

## **Electronic Notice Option**

RiverSpring at Home and our vendors can send you notices about service authorizations, plan appeals, complaints and complaint appeals electronically, instead of by phone or mail.

We can send these notices to you by email.

If you want to get these notices electronically, you must ask us. To ask for electronic notices, contact us by phone, email, or mail:

Phone.....1-800-370-3600; TTY users call 711  
Email.....[RecordsRequest@elderservehealth.org](mailto:RecordsRequest@elderservehealth.org)  
Mail.....80 West 225 St., Bronx, NY 10463

### When you contact us, you must:

- Tell us how you want to get notices that are normally sent by mail,
- Tell us how you want to get notices that are normally made by phone call, and
- Give us your contact information (mobile phone number, email address, fax number, etc.).

RiverSpring at Home will let you know by mail that you have asked to get notices electronically.