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.

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

To learn how to enroll in a health plan, call:

New York Medicaid Choice
1-800-505-5678

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

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

Copies of this guide are available at:

www.health.ny.gov/health_care/managed_care/consumer_guides

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A Consumer's Guide to Medicaid and Child Health Plus Managed Care Plans 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.

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. For more information about Child Health Plus, call this number: 1-800-698-4KIDS (1-800-698-4543) and ask about Child Health Plus.

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 (including 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.

Managed Care Plans in Central New York

	Member Services Phone Numbers	Broome	Cayuga	Chenango	Cortland	Herkimer	Jefferson	Lewis	Madison	Oneida	Onondaga	Oswego	St. Lawrence	Tioga	Tompkins
CDPHP www.cdphp.com	1-800-777-2273	•		C		C			C	C				•	
Excellus BlueCross BlueShield www.excellusbcbs.com	1-800-722-7884	•	C	C	C	•	C	C	C	•	C	C	C	C	C
Fidelis Care New York, Inc. www.fideliscare.org	1-888-343-3547	•	•	•	•	•	M	•	•	•	•	•	•	•	•
MVP Health Care www.mvphealthcare.com	1-888-687-6277						•	•		•					
Total Care, a Today's Options of New York Health Plan www.totalcareny.com	1-800-223-7242				•						•	C			•
UnitedHealthcare Community Plan www.uhccommunityplan.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.

M: Medicaid only **C**: Child Health Plus only • Both Medicaid and Child Health Plus

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

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

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 Care	Care for Respiratory Conditions	Diabetes Care	Cardio-vascular Care	Mental Health	Satisfaction with Adult Care	Satisfaction with Children's Care	
CDPHP	★★★★	★★	★★★★	★★★	★	★★★★	★★★	★★★	★★★★★	★★★★	★★★
Excellus BlueCross BlueShield	★★★	★★	★★★	★★	★★★	★★	★★★	★	★★★★	★★★★	★★★
Fidelis Care New York, Inc.	★★★★	★★★	★★★★	★★★	★★★★★	★★★★	★★★★★	★★★★★	★★	★★★	★★★★★
MVP Health Care	★★★★	★★	★★★★★	★	★	★★★	★★	★★	★★★★	★★★★	★★★
Total Care, a Today's Options of New York Health Plan	★★	★★★	★★	★★	★★	★★	★★★	★★	★★★	★	★★
UnitedHealthcare Community Plan	★	★★	★★	★★★	★★★★	★★★★	★★★	★★★★	★★	★★★	★★★

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. Results for measures that involve children and adolescents are based on both Medicaid and Child Health Plus members.

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 other quality of care measures available, please see the New York State Department of Health website: **http://www.health.ny.gov**