

Health Related Social Needs (HRSN) Screening and Services

<Date>

<Barcode><Letter Code>

<Name>

<Address>

<City>, <State>, <Zip>

RE: Health Related Social Needs (HRSN) Screening and Services

Dear <First Name> <Last Name>:

Starting January 1, 2025, you can connect to organizations in your community that provide services to help with housing, transportation, and care management at no-cost to you through a regional Social Care Network (SCN).

- Through this SCN, you can meet with a Social Care Navigator who can check your eligibility for services that can help with your health and well-being. They will ask you some questions to see where you might need some extra support.
- If you qualify for services, the Social Care Navigator can work with you to get the support you need. You may qualify for more than one service, depending on your situation. These services may include:
 - Housing and utilities support:
 - Installing home modifications like ramps, handrails, and grab bars to make your home accessible and safe.
 - Repairing and fixing water leaks to prevent mold from growing in your home.
 - Sealing holes and cracks to prevent pests from entering your home.
 - Providing an air conditioner, heater, humidifier, or dehumidifier to help improve ventilation in your home.
 - Helping you find and apply for safe and stable housing in the community.

- Transportation services:
 - Helping you with access to public or private transportation to places approved by the SCN such as: going to a job interview, parenting classes, housing court to prevent eviction, and city or state department offices to obtain important documents.
- Care management services:
 - Getting help with finding a job or job training program, applying for public benefits, managing your finances, and more.
 - Getting connected to services like childcare, counseling, crisis intervention, health homes program, and more.

If you are interested, please call HomeFirst and we will connect you to a SCN in your area. The Social Care Navigator will verify your eligibility, tell you more about these services, and help you get connected to them.

We have updated your member handbook to show this change. This update is available on our website at: <https://www.elderplan.org/medicare-advantage-plan-options/plan-materials/homefirst-plan-materials/>

HomeFirst is here for you.

Please call Member Services at t 1-877-771-1119 (TTY 711), 8:30 am and 5 pm, Monday through Friday if you:

- have any questions about this information;
- cannot access the internet to view this update; or
- want to have this update mailed to you.

Sincerely,

Your HomeFirst Support Team

NOTICE OF NON-DISCRIMINATION

Elderplan/HomeFirst complies with Federal civil rights laws. **Elderplan/HomeFirst** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Elderplan/HomeFirst provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **Elderplan/HomeFirst** at 1-877-771-1119. For TTY/TDD services, call 711

If you believe that **Elderplan/HomeFirst** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with **Elderplan/HomeFirst** by:

Mail: 55 Water Street, 46th Floor, New York, NY 10041
Phone: 1-877-326-9978 (for TTY/TDD services, call 711)
Fax: 1-718-759-3643
In person: 6405 Seventh Avenue, Brooklyn, NY 11220

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

Web: Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>
Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-877-771-1119, TTY/TDD: 711.	English
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-771-1119, TTY/TDD: 711.	Spanish
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-771-1119, TTY/TDD: 711.	Chinese
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم TTY/TDD: 711 <(رقم هاتف الصم والبكم 1-877-771-1119	Arabic
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다 1-877-771-1119, TTY/TDD: 711. 번으로 전화해 주십시오.	Korean
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-771-1119 (телетайп: TTY/TDD: 711).	Russian
ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-771-1119, TTY/TDD: 711.	Italian
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-771-1119, TTY/TDD: 711.	French
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-771-1119, TTY/TDD: 711.	French Creole
אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט 1-877-771-1119, TTY/TDD: 711 >	Yiddish
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-771-1119, TTY/TDD: 711.	Polish
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-771-1119, TTY/TDD: 711.	Tagalog
লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-877-771-1119, TTY/TDD: 711.	Bengali
KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-877-771-1119, TTY/TDD: 711.	Albanian
ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-877-771-1119, TTY/TDD: 711.	Greek
1-877-1- خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 877-771-1119 TTY/TDD: 711	Urdu