

Electronic Notification Option

ElderONE enrollees or their designee may choose to receive email notices about service authorizations, plan appeals, complaints, and complaint appeals electronically, instead of by phone or mail. ElderONE can also provide communications about the member handbook, our provider directory, and changes to Medicaid managed long term care benefits electronically, instead of by mail.

ElderONE does not require enrollees to select an electronic method of notification and enrollees can change their preferred method of notification at any time. ElderONE does not retaliate, discriminate, or treat the enrollee differently due to their preferred method of notification.

Where the enrollee selects email notification, ElderONE will provide the information in a Readily Accessible manner and in a format such that the enrollee may electronically retain and print the Notification.

The enrollee may request at any time that any Electronic Notification be sent in paper form through regular mail or an alternate format to accommodate a disability or language need.

If the enrollee does not select their preferred method, ElderONE will default to non-electronic means (i.e. of phone and/or mailed written notice) and, upon enrollee request, provide an alternate notification method to accommodate a disability or language need.