



YOUR MEMBER HANDBOOK HAS BEEN CHANGED

Undocumented Non-Citizens Age 65 and Over

Undocumented non-citizens who are age 65 and over can join Highmark Blue Cross Blue Shield's (Highmark BCBS) Medicaid Managed Care plan. Previously these individuals were only able to receive emergency medical services by using their Medicaid card. Now, these individuals will have access to comprehensive healthcare services provided by Highmark BCBS, which are listed fully in Part II of this handbook.

Services provided by Highmark BCBS include, but are not limited to:

- Routine preventative care such as vaccines and checkups,
- Mental health services,
- Dental benefits,
- Vision care,
- Family planning services,
- Emergency healthcare, and
- Nursing home services.

Eligible members can also access pharmacy benefits provided by NYRx, the Medicaid pharmacy program, by using their Medicaid card.

Note: Non-emergency transportation is not covered for these individuals.

To learn more about the services available, please call Member Services at **1-866-231-0847 (TTY 711)** Monday through Friday, 8:30 a.m. to 6 p.m. Eastern time.

www.bcbswny.com/stateplans

Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross Blue Shield Association.