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**John W. Behre, Jr.**      **Emma DeVito**  
Chairman                      President & CEO

**See What's Possible When  
Health Care Gets Personal.**

## Transfers

### If you want to transfer to another MLTC Medicaid Plan

You can try us for 90 days. You may leave VillageCareMAX and join another health plan at any time during that time. If you do not leave in the first 90 days, you must stay in VillageCareMAX for nine more months, unless you have a good reason (good cause). Some examples of Good Cause include:

- You move out of our service area.
- You, the plan, and your county Department of Social Services or the New York State Department of Health all agree that leaving VillageCareMAX is best for you.
- Your current home care provider does not work with our plan.
- We have not been able to provide services to you as we are required to under our contract with the State

If you qualify, you can change to another type of managed long term care plan like Medicaid Advantage Plus (MAP) or Programs of All-Inclusive Care for the Elderly (PACE) at any time without good cause.

To change plans: Call New York Medicaid Choice at 1-800-505-5678. The New York Medicaid Choice counselors can help you change health plans.

It could take between two and six weeks for your enrollment into a new plan to become active. You will get a notice from New York Medicaid Choice telling you the date you will be enrolled in your new plan. VillageCareMAX will provide the care you need until then.

Call New York Medicaid Choice if you need to ask for faster action because the time it takes to transfer plans will be harmful to your health. You can also ask them for faster action if you have told New York Medicaid Choice that you did not agree to enroll in VillageCareMAX.