

## **Preferred Care Option**

### **Preferred Care Option covers:**

- Free medical care, including maternity and baby care
- A Primary Care Physician (your doctor) who is a part of Preferred Care's network
- 24-hour emergency care
- No limit on needed doctor visits
- Eye exams and eyeglasses at no cost
- Many specialists to choose from
- Lab, X-ray and other tests and treatments
- Hearing services
- Physical, Occupation and speech therapy
- Care managers to help you live well with ongoing illnesses
- Transportation for medical care – depending on what county you live in

If you don't have a doctor, we will help you find one.

### **You may also receive services from Medicaid, such as:**

- Family planning and reproductive health services
- Prescription drugs, over the counter drugs, and medical supplies - can be filled at any participating Medicaid pharmacy, if your doctor orders them
- HIV testing and counseling – as a part of a family planning visit
- Dental Services

### **Am I eligible to join?**

Are you under 65 years of age and currently receiving Medicaid?

If you answered yes, you may be eligible for Preferred Care Option. Check with your local Social Services agency to see if you can sign up for Preferred Care Option.

### **How do I enroll?**

It takes on a few minutes to fill out an application at your Department of Social Services office. Or you can call Preferred Care Member Services Monday – Friday, from 7 A.M. to 8 P.M. to enroll by phone.

Call us at (585) 327-2470 or (800) 852-7826  
TTY users may call (585) 325-2629 or (800) 622-1220

### **What will I receive once I enroll?**

- An ID card with your Primary Care Physician's name and telephone number on it
- No limit on needed doctor visits
- 24-hour medical coverage
- No copayments for doctor visits
- A toll-free 24-hour hotline
- Preferred Care people who speak your language – English, Spanish and more
- Free Healthy You classes to help improve you and your family's health in many ways (stopping smoking, childbirth and parenting, reducing stress, managing diabetes, and more).

### **Call us to find out more about Preferred Care Option:**

(585) 327-2470  
(800) 852-7826 (toll free)  
(585) 325-2629 (TTY)  
(585) 662-1220 (toll free TTY)

You also can call your local Social Services agency to see if you may sign up for Preferred Care Option.