

A Consumer's Guide to Child Health Plus Managed Care in Central New York



▶ 2011

Choosing a managed care plan that meets the health care needs of your child 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, as well as people's opinions about the care and services the plans provide.

There are other things you need to think about too. Is your child's doctor in the plan? How close is the

doctor's office to your home? Does the plan provide special services that your child needs? Talk with friends, family, and your doctor before making a decision. Ask questions to make sure you know what each plan offers.

For more information about Child Health Plus, call this number: **1-800-698-4KIDS (1-800-698-4543)** and ask about Child Health Plus. There are places right in your

neighborhood where you can get the help you need to apply for Child Health Plus, Medicaid, or Family Health Plus. These places have experienced and friendly staff called facilitated enrollers. To find out where help is available, check the list at www.health.ny.gov or call **1-800-698-4543** for a list of organizations in your area. All help is free.

Health Plan	Website	Member Services	Broome	Cayuga	Chemung	Chenango	Cortland	Herkimer	Jefferson	Lewis	Madison	Oneida	Onondaga	Oswego	St. Lawrence	Tioga	Tompkins
CDPHP	www.cdphp.com	1-800-777-2273	●			●		●			●	●				●	
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					●						●	●			●
UnitedHealthcareCommunity Plan	www.uhcommunityplan.com	1-800-493-4647		●				●			●	●	●	●			

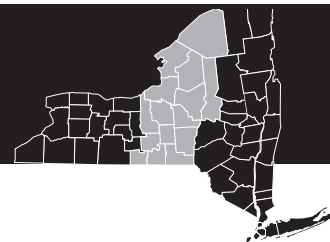
● Child Health Plus Available

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

If you have a problem:

If you have a problem with your health plan, first contact the plan's Member Services Department (above). If you cannot resolve the problem to your satisfaction, contact the New York State Department of Health, Division of Managed Care at: www.health.ny.gov or **1-800-206-8125**.

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Health Plan	Preventive and Well-Care for Children				Quality of Care Provided to Members with Illnesses		Overall Rating
	Infant and Toddler Care	Preschool and Middle Childhood Care	Adolescent Care	Dental Care (2-18 Years)	Asthma Care	Care of Common Cold and Sore Throat	
CDPHP	★★	★★	★★	★★★	★★	★★★	78%
Excelsus BlueCross BlueShield	★★★	★★	★	★★★	★★	★	67%
Fidelis Care New York	★★★	★★★	★★★	★★★	★★	★★★	94%
Total Care	★★	★★	★★	★★	★★	★	61%
UnitedHealthcare Community Plan	★★	★★	★★	★	★★	★★	61%

KEY: More stars mean better health plan performance

★★★ Above average ★★ Average ★ Below average

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 Department of Health survey.

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>