



Member Quick Reference Guide

CHRONIC CONDITION SPECIAL NEEDS PLAN

Staff at Member Services can help you in so many ways!

- ✓ Answering questions about your health benefits
- ✓ Choosing or changing your primary care provider (PCP)
- ✓ Finding a specialist or other health care provider
- ✓ Replacing your member ID card
- ✓ Updating your phone number or address
- ✓ Resolving claims or billing issues
- ✓ Filing a complaint
- ✓ Explaining what services are covered

Here's how to reach Member Services

- Call (866) 212-4582
- Hearing impaired? Use TTY/TDD 711
- We are open 8 a.m. – 8 p.m., Monday through Friday (plus weekends October 1 through March 31)

Got specific questions?

Pharmacy:

(833) 697-8516 (TTY/TDD: 711)

Hearing:

(866) 951-4327 (or TTY/TDD: 711)

Transportation:

(844) 383-3324 (TTY/TDD: 711)

Dental:

(866) 791-5550 (TTY/TDD: 711)

Vision:

(866) 951-4327 (TTY/TDD: 711)

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CSNP GUIDE, CONTINUED

Compliance Hotline and Email

(800) 238-1770

healthplan-compliance@chs-corp.com

Here's more help!

Helpful Contacts

Medicare: (800) 633-4227

Social Security: (800) 772-1213, TTY/TDD (800) 325-0778

National Suicide Prevention Line: (800) 273-8255

Railroad Retirement Benefits: (877) 772-5772, TTY/TDD 1-312-751-4701

State Health Insurance Assistance Programs (SHIPs)

Maryland State Health Insurance Assistance Program: (800) 243-3425

Ohio Senior Health Insurance Information Program: (800) 686-1578

Resources at Your Fingertips

Our website: www.communicare-advantage.com

Your personal CommuniCare Advantage portal for access to your records and health benefits: myamethyst.com

Medicare's Blue Button tool so you can see your Medicare information:
log in at Medicare.gov