

YOUR RESOURCES:

NUMBERS YOU SHOULD KNOW:

Call YourCare Health Plan's Customer Service:

- If you would like an updated provider directory, call toll-free 1-800-683-3781 (available 24 hours a day), TTY: 711.
You can also call the number on your ID card to reach our Customer Service department.
- If you have questions about your pharmacy coverage, call the Express-Scripts at 866-830-3883 or TTY 711.
- If you have questions on your dental coverage, call Healthplex at 1-800-468-9868 or TTY 711.

Healthy Beginnings Prenatal services:
1-844-337-7111 TDD/TTY 711

Chautauqua County Crisis Services Hotline:
1-800-724-0461

Case Management
1-844-337-7144 TDD/TTY 711

Language Line:
If you need a translator, ask a Customer Service representative to connect you to the Language Line. This service is available in 140 languages.

Learn to Read:
1-716-876-8991

NYS Smokers' Quitline:
1-866-697-8487

YourCare Health Plan's Customer Service Hours:
Mondays–Thursdays, 8 a.m.–5 p.m.
Fridays, 9 a.m.–5 p.m.
Closed 12:00 p.m. to 1:00 p.m. daily.

24-Hour WNY Poison Control Center:
1-800-222-1222

Crisis Services:
1-716-834-3131

Kids Helpline:
1-877-KIDS-400

NÚMEROS DE TELÉFONO IMPORTANTES:

Números de Teléfono Importantes:

Lláme al Departamento de Servicio al Cliente de YourCare Health Plan para:
Cambio de dirección o teléfono
Lláme 1-800-683-3781 TDD/TTY 711

Servicios de Healthy Beginnings Prenatal:
1-844-337-711 TDD/TTY 711
Servicios de administración de casos:
844-337-7144 TDD/TTY 711

Aprenda a leer:
1-716-876-8991

Línea para dejar de fumar:
1-866-697-8487

Centro para el Control de Envenenamientos del Oeste de Nueva York abierto las 24 horas:
1-800-222-1222

La Crisis Atienda a:
1-716-834-3131

Bromea Teléfono de la esperanza:
1-716-834-1144
1-877-KIDS-400

La Crisis del Condado de Chautauqua Atienda a Línea Directa:
1-800-724-0461

Línea de idiomas
Si necesita un traductor, solicite que un representante del Servicio al cliente lo comunique con la Línea de idiomas. Disponible en 140 idiomas.

Horarios de Servicio al Cliente de YourCare Health Plan
De lunes a jueves, de 8 a.m. a 5 p.m.
Viernes, de 9 a.m. a 5 p.m.
Cerrado 24:00-13:00 todos los días.

También puede visitarnos en línea en
YourCareHealthPlan.com

TOTAL HEALTH

WHAT CAN YOU DO TO STAY HEALTHY AND PREVENT DISEASE?

You can practice healthy behaviors, take medicines as prescribed and get certain screening tests. When you go for your next checkup, talk to your doctor about how you can stay healthy no matter what your age. Your doctor's visits are covered by your health insurance.

LEAD POISONING: WHAT EVERY PARENT NEEDS TO KNOW

Every child should have a blood lead test at age 1 and 2. Knowing your child's blood lead level is one of the best steps you can take to protect your child from lead poisoning.

Lead is a very strong poison. It was commonly used in gasoline and house paint. It has been banned in the United States for many years, but is still found in some older homes, toys from other countries and even old fishing sinkers. Lead can be anywhere.

You can't see, smell or taste lead, and it can be very harmful to children. When children play in the yard or put toys in their mouths, they could be swallowing lead dust.

Lead poisoning can build up slowly over time and children may not show any symptoms at all. The effects of lead poisoning left untreated can be serious. They include:

- Developmental delays
- Behavior or attention problems
- Hearing problems
- Slowed body growth
- Kidney damage
- Failure at school

Children under age 6 are at the highest risk, but it can affect anyone.

If you have questions, talk to your doctor. Even though your physician may have asked you about the risk of lead exposure, a blood lead test is the only way to know for sure.

MAKE THE DECISION TO QUIT SMOKING

Are you ready to quit smoking? Kicking the habit once and for all is one of the best things you can do for your overall health. Some tips for success:

- Set a quit date a few weeks in advance, preferably one that doesn't correspond with other stressful life events.
- Know your triggers and map out a plan for dealing with situations that may trigger you to smoke.
- Ask for support from family, friends and co-workers. Just having someone to talk to can give you a needed boost.
- When trying to quit, keep busy and avoid others who smoke. Cheating will only set you back. Remind yourself what a good thing you're doing for your body.

For more advice and support, contact the New York State Smokers' Quitline at 1-866-NY-QUITS (1-866-697-8487) or at nysmokefree.com.

FAMILY CARE

WELL-CHILD VISITS KEEP KIDS HEALTHY

Get in the habit of bringing your children to their doctor for routine checkups, even when they are well. Well-child visits give you and your son or daughter the opportunity to get to know the doctor, who can monitor your child's development and identify potential problems early on.

Your child's doctor will also advise you on injury prevention and healthy lifestyle issues appropriate for your child, including nutrition, exercise, dental health, tobacco use, alcohol and substance abuse and prevention of sexually transmitted diseases. A school or sports physical does not qualify as a well-child visit. Working with our participating doctors, we've developed guidelines for preventive health recommendations for children, shown on this page.

Visit Schedule	Tests and Screenings
3 to 5 days	Newborn screen
1 month	Height and weight measurement
2 months	Feeding and nutrition assessment
4 months	Development/behavior assessment
6 months	Hearing screen Screen for possible lead exposure Immunizations
9 months	Height and weight measurement
1 year	Blood pressure measurement beginning at age 3
15 months	Development/behavior school assessment
18 months	Vision screen
2 years	Hearing screen at age 4
30 months	Immunizations
36 months	Blood lead level at ages 1 and 2
4 years	Hearing screen at age 5
Every year, from 5 to 10 years	Risk assessment: physical exam and history Height and weight measurement Blood pressure measurement Development/behavior school assessment Immunizations Tobacco-use screen

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RECOMMENDED SCHEDULE FOR PREVENTIVE HEALTH EXAMINATION

Your health plan gathers and approves wellness recommendations from a number of national sources, including the U.S. Preventive Services Task Force, the American Academy of Pediatrics and the American Academy of Family Physicians. Call the phone number on your member ID card if you have a question about coverage.

FOR CHILDREN & TEENS: RECOMMENDED IMMUNIZATION SCHEDULE

Vaccine	Birth	1 mo	2 mos	4 mos	6 mos	9 mos	12 mos	15 mos	18 mos	19-23 mos	2-3 yrs	4-6 yrs	7-10 yrs	11-12 yrs	13-15 yrs	16-18 yrs
Hepatitis B ¹ (HepB)	1 st dose	2 nd dose														
Rotavirus ² (RV) RV1 (2-dose series); RV5 (3-dose series)			1 st dose	2 nd dose	See footnote 2											
Diphtheria, tetanus, & acellular pertussis ³ (DTaP: <7 yrs)		1 st dose	2 nd dose	3 rd dose					4 th dose			5 th dose				
Tetanus, diphtheria, & acellular pertussis ⁴ (Tdap: ≥7 yrs)														(Tdap)		
Haemophilus influenzae type b ⁵ (Hib)		1 st dose	2 nd dose	See footnote 5				3 rd or 4 th dose, See footnote 5								
Pneumococcal conjugate ⁶ (PCV13)		1 st dose	2 nd dose	3 rd dose				4 th dose								
Pneumococcal polysaccharide ⁶ (PPSV23)																
Inactivated poliovirus ⁷ (IPV: <18 yrs)		1 st dose	2 nd dose									4 th dose				
Influenza ⁸ (IV; LAIV) 2 doses for some: See footnote 8					Annual vaccination (IV only) 1 or 2 doses						Annual vaccination (LAIV or IV) 1 or 2 doses			Annual vaccination (LAIV or IV) 1 dose only		
Measles, mumps, rubella ⁹ (MMR)					See footnote 9		1 st dose					2 nd dose				
Varicella ¹⁰ (VAR)							1 st dose					2 nd dose				
Hepatitis A ¹¹ (HepA)								2-dose series, See footnote 11								
Human papillomavirus ¹² (HPV2: females only; HPV4: males and females)															(3-dose series)	
Meningococcal ¹³ (Hib-MenCY ≥ 6 weeks; MenACWY-D ≥ 9 mos; MenACWY-CRM ≥ 2 mos)			See footnote 13											1 st dose		Booster

Range of recommended ages for all children
Range of recommended ages for catch-up immunization
Range of recommended ages for certain high-risk groups
Range of recommended ages during which catch-up is encouraged and for certain high-risk groups
Not routinely recommended

(As found at <http://www.cdc.gov/vaccines/schedules/downloads/child/0-18yrs-schedule.pdf>)

A HEALTHY MOUTH IS GOOD FOR YOU

A healthy mouth does not have cavities, bone disease, or harmful bacteria. To keep your teeth and mouth in good shape, brush regularly with fluoride toothpaste, floss and eat healthy foods. See your dentist at least twice a year.* dental is covered under your Plan. The dentist will:

- FIX an unhealthy mouth to make it healthy.
- HELP KEEP your mouth healthy.

Orthodontia care is available for YourCare Option members up to age 21 who have severe problems with their teeth, including being unable to chew food due to severely crooked teeth, cleft palate or cleft lip.

A visit to the dentist might include a professional cleaning, fluoride treatment and X-rays. These services help you avoid problems in your mouth. Your dentist can also give you tips for caring for your teeth.

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*Your dentist is the only person who can tell you how often you should go to the dentist.

WHEN YOU VISIT A SPECIALIST

Please be sure to ask your specialist to send a report to your regular doctor. This will help your doctor manage your health care.

URGENT CARE IS CONVENIENT CARE

When a medical issue doesn't require an emergency room visit, or if you can't get in to see your physician, you can visit an urgent care center and get the care you need. For more information or to find the nearest urgent care facility, call 1-800-683-3781 or TTY 711. Or check our website at Yourcarehealthplan.com.

WOMENS HEALTH

ARE YOU PREGNANT?

It is important to get care as soon as you think you are going to have a baby. Doctors recommend 12 to 14 visits during your pregnancy. These visits are called prenatal visits.

Usually, your first prenatal visit will take place when you are between six and eight weeks pregnant.

At your first prenatal visit, you:

- Will be asked about your health and your family's health history.
- Will be given a complete physical examination.
- Will be asked about your medications.
- Can ask your doctor questions about having a baby.
- Will arrange to have tests (screenings) to check your blood and urine.

The first three months of pregnancy are called your "first trimester."

Between eight and 28 weeks of pregnancy, you should see your doctor at least every four weeks. From 28 to 36 weeks (called the "third trimester"), your doctor should see you at least every two weeks.

It's normal to get tested for these conditions when you're pregnant:

- HBV (hepatitis B virus).
- HIV (human immunodeficiency virus).
- Chlamydia and other sexually transmitted diseases that might affect your baby.
- The doctor will check your blood pressure, height and weight. Your baby's heart rate will also be tested.

Your doctor will also talk to you about what to do during your pregnancy:

- Stop smoking and using alcohol.
- Use your seat belt.
- Eat a healthy diet, take vitamins.
- Don't gain too much weight.
- Get a car seat to bring your baby home from the hospital.

Take care of yourself, even after your baby is born

Visit your doctor between three and eight weeks (21 to 56 days) after giving birth.

If you had a cesarean delivery, you may see your doctor sooner, but this doesn't take the place of a regular visit. Your doctor will examine you, and you can ask questions.

THE RIGHT WAY

GET THE CARE YOU NEED

As a health plan member, you can call your doctor for urgent medical care day or night, seven days a week.

AFTER OFFICE HOURS

If you get sick or hurt and need care after regular office hours, call your doctor's office first, unless it is an emergency medical condition. Your doctor knows your medical history and is the best person to help you. Your doctor may use an answering service or another doctor who is on call to make sure you can get medical care when you need it.

Your doctor or the on-call doctor will decide if you need treatment right away or if you can wait for regular office hours. If you do need care, your doctor may see you at his or her office, send you to his or her on-call doctor, send you to an urgent or afterhours care center or send you to an emergency room.

Examples of problems that might need urgent care are:

- A child with an earache who wakes up in the middle of the night and won't stop crying.
- A sprained ankle.
- A bad splinter that you can't remove.

WHEN IT'S AN EMERGENCY

In an emergency medical situation, you should go directly to the nearest emergency room or call 911 for help. In New York State, an emergency means a medical or behavioral condition that comes on suddenly with pain or other symptoms. This would make a person with an average knowledge of health fear that someone would suffer serious harm to body parts or functions without care right away.

Examples of an emergency are:

- A heart attack or severe chest pain.
- Bleeding that won't stop.
- A bad burn.
- Broken bones.
- Trouble breathing, convulsions or loss of consciousness.
- When you feel you might hurt yourself or others.
- If you are pregnant and have signs like pain, bleeding, fever or vomiting.

Examples of non-emergencies are:

- Colds.
- A sore throat.
- An upset stomach.
- Minor cuts and bruises.

If you believe you have an emergency, call 911 or go to the nearest hospital's emergency room. Please also call your doctor as soon as you can. If you're not sure if it is an emergency, call your doctor. Tell the person

on the phone what is happening. Your doctor or the person covering for him or her will do one of the following:

- Tell you what to do at home.
- Tell you if you should go to the doctor's office.
- Tell you if you should go to the nearest emergency room.

If you are away from home or out of the area when you have an emergency:

- Go to the nearest emergency room.
- Call your doctor as soon as you can (within 48 hours if possible).

REMEMBER

- The emergency room is only for emergencies—your doctor can help you decide the type of care you need in most other cases.
- The emergency room should not be used for problems like the flu, sore throats or ear infections.
- If you have questions, call your doctor.

HOW TO FIND THE RIGHT DOCTOR FOR YOU

Our website can help you find a doctor.

You'll find:

- Doctors
- Dentists
- Hospitals
- Urgent Care Centers

You can search by specialty, location, hours, language spoken, credentials and more.

Our printed provider directories are updated every three months, and the online lists are current. Visit yourcarehealthplan.com, or call the phone number listed on your member ID card if you do not have Internet access.

If you are a Child Health Plus or a YourCare Option member and would like an updated dental directory, call Healthplex at 1-800-468-9868, TTY 711.

PLAN POINTS CARING FOR YOU

Utilization management (UM) is the process we use to be sure that your health care:

- Is based on medical research.
- Is medically necessary.
- Is performed at the right level of care by qualified professionals.

Our staff of licensed health care professionals do these reviews.

UM decision-making is based only upon:

- How we use evidence based guidelines.
- Our medical policies that you can read upon request.
- Whether you are covered for that service.

We do not encourage decisions that result in services not being used, and we do not reward our employees for denying you coverage or limiting the care you receive.

PROTECTING YOUR HEALTH INFORMATION

Protecting the privacy of your family's health information is important to us. Regulations enacted under the Health Insurance Portability and Accountability Act (HIPAA) enhanced our procedures around the disclosure of our members' protected health information to anyone other than that specific individual, without prior written authorization.

Without a signed authorization on file with the health plan:

- Spouses cannot call and check on referrals.
- A son or daughter cannot receive information about his or her elderly parent.
- Parents with dependent children ages 18 or older cannot get information about their child's claims.
- Parents with children younger than 18 can get their child's health information, although other privacy laws protect some specific medical information for children.

To ask for the required authorization form and other related forms, visit our website or call the Customer Service phone number listed on your member ID card.

CHILD HEALTH PLUS COVERAGE TIPS

To help make sure that your children's Child Health Plus (CHP) coverage stays effective, please remember:

- Premium payment
 - If you pay a premium for CHP, you must pay the premium 30 days before the coverage date.
- Yearly renewal
 - You need to renew your coverage one year after your CHP coverage becomes effective.

IN DETAIL

IMPORTANT INFORMATION ABOUT YOUR MEMBER HANDBOOK/CONTRACT

Each year, we notify our members of certain disclosure information as required by law. To find more information and documents related to the following topics, please visit our website at YourCareHealthPlan.com. Go to the For Members page, and then select Compliance. You may also request a copy by contacting us by mail at the address on your member ID card, or by calling us at the telephone number listed on your member ID card.

- Privacy Notice
This describes how medical information about you may be used and disclosed and how you can get access to this information.
- Women's Health and Cancer Rights Act
Your plan, as required by the Women's Health and Cancer Rights Act of 1998, provides benefits for mastectomy-related services including all stages of reconstruction and surgery to achieve symmetry between the breasts, prosthesis, and complications resulting from a mastectomy, including lymphedema.
- Provider Directory
A current and searchable list of providers is available on our website, or you can request a printed copy.
- New York State Consumer Guide to Health Insurers

The current guide is available from the New York State Department of Financial Services. The guide provides important consumer information on the performance of health maintenance organizations and other insurers. To view a copy of the guide online, visit http://dfs.ny.gov/consumer/health/cg_health_2015.pdf

HELP AT HAND

CASE & DISEASE MANAGEMENT PROGRAMS

YourCare offers care management services to our members who are experiencing barriers to managing their conditions.

If you feel that you could benefit from this free service please call 844-337-7144. For more information about our Case & Disease Management programs and your rights, visit our website at www.yourcarehealthplan.com.

YourCare does not advertise products or services to members in its case management/disease management programs, as disclosed on our website at www.yourcarehealthplan.com/About.

PRESCRIPTION COVERAGE

We are dedicated to providing our members with access to safe, effective drug therapy. Our Pharmacy and Therapeutics Committee, consisting of community doctors and clinical pharmacists, meets regularly to review prescription drugs, determine prescribing guidelines and define coverage categories.

There are different types of prescription drug plans. Please contact Express-Scripts to verify your prescription coverage that includes different copayment or co-insurance amounts for generic and brand-name drugs, we encourage you to ask your doctor to prescribe generic drugs whenever possible to minimize your prescription drug costs. To check our updated formulary drug list, visit our website or contact a Express-Scripts representative at the telephone number listed on your member identification (ID) card.

You can fill your prescription at any participating pharmacy in our nationwide pharmacy network, including national chains and most independents. Just show your ID card at any participating pharmacy; it identifies you as having prescription drug coverage. You may have the opportunity to save money by ordering your medications through our mail-service vendor.

For an order form and envelope, log on to the Express-Scripts website or call our Customer Service department at the phone number on your ID card.

If your doctor wants you to use a medication that is not covered on our formulary, there is an exception process in place and your doctor can call us to initiate the process.

Note: Prescription Drug coverage varies. Please check your member handbook or call Customer Service to verify your prescription plan coverage and services.

NON-COVERED: EXPERIMENTAL AND INVESTIGATIONAL PROCEDURES

YourCare Health Plan aims to support low-income individuals, working poor and other populations served by government sponsored programs to improve their health status and that of their families.

Because your safety is important to us, we typically don't cover treatments, procedures, drugs, devices or any related hospitalization determined to be experimental or investigational. Decisions about experimental or investigational care will be made on a case by case basis. If you disagree with our decision that a treatment is not covered, you have a right to appeal. We have a department of physicians and nurses who determine medical policy and coverage on new technology.

We use a variety of sources, such as the Food and Drug Administration (FDA), clinical practice guidelines, and professional journals and articles, in researching new technologies.

Any inclusions of technologies in our benefit package are reviewed and approved by our medical policy department.

YOU SHOULD KNOW

MEMBER RIGHTS AND RESPONSIBILITIES

Your Rights

As a member of our health plan, you have a right to:

- Be cared for with respect, without regard for health status, sex, race, color, religion, national origin, age, marital status or sexual orientation
- Be told where, when and how to get the services you need from our health plan
- Be told by your PCP what is wrong, what can be done for you, and what will likely be the result in language you understand
- Get a second opinion about your care
- Give your OK to any treatment or plan for your care after that plan has been fully explained to you
- Refuse care and be told what you may risk if you do
- Get a copy of your medical record, and talk about it with your PCP, and to ask, if needed, that your medical record be amended or corrected
- Be sure that your medical record is private and will not be shared with anyone except as required by law, contract, or with your approval
- Use the health plan complaint system to file any complaints or appeals. You can complain to New York State Department of Health or the local Department of Social Services any time you feel you were not fairly treated.
- Use the State Fair Hearing system
- Appoint someone (relative, friend, lawyer, etc.) to speak for you if you are unable to speak for yourself about your care and treatment
- Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints

Your Responsibilities

As a member of our health plan, you agree to:

- Work with your PCP to guard and improve your health
- Find out how your health care system works
- Listen to your PCP's advice and ask questions when you are in doubt
- Call or go back to your PCP if you do not get better, or ask for a second opinion
- Treat health care staff with the respect you expect yourself
- Tell us if you have problems with any health care staff

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- Keep your appointments. If you must cancel, call as soon as you can
- Use the emergency room only for real emergencies
- Call your PCP when you need medical care, even if it is after hours

24/7 NURSE LINE

As a member, you have full access to our nurse call line program 24 hours a day, seven days a week. You can speak to a registered nurse and get reliable information regarding treatment options, obtain advice on a health care decision, and receive help managing a current condition.

Health plan members can access the 24/7 Nurse Call Line by calling 1-800-683-3781 (TDD/TTY: 711) or by visiting the website listed on your member ID card.

YOUR ONLINE RESOURCE

Our website makes it easy to manage your plan—and live a healthier lifestyle. Visit us at YourCareHealthPlan.com to enjoy these features:

- Get connected during pregnancy
- Access resources
- Learn ways to save money on your prescriptions
- Find a doctor, urgent care center, hospital or other provider

WE EMPHASISZE QUALITY FOR YOU

It is our mission and philosophy to ensure access to affordable, high quality health care and related services to as many people as possible. We have created a Quality Improvement Program to support this goal for our members.

The focus of the program is to assess and improve, on an ongoing basis, the quality of care and services provided to our members in an effort to improve the overall health of those members.

You can find information about the Quality Improvement Program by visiting our website or calling the Customer Service phone number listed on your member ID card.

HIV AND AIDS: WHAT YOU NEED TO KNOW

HIV (human immunodeficiency virus) is a virus that makes it difficult for the body to fight infection and disease. AIDS (acquired immunodeficiency syndrome) is the last and most severe stage of the HIV infection. Having HIV does not mean you have AIDS. There is no cure yet, but people who are being treated for HIV are living longer than before because some drugs slow the speed at which HIV infection leads to AIDS.

- HIV is spread by:
 - Sexual contact with an infected person.
 - Sharing needles and/or syringes (for drug injection, piercing or tattooing) with someone who is infected.

- HIV-infected women to their babies.
- Exposure to HIV-infected blood products on the job (such as in health care).

The only way to know if you have HIV is to be tested. Testing is safe and easy. You can have a blood test or an oral test. An oral test doesn't use needles. Most clinics, health departments and doctors can do the test for HIV. The testing can be confidential or anonymous.

- Confidential testing requires that you give your name, and your results can be sent to your doctor.
- Anonymous testing means that you do not give your name and that there is no record of the test. If your test shows that you have HIV, you can choose to give your name at that time so that you can receive appropriate medical care.

HIV testing and treatment are especially important for pregnant women.

It is much better to know your status early so that you can make important decisions about your health and the health of your baby.

For more information about HIV and AIDS, contact the New York State HIV/AIDS Hotline, toll-free at 1-800-541-AIDS (2437) in English or 1-800-233-SIDA (7432) in Spanish. For hearing impaired members, please use TTY number 1-800-369-2437. Or go to the New York State AIDS/HIV Information Service website located at nyaidline.org/app/index.php.

IS YOUR ADDRESS CHANGING?

For Child Health Plus members who enrolled directly with the health plan:

- Call Customer Service at the phone number listed on your member ID card.

For Child Health Plus members who enrolled through the New York State Marketplace:

- Call 1-855-355-5777.

For and YourCare Option (Medicaid Managed Care) members who enrolled via your local Department of Social Services:

- Contact your local Department of Social Services (DSS).

For YourCare Option (Medicaid Managed Care) members who enrolled via the New York State Marketplace:

- Call 1-855-355-5777.

WE SPEAK YOUR LANGUAGE

Your health plan offers a service that translates members' questions and medical providers' answers into more than 140 languages.

Call the phone number on your member ID card for more information.

SUSPECT CLAIMS FRAUD?

Join the fight against health care fraud. If you suspect fraud is occurring, such as false or altered claims being submitted or services being billed when they were not provided, call the Special Investigations Unit Hotline at 1 (844) 654-3977. All calls will be kept confidential.

THIS IS YOUR 2015 NEWSLETTER

This newsletter is written to give health and member information to YourCare Option and Child Health Plus members. However, if you are not feeling well, you should see your doctor. You should ask your doctor any questions that you might have. Write to us about this newsletter at:

Editor, Member Newsletter
YourCare Health Plan
6400 Sheridan Drive, Suite 120
Buffalo, NY 14221
Phone: 716-565-6732



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