



Integrating Care for Full Benefit Medicare-Medicaid Enrollees Frequently Asked Questions

What are the benefits of this program?

This new program will help your Medicare and Medicaid work together better, making it easier for you to get the services you need. In this new program, we will work with you to help you, your doctors, and others to coordinate your care and services. We can also help you find social and community services in your area.

Will my current benefits or services be disrupted if I participate in this program?

No, you will still have all the same Medicare-Medicaid benefits. All benefits and services will continue as normal including social and community supports or case management, pharmacy services, durable medical benefits, Home and Community based Services and Long-Term Supports and Services, and all other government benefits such as social security or food assistance.

Will I still be able to use my current providers for the services I receive?

Yes, you will still have your same providers.

Will I lose my Medicare and Medicaid benefits if I don't participate in this program?

No, if you choose not to participate in this program, you will still have the same Medicare and Medicaid benefits.

Will I need to get approval from anyone before I can see my doctor or access services?

No. Prior approval is not required to see your physician. As usual, some services will continue to require a Prior Authorization.

What about privacy, who will see my records and information?

All of your records and information will continue to be subject to existing privacy regulations, which restricts the sharing of your health information without your prior written consent.

Who do I call when I have questions about my services?

For questions regarding services, please contact Medicaid customer service at 800-221-3943.

Program Contact:

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303-866-6352