

Dear Medicaid Beneficiaries, Advocates and Others:

HCR is part of a Performing Provider System (PPS) under New York State's Delivery System Reform Incentive Payment (DSRIP) program. DSRIP focuses on health care system transformation, where providers work to improve and coordinate community based primary care, mental health and preventive care services. The lead PPS organization in our area is Central New York Care Collaborative, Inc. (CNYCC).

We participate in certain DSRIP projects in the CNYCC PPS, including the following:

- Integrated Delivery System
- ED Care Triage
- Care Transitions
- Cardio Disease Management
- Integration of Palliative Care in PCMH

If you have any question, concerns or complaints about these DSRIP projects or the CNYCC PPS, please contact:

- **HCR's Corporate Compliance Officer** at 585-272-1930, via email at cemilliano@hcrhealth.com, via our compliance hotline at 1-866-875-2974.
- **CNYCC's Compliance Officer** at 315-703-2985, or via email at laurel.baum@cnycares.org or via CNYCC's compliance hotline number at 855-343-5598, or online via CNYCC's compliance webpage at <https://cnycares.org/get-involved/corporate-compliance/>.

All reports are treated with respect and may be made anonymously. No one will retaliate against any person making a report in good faith. Thank You.