**Exhibit 27: Model Acknowledgement of Reinstatement**

Referenced in §§ 50.2.1, 50.3, 50.3.1, 50.6

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| --- |
| **Keep this notice for your records** |

<date>

<Name>

<Address>

<City>, <State> <ZIP>

<Name>:

**Ohio Medicaid has enrolled you back in <plan> as of <effective date>**

Your enrollment in <plan> ended in error. We’ve corrected our records to show that you’re still a member of <plan>. There will be no break in your health services and prescription drug coverage. Please keep using your <plan’s> providers and the <plan> ID card that you currently have for your health care services and network pharmacy for your prescription drugs.

Call us at <phone> if you can’t find your ID card and need a new one.]

**Who should I call if I have questions about <plan>?**

If you have questions, call <plan> Member Services at <toll-free phone number> <days and hours of operation>. TTY user should call <toll-free number>. You can visit <web address>.

**If you have questions about Medicare**

If you have questions about Medicare, call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week or visit http://www.medicare.gov. TTY users should call 1-877-486-2048.

**If you have questions about the Medicaid MyCare Ohio program**, call the Ohio Medicaid Hotline at 1-800-324-8680, Monday through Friday from 7:00 am to 8:00 pm and Saturday from 8:00 am to 5:00 pm. TTY users should call Ohio Relay Service at 7-1-1. You can also visit http://www.medicaid.ohio.gov/.

If you have a problem reading or understanding this information, please contact <plan name> <Member Services> for help, at no cost to you. We can explain this information in English or in your primary language. We may have this information printed in some other languages. If you are visually or hearing-impaired, special help can be provided.

Thank you for your continued membership in <plan>.

*[The next sentence must be in English and all non-English languages that meet the Medicare or State thresholds for translation, whichever is most beneficiary friendly. The non-English disclaimer must be placed below the English version and in the same font size as the English version.]* You can get this information for free in other languages. Call <toll-free number>. The call is free.

This information is available for free in other languages and formats like Braille or audio CD.