

Instruction about how to appoint a representative

- Medicare rules allow you to appoint a representative in the appeals process. Members can contact their local Social Security Office, get help from your local Agency on Aging office or our Member Services Department.
- You may appoint any person as a representative
- The appointment is valid for one year after the appointment form is signed by you or from the date the representative accepted the appointment.
- A representative has the same rights as the beneficiary to the hearing. They can submit arguments or evidence on your behalf.
- A representative may have access to personal information about you.
- To appoint a representative, you must fill out the Appointment of Representative Form (Form CMS-1696).

Instructions for submitting an Appointment of Representative Form

Members may return completed form by mail or fax to:

Fax number: 1-800-956-4288

Mailing Address:

CarePlus Health Plans, Inc.
Attn: Member Services Department
11430 NW 20th Street, Suite 300
Doral, FL 33172

If you have any questions when completing this form, please call the Member Services Department at 1-800-794-5907. If you have a speech or hearing impairment and use a TTY, please call 1-877-245-7930. We are open 7 days a week, from 8:00 am to 8:00 pm. However, from March 2, 2010 until the following Annual Election Period (AEP), you may leave us a voice message after hours, Saturday, Sundays and holidays and we will return your call the next business day.