

About Managed Long-Term Care

- Managed long-term care (MLTC) helps people who are chronically ill or have disabilities and who need health and long-term care services, such as home care or adult day health care, stay in their homes and communities as long as possible.
- All MLTC plans arrange and pay for the following health and long-term care services (as long as they are medically necessary):
 - Care management
 - Home care
 - Dental services
 - Personal care
 - Non-emergency transportation to receive medically necessary services
 - Home delivered meals
 - Personal emergency response system
 - Social day care and adult day health care
 - Nursing home care and more.

For a full list of covered services, please see http://www.health.ny.gov/health_care/managed_care/mltc/coverservices.htm

- Additional covered services are different depending on the plan you choose. Some MLTC plans pay for hospital stays and doctor visits.

Important Numbers

If you have a problem with your health plan, call:

**New York State
Department of Health
MLTC Complaint Hotline
1-866-712-7197**

Copies of this guide are available at:

http://www.health.ny.gov/health_care/managed_care/mltc/consumer_guides/

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**Department
of Health**

A Consumer's Guide to Managed Long-Term Care in New York City



Choosing a managed long-term care (MLTC) plan that meets your health needs is an important decision. This brochure will help you make that decision by providing information about the quality of care offered by the different plans and people's opinions about the care and the services the plans provide.

There are four types of MLTC plans: Partial Capitation, Program of All-inclusive Care for the Elderly (PACE), Medicaid Advantage Plus (MAP), and Fully Integrated Duals Advantage (FIDA). Each plan covers the same base set of services, with certain plans covering additional services. To be eligible for any plan, you must meet certain age, health-status, and living arrangement requirements.

Managed Long-Term Care Plans in New York City

	Web Site	Member Services Phone Number	Bronx	Kings	New York	Queens	Richmond
Partial Capitation							
Aetna Better Health	www.aetnabetterhealth.com	1-855-456-9126
AgeWell New York	www.agewellnewyork.com	1-866-586-8044
ArchCare Community Life	www.archcare.org	1-855-380-2589
Centers Plan for Healthy Living	www.centersplan.com	1-855-270-1600
Elderplan dba Homefirst	www.homefirst.org	1-866-386-4177
ElderServe dba RiverSpring	www.elderservehealth.org	1-800-370-3600
Empire BCBS HealthPlus MLTC	https://mss.empireblue.com/ny	1-800-950-7679
Extended MLTC	www.extendedmltc.org	1-855-299-6492
Fidelis Care	www.fideliscare.org	1-888-343-3547
Independence Care System	www.icsny.org	1-877-427-2525
Integra MLTC	www.integraplans.org	1-855-800-4683
MetroPlus MLTC	www.metroplus.org	1-855-355-6582
Montefiore MLTC	www.montefiore.org	1-855-556-6683
Senior Health Partners	www.shpny.org	1-800-633-9717
Senior Whole Health Partial	www.seniorwholehealth.com	1-877-353-0185
United Health Personal Assist	www.uhccommunityplan.com	1-855-345-6582
VillageCareMAX	www.villagecaremax.org	1-800-469-6292
VNS CHOICE MLTC	www.vnsnychoice.org	1-855-282-4642
WellCare Advocate Partial	www.wellcare.com	1-800-288-5441
Program of All-Inclusive Care for the Elderly (PACE)							
ArchCare Senior Life	www.archcare.org	1-866-263-9083
CenterLight PACE	www.centerlighthealthcare.org	1-833-252-2737
Medicaid Advantage Plus (MAP)							
Centers Plan MAP	www.centersplan.com	1-855-270-1600
Elderplan	www.elderplan.org	1-866-360-1934
Empire BCBS HealthPlus MAP	https://mss.empireblue.com/ny	1-800-950-7679
Fidelis Legacy Plan	www.fideliscare.org	1-888-343-3547
MHI Healthfirst Complete Care	www.healthfirst.org	1-866-463-6743
Senior Whole Health	www.seniorwholehealth.com	1-877-353-0185
VillageCareMAX Total Advantage	www.villagecaremax.org	1-800-469-6292
VNS CHOICE Total	www.vnsnychoice.org	1-855-282-4642
Fully Integrated Duals Advantage (FIDA)							
Elderplan FIDA Total Care	www.elderplanfida.org	1-855-462-3167
FIDA Care Complete	www.centersplan.com	1-800-466-2745
Healthfirst AbsoluteCare FIDA	www.healthfirst.org	1-855-675-7630
Partners Health Plan IDD	www.phpcares.org	1-855-747-5483
RiverSpring FIDA	www.riverspringfida.org	1-800-950-9000
SWH Whole Health FIDA	www.seniorwholehealth.com	1-844-861-3432
VNSNY CHOICE FIDA Complete	www.vnsnychoice.org	1-866-783-1444

Not every plan may be accepting new enrollment. Please call the plan member services phone number listed above to confirm availability.

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More stars mean better health plan performance with 5 stars being the best.

Health Plan

Health Plan	Preventive Care			Quality of Life	Satisfaction with Care				Stability or Improvement				Overall Rating	
	Prevention	Patient Safety	Advance Directives		Rating of Health Plan	Rating of Regular Visiting Nurse	Rating of Care Manager	Timeliness of Aide	ADL Stable or Improved	Pain Intensity Stable or Improved	Shortness of Breath Stable or Improved	Urinary Continence Stable or Improved		
Partial Capitation														
Aetna Better Health	★★★	★★★	★★★	★★	★★	★★★	★★★	★★★	★★★	★★★	★★★★	★★★	★★★	★★★
AgeWell New York	★	★★★	★★★	★★★★	★★★★	★★★★	★★★★	★★★	★★★★	★★★	★★★★	★★★	★★★	★★★★
ArchCare Community Life	★★	★★	★★★	★★	★★	★★	★★	★★★	★★	★★	★★★	★★★	★★★	★
Centers Plan for Healthy Living	★★★★	★★★	★★★	★★★★	★★★	★★	★	★★★	★★★★	★★★	★★★★	★★★	★★★	★★★
Elderplan dba Homefirst	★★	★★★★★	★★★	★★★★★	★★★★	★★★★★	★★★★	★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★★
ElderServe dba RiverSpring	★★	★★★★★	★	★★	★★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★★
Empire BCBS HealthPlus MLTC	★★★	★★★★	★★	★★★★	★★	★★★	★★★	★★★★	★★	★	★★	★★★	★★	★★
Extended MLTC	★★★	★★★	★★★	★★★★★	★★★★	★★★	★★★	★★★★	★★★★	★★★	★★★	★★	★★	★★★★
Fidelis Care	★★★★	★	★★★★	★★★★★	★★★	★★★★	★★★	★★★★	★	★★★	★★	★★★★	★★★★	★★★★
GuildNet	★★★★	★★★	★★	★★★★	★★	★★★★	★★★	★★★	★★★	★★★★★	★★★★★	★★★★	★★★★	★★★★
Independence Care System	★	★★★	★★★	★★	★★★★	★★★	★★★★	★★★★	★★★★	★★	★★	★★★	★★★	★★★
Integra MLTC	★★★★★	★★★	★	★★★★	★★★	★★★★	★★★	★★★★	★★★★	★★	★★★	★★	★★	★★★
MetroPlus MLTC	★★★★★	★★★★	★★	★★★★	★★★	★★	★★	★★	★★★	★★★★★	★★★★	★★★★	★★★★	★★★★
Montefiore MLTC	★★★	★★★	★★★	★★★	★★★★	★★	★★★★	★★★★	★★★	★★★	★★	★★★	★★★	★★★
Senior Health Partners	★★★★	★★★	★★★	★★★	★★	★★★	★★	★★★	★★★★	★★★★	★★★	★★	★★	★★★
Senior Whole Health Partial	★★★★★	★★★	★	★★★	★★	★★★	★★★	★★★	★	★	★	★	★	★
United Health Personal Assist	★★	★★★★	★★	★★	★★★★	★★★	★★★	★★★	★★	★★	★	★★	★★	★★
VillageCareMAX	★★★★	★★★★★	★★★	★★★	★★	★★★	★★★	★★★	★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★
VNS CHOICE MLTC	★★★★★	★★★	★★★	★★★★★	★★★	★★	★	★★★★	★★★	★★★★	★★	★★★★	★★★★	★★★★
WellCare Advocate Partial	★★	★	★★	★★	★★★	★★★	★★	★★★★	★★★	★★	★★	★★	★	★
Program of All-Inclusive Care for the Elderly (PACE)														
ArchCare Senior Life	★★★	★★	★★★	★★★	★	★★★★	★★	★★★	★★★	★★★	★★★★	★★★	★★★	★★★
CenterLight PACE	★★	★★★★	★★★	★★	★★★	★★★★	★★	★★★	★★★	★★★	★★★★	★★★	★★★	★★★
Medicaid Advantage Plus (MAP)														
Elderplan	★★	★★★★	★★★	★★★	★★★★	★★	★★★	★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★
Fidelis Legacy Plan	★★★★	★★★	N/A	★★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★★	★★★	★★★
GuildNet Medicaid Advantage Plus	★★★★	★★★	★★★	★★★	★	★	★	★★	★★★	★★★	★★★★	★★★	★★	★★
MHI Healthfirst Complete Care	★★★★	★★★★	★★★★	★★★	★★★★	★★★	★★★★	★★★	★★★	★★★	★★	★★	★★	★★★★
Senior Whole Health	★★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★	★★★	★★★	★★★	★★★	★★★
VillageCareMAX Total Advantage	★★★	★★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★★★	★★★★	★★★
VNS CHOICE Total	★★★★★	★★★★	N/A	★★★★★	N/A	N/A	N/A	N/A	★★★★	★★★★	★★★	★★★★	★★★★	★★★★★
Fully Integrated Duals Advantage (FIDA)														
AgeWell New York FIDA	★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★	★★	★★★
Elderplan FIDA Total Care	★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★★	★★★	★★★	★★★	★★★	★★★
GuildNet Gold Plus FIDA	★★★★	★★★	N/A	★★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★★	★★★	★★★	★★★★
Healthfirst AbsoluteCare FIDA	★★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★★	★★★	★★★	★★★	★★★	★★★
MetroPlus FIDA	★★★★★	★★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★	★★★★	★★★	★★★	★★★	★★★★
SWH Whole Health FIDA	★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★	★★★	★★★	★★★	★★★	★★★
VNSNY CHOICE FIDA Complete	★★★★★	★★★★	N/A	★★★★	N/A	N/A	N/A	N/A	★★★	★★★★	★★★	★★★	★★★	★★★★

N/A Not able to report performance due to small numbers.

Plan performance data are not available for Empire BCBS HealthPlus MAP, FIDA Care Complete, RiverSpring FIDA, and VillageCareMAX Full Advantage FIDA due to small numbers. Plan performance data are not available for Centers Plan MAP and Partners Health Plan IDD.

Ratings are based on a comparison of plan rates to statewide averages. Quality ratings are from information submitted by the Managed Long-Term Care Plans. Member Satisfaction ratings, Advance Directives, and one component within the Quality of Life domain are from a Department of Health survey.

The quality of care measures used in this guide represent some, but not all, of the measures from Managed Long-Term Care plans. For additional information about the individual measures included in each category, as well as the other quality of care measures available such as nursing home utilization, please see the New York State Department of Health website: http://www.health.ny.gov/health_care/managed_care/mltc