

Contact Information

Telephone numbers and other information for reference

How to contact HIP Health Plan of New York Customer Service

If you have any questions or concerns, please call or write to our Customer Service. We will be happy to help you. Our business hours are 8 am – 8 p.m., Monday – Sunday, or 8:30 a.m. – 5 p.m., Monday – Friday for the hearing or speech impaired. In addition, you may send us your inquires via the HIP Web site at **hipusa.com**

- CALL** 1-800-HIP-TALK (1-800-447-8255). This number is also on the cover of this booklet for easy reference. Calls to this number are free.
- TTY** 1-888-HIP-4TDD (1-888-447-4833) This number requires special telephone equipment. It is on the cover of this booklet for easy reference. Calls to this number are free.
- WRITE** **HIP Health Plan of New York**
55 Water Street
New York, NY 10041-8190
Attn: Customer Service Dept. – 2nd Floor
- VISIT** **The HIP Member Access Unit located in Manhattan at 55 Water Street. The hours of operation are Monday – Friday, 8:30 am – 5 pm. No appointment is necessary.**
- WEBSITE** **hipusa.com**

Contact Information for Grievances, Complaints, Organizations Determinations, Coverage Determinations and Appeals

Part C Organization Determinations

CALL 1-888-447-2884
Calls to this number are free.

TTY 1-888-HIP-4TDD (1-888-447-4833)
This number requires special telephone equipment. Calls to this number are free.

WRITE **HIP Health Plan of New York**
55 Water Street
New York, NY 10041-8190
Attn: Anticipated and Continuing Care Services Program

or write to the address on the back of your member ID card, if different. For information about Part C organization determinations see your Evidence of Coverage.

Part C Grievances

CALL 1-800-HIP-TALK, Monday – Sunday, 8 am – 8 pm
Calls to this number are free.

TTY 1-888-HIP-4TDD (1-888-447-4833) Monday – Friday 8:30 am – 5 p.m.
This number requires special telephone equipment. Calls to this number are free.

WRITE **HIP Grievance and Appeal Department**
P. O. Box 2807
New York, NY 10116-2844

For information about Part C grievances, see your Evidence of Coverage.

Part C Appeals

CALL 1-800-HIP-TALK (1-800-447-8255)
Calls to this number are free.

TTY 1-888-HIP-4TDD (1-888-447-4833)
This number requires special telephone equipment. Calls to this number are free.

WRITE **HIP Grievance and Appeal Department**
P.O. Box 2807
New York, NY 10116-2844

For information about Part C appeals, see your Evidence of Coverage.

Part D Coverage Determinations

CALL 1-800-HIP-TALK (1-800-447-8255)
Calls to this number are free.

TTY 1-888-HIP-4TDD (1-888-447-4833)
This number requires special telephone equipment. Calls to this number are free.

WRITE **HIP Pharmacy Services**
P.O. Box 1520
JAF Station
New York, NY 10116-1520

In Person HIP Health Plan of New York
Interview Unit
55 Water Street
New York, NY 10041

For information about Part D coverage determinations, see your Evidence of Coverage.

Part D Grievances

CALL 1-800-HIP-TALK (1-800-447-8255)
Calls to this number are free.

TTY 1-888-HIP-4TDD (1-888-447-4833)
This number requires special telephone equipment. Calls to this number are free.

WRITE **HIP Grievance and Appeal Department**
P.O. Box 2807

New York, NY 10116-2844

For information on Part D Grievances, see your Evidence of Coverage.

Part D Appeals

CALL 1-800-HIP-TALK (1-800-447-8255)
Calls to this number are free.

TTY 1-888-HIP-4TDD (1-888-447-4833)
This number requires special telephone equipment. Calls to this number are free.

WRITE **HIP Grievance and Appeal Department**
P.O. Box 2807
New York, NY 10116-2844

In Person **HIP Health Plan of New York**
Interview Unit
55 Water Street
New York, NY 10041

For information about Part D appeals, see your Evidence of Coverage.