p.m.
Utah	Senior Health Insurance Information Program (SHIIP) Aging and Adult Services of Utah 4315 S. 2700 W., Suite 2300 Taylorsville, UT 84129 https://insurance.utah.gov/consumer/seniors	1-800-541-7735 Monday through Friday, 8 a.m. – 5 p.m.
Vermont	State Health Insurance Assistance Program (SHIP) HC 2 South, 280 State Dr. Waterbury, VT 05671-2070 http://asd.vermont.gov/services/ship	1-800-642-5119 Monday through Friday, 8:30 a.m. – 4:30 p.m.
Virginia	Virginia Insurance Counseling and Assistance Program (VICAP) Virginia Division for the Aging 1610 Forest Ave., Suite 100 Henrico, VA 23229 https://www.vda.virginia.gov/vicap.htm	1-800-552-3402
Washington	Statewide Health Insurance Benefits Advisors (SHIBA) Office of the Insurance Commissioner P.O. Box 40255 Olympia, WA 98504-0255 www.insurance.wa.gov/about-oic/what-we-do/advocate-for-consumers/shiba/	1-800-562-6900 TTY: 1-360-586-0241 Monday through Friday, 8 a.m. – 5 p.m.
West Virginia	West Virginia State Health Insurance Assistance Program (WV SHIP) West Virginia Bureau of Senior Services 1900 Kanawha Blvd. East Charleston, WV 25305 www.wvship.org	1-877-987-4463 Monday through Friday, 8 a.m. – 4 p.m.
Wisconsin	State Health Insurance Assistance Program (SHIP) Department of Health Services Board on Aging and Long Term Care 1 West Wilson St. Madison, WI 53703 https://www.dhs.wisconsin.gov/benefit-specialists/medicare-counseling.htm	1-800-242-1060 Monday through Friday, 8 a.m. – 5:30 p.m.

State Health Insurance Assistance Programs (SHIPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, dial 711.		
State	**Address/Website**	**Phone**
Wyoming	Wyoming State Health Insurance Information Program (WSHIIP) 106 West Adams Ave. Riverton, WY 82501 www.wyomingseniors.com/services/wyoming-state-health-insurance-information-program	1-800-856-4398 Monday through Friday, 7 a.m. – 4 p.m.

APPENDIX 2 AIDS Drug Assistance Programs (ADAPs)

AIDS Drug Assistance Programs (ADAPs)
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, dial 711.

State	Address/Website	Phone
Alabama	Alabama AIDS Drug Assistance Program Alabama Department of Public Health HIV/AIDS Division, The RSA Tower 201 Monroe St., Suite 1400 Montgomery, AL 36104 http://www.alabamapublichealth.gov/hiv/adap.html	1-866-574-9964 Monday through Friday, 8 a.m. – 5 p.m.
Alaska	Alaskan AIDS Assistance Association 1057 W. Fireweed Ln., Suite 102 Anchorage, AK 99503 http://www.alaskanaids.org/	1-800-478-2437 Monday through Friday, 9 a.m. – 5 p.m.
Arizona	Arizona Department of Health Services 150 N. 18th Ave., Suite 130 Phoenix, AZ 85007 http://azdhs.gov//preparedness/epidemiology-disease-control/disease-integration-services/index.php	1-800-334-1540 Monday through Friday, 8 a.m. – 5 p.m.
Arkansas	Arkansas Department of Health HIV/STD/Hepatitis C section – ADAP Division 4815 W. Markham St., Slot 33 Little Rock, AR 72205 https://www.healthy.arkansas.gov/programs-services/topics/ryan-white-program	1-501-661-2408 Monday through Friday, 8 a.m. – 4:30 p.m.
California	Office of AIDS California Department of Public Health MS 0500, P.O. Box 997377 Sacramento, CA 95899-7377 https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OAMain.aspx	Local: 1-916-558-1784 Monday through Friday, 8 a.m. – 5 p.m.
Colorado	Colorado Department of Public Health & Environment DCEED-STD-A3 4300 Cherry Creek Dr. South Denver, CO 80246 https://cdphe.colorado.gov/state-drug-assistance-program	Local: 1-303-692-2000 Monday through Friday, 9 a.m. – 5 p.m.
Connecticut	State of Connecticut Department of Public Health c/o Magellan Rx P.O. Box 13001 Albany, NY 12212-3001 https://ctdph.magellanrx.com/	1-800-424-3310 Monday through Friday, 8 a.m. – 4 p.m.

AIDS Drug Assistance Programs (ADAPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, dial 711.		
State	**Address/Website**	**Phone**
Delaware	Division of Public Health, Ryan White Program Thomas Collins Building 540 S. DuPont Highway Dover, DE 19901 http://dhss.delaware.gov/dph/dpc/hivtreatment.html	Local: 1-302-744-1050 Monday through Friday, 8 a.m. – 4:30 p.m.
District of Columbia	DC ADAP DC Department of Health 899 North Capitol St., NE Washington, DC 20002 https://dchealth.dc.gov/DC-ADAP	Local: 1-202-671-4900 Monday through Friday, 8:15 a.m. – 4:45 p.m.
Florida	Florida Department of Health HIV/AIDS Section AIDS Drug Assistance Program 4052 Bald Cypress Way Tallahassee, FL 32399 http://www.floridahealth.gov/diseases-and-conditions/aids/adap/index.html	1-800-352-2437 TTY: 1-888-503-7118 Monday through Friday, 8 a.m. – 9 p.m.
Georgia	Georgia Department of Public Health Office of HIV/AIDS 2 Peachtree St., NW Atlanta, GA 30303 https://dph.georgia.gov/health-topics/office-hivaids/hiv-care/aids-drug-assistance-program-adap	Local: 1-404-656-9805 Monday through Friday, 8 a.m. – 5 p.m.
Hawaii	Hawaii Department of Health Harm Reduction Services Branch 728 Sunset Ave. Honolulu, HI 96816 http://health.hawaii.gov/harmreduction/hiv-aids/hiv-programs/hiv-medical-management-services/	Local: 1-808-733-9360 Monday through Friday, 7:30 a.m. – 4:30 p.m.
Idaho	Idaho Ryan White Part B Program 450 West State St. P.O. Box 83720 Boise, ID 83720-0036 http://healthandwelfare.idaho.gov/Health/FamilyPlanning,STDHIV/HIVCareandTreatment/tabid/391/Default.aspx	Local: 1-208-334-5612 Monday through Friday, 8 a.m. – 5 p.m.
Illinois	Illinois Medication Assistance Program 525 W. Jefferson St., 1st Floor Springfield, IL 62761 https://www.dph.illinois.gov/topics-services/diseases-and-conditions/hiv-aids/ryan-white-care-and-hopwa-services	1-800-825-3518 Monday through Friday, 8 a.m. – 4 p.m.
Indiana	Indiana State Department of Health 2 North Meridian St. Indianapolis, IN 46204 http://www.in.gov/isdh/17740.htm	1-866-588-4948 Monday through Friday, 8:15 a.m. – 4:45 p.m.

AIDS Drug Assistance Programs (ADAPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, dial 711.		
State	**Address/Website**	**Phone**
Iowa	Iowa Department of Public Health 321 East 12th St. Des Moines, IA 50319-0075 http://idph.iowa.gov/hivstdhep/hiv/support	Local: 1-515-281-7689 Monday through Friday, 8 a.m. – 4:30 p.m.
Kansas	Kansas Department of Health & Environment 1000 South West Jackson, Suite 210 Topeka, KS 66612 http://www.kdheks.gov/sti_hiv/ryan_white_care.htm	Local: 1-785-296-6174 Monday through Friday, 8 a.m. – 5 p.m.
Kentucky	Kentucky Department for Public Health Cabinet for Health and Family Services HIV/AIDS Branch 275 East Main St., HS2E-C Frankfort, KY 40621 https://chfs.ky.gov/agencies/dph/dehp/hab/Pages/services.aspx	1-866-510-0005 Monday through Friday, 8 a.m. – 4:30 p.m.
Louisiana	Louisiana Office of Public Health Louisiana Health Access Program 1450 Poydras St., Suite 2136 New Orleans, LA 70112 https://www.lahap.org/	Local: 1-504-568-7474 Monday through Friday, 8 a.m. – 5 p.m.
Maine	Maine Center for Disease Control and Prevention ADAP 40 State House Station Augusta, ME 04330-9758 http://www.maine.gov/dhhs/mecdc/infectious-disease/hiv-std/services/ryan-white-b.shtml#adap	Local: 1-207-287-3747 Monday through Friday, 8 a.m. – 5 p.m.
Maryland	Maryland AIDS Drug Assistance Program (MADAP) 500 N. Calvert St., 5th Floor Baltimore, MD 21201 https://phpa.health.maryland.gov/OIDPCS/CHCS/Pages/madap.aspx	1-800-205-6308 TTY: 1-800-735-2258 Monday through Friday, 8:30 a.m. – 4:30 p.m.
Massachusetts	Community Research Initiative of New England/HDAP The Schrafft's City Center 529 Main St., Suite 301 Boston, MA 02129 https://crine.org/hdap	1-800-228-2714 Monday through Friday, 9 a.m. – 5 p.m.
Michigan	Michigan Drug Assistance Program Michigan Department of Health and Human Services Division of Health, Wellness and Disease Control HIV Care Section 109 Michigan Ave., 9th Floor Lansing, MI 48913 http://www.michigan.gov/dap	1-888-826-6565 Monday through Friday, 8 a.m. – 5 p.m.

AIDS Drug Assistance Programs (ADAPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, dial 711.		
State	**Address/Website**	**Phone**
Minnesota	HIV/AIDS Programs Department of Human Services P.O. Box 64972 St. Paul, MN 55164-0972 https://mn.gov/dhs/people-we-serve/adults/health-care/hiv-aids/	1-800-657-3761 TTY: 1-800-627-3529 Monday through Friday, 8 a.m. – 4:30 p.m.
Mississippi	Mississippi State Department of Health Office of STD/HIV Care and Services Division P.O. Box 1700 Jackson, MS 39215-1700 https://msdh.ms.gov/msdhsite/_static/14,13047,150.html	1-888-343-7373 Monday through Friday, 8 a.m. – 5 p.m.
Missouri	Bureau of HIV, STD, and Hepatitis Missouri Department of Health and Senior Services P.O. Box 570 Jefferson City, MO 65102-0570 http://health.mo.gov/living/healthcondiseases/communicable/hivaids/casemgmt.php	Local: 1-573-751-6439 Monday through Friday, 8 a.m. – 5 p.m.
Montana	Montana AIDS Drug Assistance Program 1400 Broadway Cogswell Bldg Room C-211 Helena, MT 59620 http://dphhs.mt.gov/publichealth/hivstd/treatmentprogram.aspx	Local: 1-406-444-3565 Monday through Friday, 8 a.m. – 5 p.m.
Nebraska	Nebraska AIDS Drug Assistance Program P.O. Box 95026Lincoln, NE 68509 http://dhhs.ne.gov/publichealth/Pages/dpc_ryan_white.aspx	Local: 1-402-471-2101 Monday through Friday, 8 a.m. – 5 p.m.
Nevada	Nevada AIDS Drug Assistance Program1840 E. Sahara Way, Suite 110-11 Las Vegas, NV 89104 https://endhivnevada.org/end-hiv-nevada-program/nevadas-aids-drug-assistance-program-adap/	Local: 1-702-274-2453 Monday through Friday, 8 a.m. – 5 p.m.
New Hampshire	DHHS-NH CARE Program 29 Hazen Dr. Concord, NH 03301 https://www.dhhs.nh.gov/dphs/bchs/std/care.htm	1-800-852-3345 TTY: 1-800-735-2964 Monday through Friday, 7:30 a.m. – 4:30 p.m.
New Jersey	New Jersey ADDP Office P.O. Box 722 Trenton, NJ 08625-0722 http://www.nj.gov/health/hivstdtb/hiv-aids/medications.shtml	1-877-613-4533 Monday through Friday, 8:30 a.m. – 4:30 p.m.

AIDS Drug Assistance Programs (ADAPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, dial 711.		
State	**Address/Website**	**Phone**
New Mexico	New Mexico Department of Health HIV Services Program 1190 St. Francis Dr., Suite S-1200 Santa Fe, NM 87502 https://nmhealth.org/about/phd/idb/hats/	Local: 1-505-476-3628 Monday through Friday, 8 a.m. – 5 p.m.
New York	HIV Uninsured Care Programs, Empire Station P.O. Box 2052 Albany, NY 12220-0052 https://www.health.ny.gov/diseases/aids/general/resources/adap/	1-800-542-2437 TTY: 1-518-459-0121 Monday through Friday, 8 a.m. – 5 p.m.
North Carolina	Communicable Disease Branch Epidemiology Section, Division of Public Health N.C. Dept. of Health and Human Services 1907 Mail Service Center Raleigh, NC 27699 https://epi.dph.ncdhhs.gov/cd/hiv/hmap.html	1-877-466-2232 Monday through Friday, 8 a.m. – 5 p.m.
North Dakota	North Dakota Department of Health Division of Disease Control 2635 East Main Ave., P.O. Box 5520 Bismarck, ND 58506-5520 https://www.ndhealth.gov/hiv/RyanWhite/	1-800-472-2180 Monday through Friday, 8 a.m. – 5 p.m.
Ohio	Ohio AIDS Drug Assistance Program, HIV Client Services, Ohio Department of Health 246 North High St. Columbus, OH 43215 https://odh.ohio.gov/wps/portal/gov/odh/know-our-programs/Ryan-White-Part-B-HIV-Client-Services/AIDS-Drug-Assistance-Program/	1-800-777-4775 Monday through Friday, 8 a.m. – 5 p.m.
Oklahoma	HIV/STD Service Oklahoma State Department of Health 1000 NE 10th Mail Drop 0308 Oklahoma City, OK 73117-1299 https://oklahoma.gov/health/prevention-and-preparedness/sexual-health-and-harm-reduction-service/care-delivery-ryan-white-adap-hepatitis/hiv-drug-assistance-program-hdap-or-adap.html	Local: 1-405-271-4636 Monday through Friday, 8 a.m. – 4:30 p.m.
Oregon	CAREAssist Program 800 NE Oregon St., Suite 1105 Portland, OR 97232 http://www.oregon.gov/oha/PH/DISEASESCONDITIONS/HIVSTDVIRALHEPATITIS/HIVCARETREATMENT/CAREASSIST/Pages/index.aspx	Local: 1-971-673-0144 Monday through Friday, 8 a.m. – 5 p.m.

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State	**Address/Website**	**Phone**
Pennsylvania	Department of Health Special Pharmaceutical Benefits Program P.O. Box 8808 Harrisburg, PA 17105-8808 https://www.health.pa.gov/topics/programs/HIV/Pages/Services.aspx	1-800-922-9384 Monday through Friday, 8 a.m. – 4:30 p.m.
Rhode Island	Executive Office of Health and Human Services Office of HIV/AIDS Virks Building 3 West Rd. Suite 227 Cranston, RI 02920 http://www.eohhs.ri.gov/Consumer/Adults/RyanWhiteHIVAIDS.aspx	Local: 1-401-462-3294 Monday through Friday, 8:30 a.m. – 4:30 p.m.
South Carolina	South Carolina Drug Assistance Program Third Floor, Mills Jarrett Box 101106 Columbia, SC 29211 https://scdhec.gov/aids-drug-assistance-program	1-800-856-9954 Monday through Friday, 8:30 a.m. – 5 p.m.
South Dakota	South Dakota Department of Health Ryan White Part B CARE Program 615 East 4th St. Pierre, SD 57501 http://doh.sd.gov/diseases/infectious/ryanwhite/	1-800-592-1861 Monday through Friday, 8 a.m. – 5 p-m
Tennessee	Tennessee HIV Drug Assistance Program (HDAP) Tennessee Department of Health 710 James Robertson Parkway 4th Floor Nashville, TN 37243 https://www.tn.gov/health/health-program-areas/std0/std/ryanwhite.html	1-800-525-2437 Monday through Friday, 8:30 a.m. – 4:30 p.m.
Texas	Texas Department of State Health Services HIV Medication Program ATTN: MSJA, MC 1873 P.O. Box 149347 Austin, TX 78714-9347 http://www.dshs.texas.gov/hivstd/meds/	1-800-255-1090 Monday through Friday, 8 a.m. – 5 p.m.
Utah	Utah Department of Health Bureau of Epidemiology 288 North 1460 West, P.O. Box 142104 Salt Lake City, UT 84114-2104 http://health.utah.gov/epi/treatment/	Local: 1-801-538-6191 Monday through Friday, 8 a.m. – 5 p.m.
Vermont	Vermont Department of Health Vermont Medication Assistance Program 108 Cherry St., P.O. Box 70 Burlington, VT 05402 http://www.healthvermont.gov/immunizations-infectious-disease/hiv/care	1-802-951-4005 Monday through Friday, 8 a.m. – 4:30 p.m.

AIDS Drug Assistance Programs (ADAPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, dial 711.		
State	**Address/Website**	**Phone**
Virginia	Virginia Medication Assistance Program HCS Unit, 1st Floor James Madison Building 109 Governor St. Richmond, VA 23219 https://www.vdh.virginia.gov/disease-prevention/vamap/	1-855-362-0658 Monday through Friday, 8 a.m. – 5 p.m.
Washington	Client Services P.O. Box 47841 Olympia, WA 98504 https://www.doh.wa.gov/YouandYourFamily/IllnessandDisease/HIVAIDS/HIVCareClientServices/ADAPandEIP	1-877-376-9316 Monday through Friday, 8 a.m. – 5 p.m.
West Virginia	Jay Adams, HIV Care Coordinator P.O. Box 6360 Wheeling, WV 26003 https://oeps.wv.gov/rwp/pages/default.aspx	Local: 1-304-232-6822 Monday through Friday, 9 a.m. – 5 p.m.
Wisconsin	Department of Health Services Division of Public Health P.O. Box 2659 Madison, WI 53701-2659 https://www.dhs.wisconsin.gov/aids-hiv/adap.htm	1-800-991-5532 Monday through Friday, 7 a.m. – 4:30 p.m.
Wyoming	Wyoming Department of Health Public Health Division Communicable Disease Treatment Program 6101 Yellowstone Rd. Suite 510 Cheyenne, WY 82002 https://health.wyo.gov/publichealth/communicable-disease-unit/hiv/resources-for-patients/	Local: 1-307-777-7529 Monday through Friday, 8 a.m. – 5 p.m.

Multi-Language Interpreter Services & Nondiscrimination Notice

This document notifies individuals of how to seek assistance if they speak a language other than English.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-382-5729 (TTY: 711).

Chinese

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 1-800-382-5729 (TTY: 711)。

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-382-5729 (TTY: 711).

Arabic

ملحوظة:إذاكنت تتحدث اذكر اللغة،فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-382-5729 رقم هاتف الصم والبكم 711).

Pennsylvania Dutch

Wann du Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-382-5729 (TTY: 711).

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-382-5729 (телетайп: 711).

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-382-5729 (ATS: 711).

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-382-5729 (TTY: 711).

Navajo

Díí baa akó nínízin: Díí saad bee yáníłti' go Diné Bizaad, saad bee áká'ánída'áwo'dęę', t'áá jiik'eh, éí ná hóló, kojį' hódíílnih 1-800-382-5729 (TTY: 711).

Oromo

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-382-5729 (TTY: 711).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-382-5729 (TTY: 711)번으로 전화해 주십시오.

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-382-5729 (TTY: 711).

Japanese

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。1-800-382-5729 (TTY: 711) まで、お電話にてご連絡ください。

Dutch

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-800-382-5729 (TTY: 711).

Ukrainian

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-382-5729 (телетайп: 711).

Romanian

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-800-382-5729 (TTY: 711).

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-382-5729 (TTY: 711).

Order Number: Z8188-MCA R4/19
Dept of Ins. Filing Number: Z8188-MCA R9/16

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Nondiscrimination Notice

Medical Mutual of Ohio complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex in its operation of health programs and activities. Medical Mutual does not exclude people or treat them differently because of race, color, national origin, age, disability or sex in its operation of health programs and activities.

- Medical Mutual provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters, and written information in other formats (large print, audio, accessible electronic formats, etc.).
- Medical Mutual provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services or if you believe Medical Mutual failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, with respect to your health care benefits or services, you can submit a written complaint to the person listed below. Please include as much detail as possible in your written complaint to allow us to effectively research and respond.

Civil Rights Coordinator
Medical Mutual of Ohio
2060 East Ninth Street
Cleveland, OH 44115-1355
MZ: 01-10-1900

Email: CivilRightsCoordinator@MedMutual.com

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:
  ocrportal.hhs.gov/ocr/portal/lobby.jsf
- By mail at:
  U.S. Department of Health and Human Services
  200 Independence Avenue, SW Room 509F
  HHH Building
  Washington, DC 20201-0004
- By phone at:
  1-800-368-1019 (TDD: 1-800-537-7697)
- Complaint forms are available at:
  hhs.gov/ocr/office/file/index.html

Products marketed by Medical Mutual may be underwritten by one of its subsidiaries, such as Medical Health Insuring Corporation of Ohio or MedMutual Life Insurance Company.