

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:

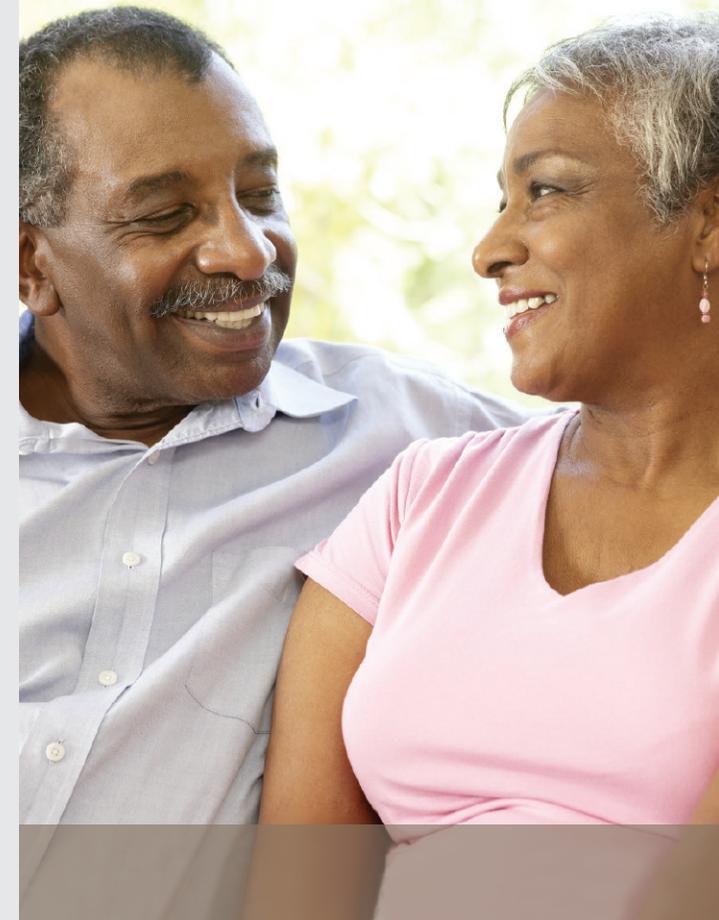
http://www.health.ny.gov/health_care/managed_care/mltc/consumer_guides/

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**Department
of Health**

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



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 Plans, 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 Western New York

	Web Sites	Member Services Phone Numbers	Allegany	Cattaraugus	Chautauqua	Erie	Genesee	Livingston	Monroe	Niagara	Ontario	Orleans	Schuyler	Seneca	Steuben	Wayne	Wyoming	Yates
Partial Capitation Plans																		
Centers Plan for Healthy Living	www.centersplan.com	1-855-270-1600				•				•								
Fallon Health Weinberg	www.fallonweinberg.org	1-866-882-8185				•												
Fidelis Care at Home	www.fideliscare.org	1-888-343-3547	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
iCircle	www.icirclecny.org	1-844-424-7253					•	•	•		•	•	•	•	•	•	•	•
Kalos Health	www.kaloshealth.org	1-800-894-2464			•	•	•			•		•						
United Health Personal Assist	www.uhcommunityplan.com	1-855-345-6582				•			•									
VNA Homecare Options	www.vnahomecareoptions.org	1-315-477-4663	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
VNS Choice Partial	www.vnsnychoice.org	1-855-282-4642				•			•									
WellCare Advocate Partial	www.wellcare.com	1-800-288-5441				•												
Medicaid Advantage Plus (MAP)																		
<i>No MAP plans in this region</i>																		
Program of All-Inclusive Care for the Elderly (PACE)																		
Catholic Health – LIFE	www.chsbuffalo.org	1-716-819-5433				•												
Complete Senior Care	www.hanci.com	1-716-285-8248								•								
ElderOne	www.rochestergeneral.org	1-855-457-4636							•									
Total Senior Care	www.totalseniorcare.org	1-866-939-8613	•	•														
Fully Integrated Duals Advantage (FIDA)																		
<i>No FIDA plans in this region</i>																		

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	Advanced 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 Incontinence Stable or Improved	
Partial Capitation Plans													
Centers Plan for Healthy Living	★★	★★★★	★★	★★	★★★★	★★	★★★★	★★	★	★	★★	★	★
Fallon Health Weinberg	★★★★	★★★★	N/A	★	N/A	N/A	N/A	N/A	★★★★★	★★★★	★★★★★	★★★★★	★★★★
Fidelis Care at Home	★	★	★	★★★★	★★★★	★★★★★	★★★★	★★★★	★	★★	★★★★★	★	★
iCircle	★★★★	★★★★	N/A	★	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	★★
Kalos Health	★★★★	★★	N/A	★	N/A	N/A	N/A	N/A	★★★★	★★★★★	★★★★★	★★★★	★★★★
United Health Personal Assist	★★★★	★★★★	★★	★★	★★★★	★★	★★★★★	★★	★★★★★	★★★★	★	★	★★
VNA Homecare Options	★★	★★	★★★★	★★	★★★★	★★★★★	★★★★★	★★	★★★★★	★★	★★★★	★★★★★	★★★★
VNS Choice Partial	★★★★	★★★★	★★★★★	★★★★	★★★★	★★★★	★★★★	★★★★★	★	★	★	★	★★
WellCare Advocate Partial	★★★★	★★★★★	★★	★★★★★	★★★★	★★★★★	★★★★★	★★	★★★★★	★★★★★	★★★★★	★★★★	★★★★★
Medicaid Advantage Plus (MAP)	—												
No MAP plans in this region	—	—	—	—	—	—	—	—	—	—	—	—	—
Program of All-Inclusive Care for the Elderly (PACE)													
Catholic Health – LIFE	★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★	★★★★	★★★★	★★★★★
Complete Senior Care	★★★★	★★★★	★★★★★	★	N/A	N/A	N/A	N/A	★★★★★	★★★★	★★★★	★★★★★	★★★★
ElderOne	★★★★★	★★	★★★★	★★★★	★	★★★★	★	★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★
Total Senior Care	★★★★	★	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 FIDA plans because plans are new and lack sufficient data.

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, Advanced 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 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