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## PHP CARE COMPLETE FIDA-IDD PLAN

(Medicare/Medicaid Plan)

Partners Health Plan is a managed care plan that contracts with Medicare, the New York State Department of Health (Medicaid) and the Office for People With Developmental Disabilities to provide benefits to Participants through the Fully Integrated Duals Advantage for Individuals with Intellectual and Developmental Disabilities (FIDA-IDD) Demonstration.



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# PARTNERS HEALTH PLAN

Partners Health Plan is a not-for-profit managed care organization dedicated solely to providing supports and services for adults with Medicare and Medicaid who are age 21 and older with intellectual and other developmental disabilities.

Founded by the five downstate ARC Chapters, Partners Health Plan draws on over six decades of successful experience supporting the unique needs of individuals with intellectual and other developmental disabilities.



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# **Our Job is to keep you safe and healthy and to Support the Life you Choose!**

- ▶ PHP is governed by providers who have a long history of service to people with IDD and their families
- ▶ PHP uses a person centered process that addresses your personal goals for your life, and helps you develop and implement a process to reach them.
- ▶ PHP will help you to “get a life”, if you feel that your current situation is not satisfactory
- ▶ PHP will work closely with you and your family to understand what you need and what you want, even if you are not able to communicate through typical means.



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## Am I Eligible for PHP CARE COMPLETE FIDA-IDD PLAN (Medicare-Medicaid Plan)?

- ▶ I am at least 21 years old
- ▶ I have both Medicaid and Medicare
- ▶ I am eligible for OPWDD services
- ▶ I live in NYC, Nassau, Suffolk, Rockland or Westchester Counties

**If you meet all of these, you are eligible to enroll in PHP CARE COMPLETE FIDA-IDD PLAN!**



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# Benefits and Services

- ▶ Inpatient and outpatient services, specialty care, and medical supplies and equipment
- ▶ Interdisciplinary Team Approach (IDT)
- ▶ Care Management
- ▶ Long Term Supports & Services
- ▶ Behavioral Health
- ▶ OPWDD services
- ▶ Dental
- ▶ Pharmacy
- ▶ Transportation

**There is NO cost to you or your family: no premium, deductibles, co-payments or co-insurance for covered items and services.**

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. For more information, call PHP Care Complete FIDA-IDD Plan's Participant Services or read the Participant Handbook. Benefits may change January 1 of each year.



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## Additional Benefits of Enrolling...

- ▶ You will have a single ID card for ALL services.
- ▶ You may be able to access certain services (non-emergency transportation, personal care, home health care, dental and behavioral health) that may have been difficult to access in fee-for-service.
- ▶ You have immediate access to your Life Plan and other information through our web-based member portal.
- ▶ You will have access to a 24-hour registered nurse advice line.



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# YOUR CARE COORDINATION TEAM

- ▶ You will have a two-person Care Coordination team designed for you to help you manage all of your health care needs and reach your personal goals.
- ▶ Your Care Manager who is a registered nurse or other licensed professional, will lead your team, complete assessments, help you with your medication, doctors visits, and answer your health care questions.
- ▶ Your Care Coordinator will assist you with activities such as making appointments; arranging transportation for doctors visits, food shopping, church, etc. They can help you with recreation, joining groups, and accessing needed services.



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## YOUR SPECIALIZED TEAM

- ▶ You will have your own Interdisciplinary Team ( IDT ) created by you to help meet your health and safety needs as well as your personal goals.
- ▶ Your IDT will meet with you to help assess your needs and preferences, develop and approve your Life Plan, which is a comprehensive person-centered plan that includes all of your health, social, behavioral, OPWDD services and long term care services.
- ▶ Your services, except for certified residential care, will be authorized by your IDT. You won't have to wait to get through " The Front Door."
- ▶ Your team will advocate on your behalf and support you to live the life you choose.

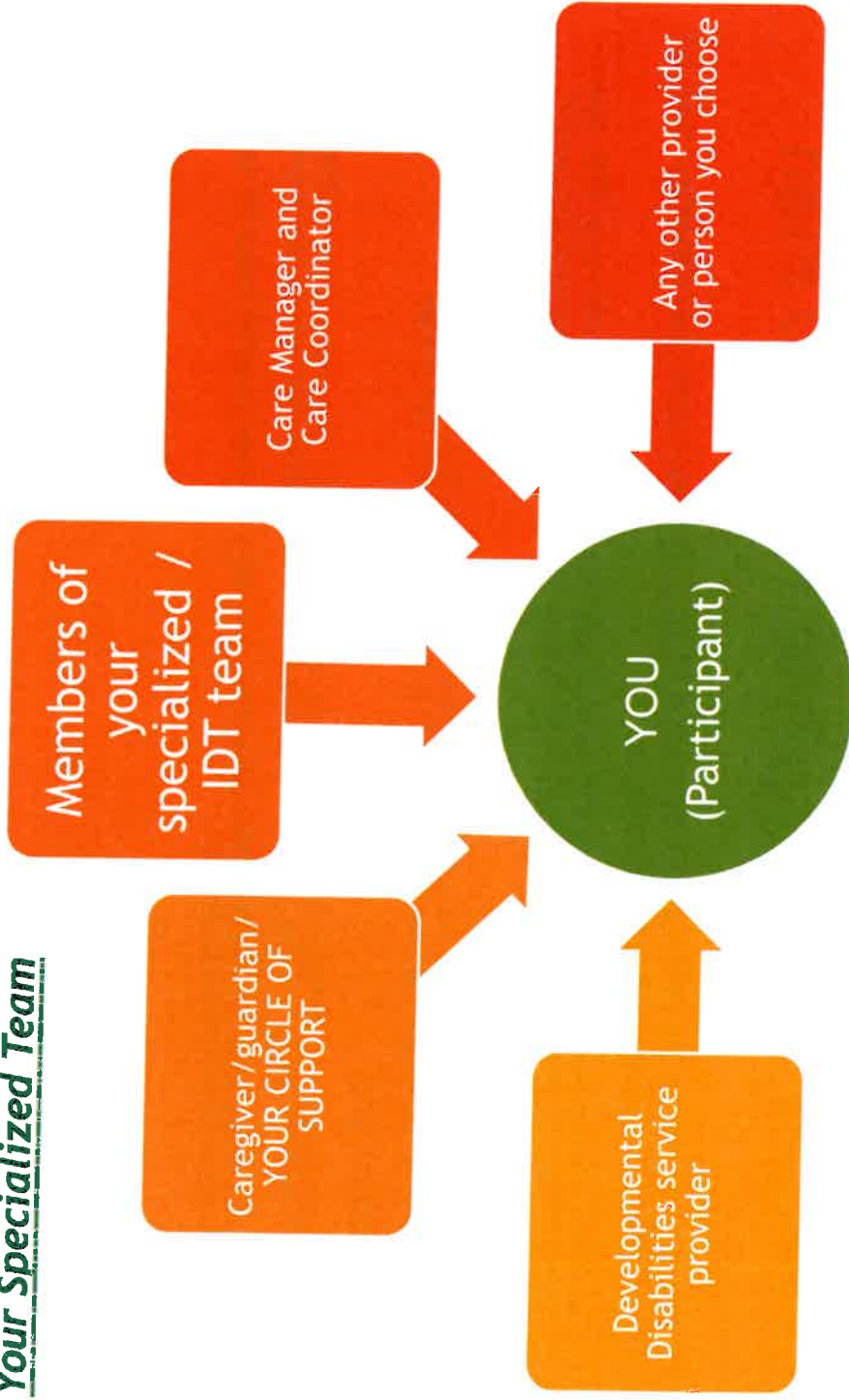


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## Your Specialized Team



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# Transitioning to PHP Care Complete FIDA-IDD Plan

- ▶ Once you enroll in PHP Care Complete FIDA-IDD your care coordination will be provided by your PHP Care Manager.
  - ▶ Your MSC provider will share your Individualized Service Plan (ISP) with your PHP care manager to ensure your benefits and services continue through the transition period
- ▶ Continuity of Care
  - ▶ If your providers are not part of the PHP provider network, you can keep your providers and services you're getting now for 90 days. This is called the transition period.
- ▶ Exceptions are:
  - ▶ If you are getting behavioral health services and your provider does not work with PHP, you can continue with your current provider until treatment is complete, but not for more than 2 years.
  - ▶ If you reside in an OPWDD certified residence, you can continue to reside there for as long as you need the residential service.



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Connecting Family & Member Supports

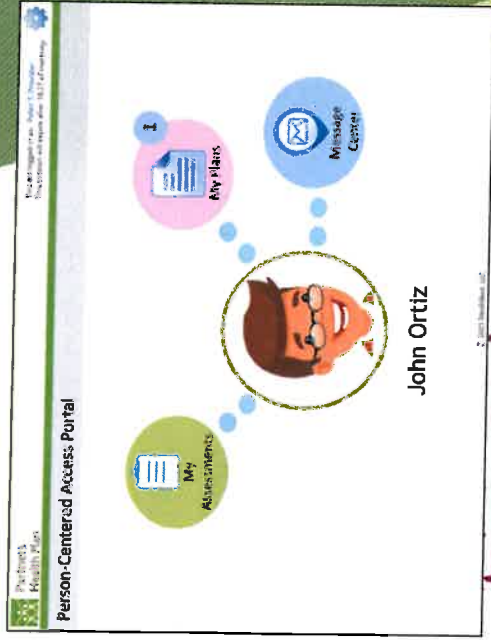


Connecting Agency Supports



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Person - Centered Portal



Life Plan and Ongoing Care Coordination Activities

# INFORMATION / ENROLLMENT

For more information:

Call PHP Care Complete FIDA-IDD  
Plan's Participant Services at

- ▶ 1 855 747 5483 (TTY 711),
- ▶ 8:00 AM to 8:00 PM, seven days  
a week

For information on how to enroll:

Call the New York Medicaid Choice at

- ▶ 1 844 343 2433 (TTY 1 888 329  
1541)
- ▶ Monday thru Friday 8:30 AM to 8:00  
PM
- ▶ Saturday 10:00 AM to 6:00 PM

Your Care Manager can assist you on  
the call to enroll!



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## Other Participant Resources

- ▶ Participant Services 1 - 855-747-5483 TTY 711
- ▶ 24-Hour Nurse Advice 1 - 855-769-2507 TTY 711
- ▶ PHP Website - [www.phpcares.org](http://www.phpcares.org)
- ▶ Participant Handbook
- ▶ Participant Portal



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