

In a Managed Health Care Plan:

- You have a regular doctor.
This person is your Primary Care Provider.
- You can get regular check-ups.
- There is no limit on the number of visits you or your children can have with your doctor.
- You can reach your provider's office or health plan 24 hours a day, 7 days a week.
- Your benefits are the same as regular Medicaid.
- You can access clinics, laboratories, specialists and hospitals.

Talk to your doctor about which managed care health plan(s) he/she participates in.

Dental services are available for everyone.

To find out about additional services offered by managed care health plans, you can contact the plans by calling the Member Services phone numbers listed in this Guide.

Important Numbers

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

**New York State
Department of Health
Complaint Hotline
1-800-206-8125**

For copies of this guide, call:

**New York State
Department of Health
518-486-9012**

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A Consumer's Guide to Medicaid Managed Care in Central New York



Choosing a managed care plan that meets the health care needs of you and your family is an important decision. This brochure will help you make that decision. It has information about the quality of care offered by the different plans, and people's opinions about the care and services the plans provide. The New York State of Health Marketplace website (<http://nystateofhealth.ny.gov/>) is another resource for learning about available New York State managed care plans (commercial, Medicaid, and Child Health Plus). Through this website you can compare health plan options, apply for financial assistance, and find

resources to help you understand your options and enroll in coverage. The Marketplace is open to all New York State residents.

There are other things you need to think about too. Is your doctor in the plan? How close is the doctor's office to your home? Does the plan have special services that you and your family need?

Talk with friends, your doctor and your New York Medicaid CHOICE counselors before making a decision. Ask questions to make sure you know what each plan offers.

| Managed Care Plans in Central New York | | | | | | | | | | | | | | | | | | |
|---|--|----------------------------------|--------|--------|---------|----------|----------|----------|-----------|-------|---------|--------|----------|--------|--------------|-------|----------|---|
| | | Member Services Phone Numbers | Broome | Cayuga | Chemung | Chenango | Cortland | Herkimer | Jefferson | Lewis | Madison | Oneida | Onondaga | Oswego | St. Lawrence | Tioga | Tompkins | |
| CDPHP | www.cdphp.com | 1-800-777-2273 | F | | | | | | | | | | | | | • | | |
| Excellus BlueCross BlueShield | www.excellusbcbs.com | 1-800-722-7884 | • | • | • | | | • | • | • | • | • | • | • | • | | • | |
| Fidelis Care New York | www.fideliscare.org | 1-888-343-3547 | • | • | • | • | • | • | | • | • | • | • | • | • | • | • | |
| Total Care | www.totalcareny.com | 1-800-223-7242 | | | | | • | | | | | | • | | | | | • |
| UnitedHealthcare Community Plan | www.uhcommunityplan.com | 1-800-493-4647 | • | • | • | • | | | • | | • | • | • | • | • | • | | |

NOTE: Not every plan may be accepting new enrollment. Please call your local social services department or the plan member services phone number listed above to make sure.

F: Family Health Plus only

• Both Family Health Plus and Medicaid

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Key

More stars mean better health plan performance
 ★★★ Above average
 ★★ Average
 ★ Below average

Health Plan

| Health Plan | Preventive and Well-Care for Adults and Children | | | | Quality of Care Provided to Members with Illnesses | | | | Patient Satisfaction with Access and Service | | Overall Rating |
|---------------------------------|--|-------------------------|---------------|-----------------------|--|---------------|----------------------|---------------|--|-----------------------------------|----------------|
| | Child and Adolescent Care | Women's Preventive Care | Maternal Care | Adult Preventive Care | Care for Respiratory Conditions | Diabetes Care | Cardio-vascular Care | Mental Health | Satisfaction with Adult Care | Satisfaction with Children's Care | |
| CDPHP | ★ | ★ | ★★★ | ★★★ | ★ | ★★ | ★★ | ★★★ | ★★★ | ★★★ | 73% |
| Excellus BlueCross BlueShield | ★ | ★ | ★★★ | ★ | ★★ | ★★ | ★ | ★ | ★★ | ★★ | 53% |
| Fidelis Care New York | ★ | ★ | ★★★ | ★★ | ★★ | ★★ | ★★★ | ★ | ★★ | ★★ | 63% |
| Total Care | ★★ | ★★ | ★★ | ★★ | ★★ | ★★ | ★★★ | ★ | ★ | ★★ | 63% |
| UnitedHealthcare Community Plan | ★ | ★ | ★★ | ★ | ★★★ | ★★ | ★★ | ★★★ | ★★ | ★★ | 63% |

Ratings are based on a comparison of plan rates to statewide averages. **Quality** ratings are from information submitted by the health plans. **Patient Satisfaction** ratings are from a member survey conducted for the Department of Health.

The quality of care measures used in this guide represent some, but not all, of the measures from health plans. For additional information about the individual measures used in each category, as well as the other quality of care measures available, please see the New York State Department of Health website: <http://www.health.ny.gov>