

Medicaid Recertification:

We urge you to be aware of your correspondence and the date of your Medicaid recertification.

If your address has changed over the past year and you have not notified Medicaid, you must contact the Medicaid Call Center to report it.

If you receive a **Medicaid Recertification Form and Renewal Notice**, you must complete it, include the required documents, and submit them by the methods we will indicate on the following pages.

If you receive a **Decision Notification – Automatic Renewal**, you do not have to do anything else. Just save the notification for your files.




MEDICAID
787.641.4224
787.625.6955
Monday to Friday from
8:00 a.m. to 6:00 p.m.



If you have any questions, you can contact our Customer Service Call Center.

 **1.866.627.8183**
(Toll Free)

 **1.866.627.8182**
TTY (Hearing Impaired)

 From October 1 to March 31: Monday to Sunday from 8:00 a.m. to 8:00 p.m. April 1 to September 30: Monday to Friday from 8:00 a.m. to 8:00 p.m. and Saturday from 8:00 a.m. to 4:30 p.m.

 @MCSPuertoRico

Paid endorsement. MCS Classicare is an HMO plan subscribed by MCS Advantage, Inc. Based on a Model of Care review, MCS Classicare has been approved by the National Committee for Quality Assurance (NCQA) to operate a Special Needs Plan (SNP) through 2026. MCS Advantage, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1.866.627.8183 (TTY: 1.866.627.8182). ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.866.627.8183 (TTY: 1.866.627.8182). 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 1.866.627.8183 (TTY: 1.866.627.8182). H5577_15900324_C



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MCS CLASSICARE PLATINO
MEMBER

Don't lose your
Medicare Platino coverage.
Get recertified now!

Quick guide



You have plenty of options to recertify with Medicaid.

✔ Complete and hand over the form at a **local Medicaid office** or send it through post mail.
P.O. Box 70184 San Juan, PR 00936-8184.

✔ Call Medicaid at **787-641-4224** from Monday to Friday from 8 a.m. to 6 p.m. and request a **face-to-face interview** to execute the process.

✔ Fill the form on line through the **Medicaid Citizen Portal** www.medicaid.pr.gov.

✔ Call Medicaid at **787-688-8879** and send the documents through **e-mail**.

✔ Download the **ASES VITAL mobile app** and complete the process.



✔ Visit the **MCS Service Centers** for help with the process.



What documents do you need?

Copy of cards:

- ✔ ID with photo (license, passport, electoral card)
- ✔ Health plan card
- ✔ Social Security card
- ✔ Medicare card (white, red and blue)

Copy of documents:

- ✔ Social Security letter
- ✔ Income evidence
- ✔ Check or retirement paycheck stub, pension, employment or Social Security
- ✔ Divorce Certificate or Record
- ✔ W-2 form or 480 form
- ✔ Bank statement
- ✔ AAA or Luma receipt
- ✔ Evidence of American citizenship and/or legal or permanent residence

Other documents may be solicited by Medicaid.