

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/

Follow us on:
health.ny.gov
facebook.com/NYSDOH
twitter.com/HealthNYGov
youtube.com/NYSDOH



**Department
of Health**

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



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 New York City

	Web Sites	Member Services Phone Numbers	Bronx	Kings	New York	Queens	Richmond
Partial Capitation Plans							
Aetna Better Health	www.aetnabetterhealth.com	1-855-456-9126		•	•	•	•
AgeWell New York	www.agewellnewyork.com	1-866-586-8044	•	•	•	•	
AlphaCare of New York	www.alphacare.com	1-855-652-5742	•	•	•	•	
ArchCare Community Life	www.archcare.org	1-855-380-2589	•	•	•	•	•
Centers Plan for Healthy Living	www.centersplan.com	1-855-270-1600	•	•	•	•	•
Elderplan dba Homefirst	www.homefirst.org	1-866-386-4177	•	•	•	•	•
ElderServe dba RiverSpring	www.elderservehealth.org	1-800-370-3600	•	•	•	•	•
Empire BCBS HealthPlus MLTC	mss.empireblue.com/ny/pages/mltc.aspx	1-800-950-7679	•	•	•	•	•
Extended MLTC	www.extendedmltc.org	1-855-299-6492	•	•	•	•	•
Fidelis Care at Home	www.fideliscare.org	1-888-343-3547	•	•	•	•	•
GuildNet	www.guildnetny.org	1-800-932-4703	•	•	•	•	•
Independence Care System	www.icsny.org	1-877-427-2525	•	•	•	•	
Integra MLTC	www.integrplan.org	1-855-800-4683	•	•	•	•	•
MetroPlus MLTC	www.metroplus.org	1-855-355-6582	•	•	•	•	
Montefiore MLTC	www.montefiore.org	1-855-556-6683	•				
North Shore-LIJ Health Plan	www.nsljhealthplans.com	1-855-421-3066		•	•	•	•
Senior Health Partners	www.shpny.org	1-800-633-9717	•	•	•	•	•
Senior Whole Health Partial	www.seniorwholehealth.com	1-877-353-0185	•	•	•	•	
United Health Personal Assist	www.uhcommunityplan.com	1-855-345-6582	•	•	•	•	•
VillageCareMAX	www.villagecaremax.org	1-800-469-6292	•	•	•	•	
VNS CHOICE MLTC	www.vnsnychoice.org	1-855-282-4642	•	•	•	•	•
WellCare Advocate Partial	www.wellcare.com	1-800-288-5441	•	•	•	•	•
Program of All-Inclusive Care for the Elderly (PACE)							
ArchCare Senior Life	www.archcare.org	1-866-263-9083	•	•	•	•	•
CenterLight PACE	www.centerlighthealthcare.org	1-877-226-8500	•	•	•	•	•
Medicaid Advantage Plus (MAP)							
Elderplan	www.elderplan.org	1-866-360-1934	•	•	•	•	•
Empire BCBS HealthPlus MAP	mss.empireblue.com/ny/pages/mltc.aspx	1-800-950-7679	•	•	•	•	•
Fidelis Medicaid Advantage Plus	www.fideliscare.org	1-888-343-3547	•	•	•	•	•
GuildNet Medicaid Advantage Plus	www.guildnetny.org	1-800-932-4703	•	•	•	•	
MHI Healthfirst Complete Care	www.healthfirst.org	1-866-463-6743	•	•	•	•	•
Senior Whole Health	www.seniorwholehealth.com	1-877-353-0185	•	•	•	•	
VNS CHOICE Total	www.vnsnychoice.org	1-855-282-4642	•	•	•	•	•
Fully Integrated Duals Advantage (FIDA)							
Aetna Better Health FIDA	www.aetnabetterhealth.com	1-855-494-9945		•	•	•	
AgeWell New York FIDA	www.agewellnewyork.com	1-866-586-8044	•	•	•	•	
Elderplan FIDA Total Care	www.elderplanfida.org	1-855-462-3167	•	•	•	•	•
FIDA Care Complete	www.centersplan.com	1-800-466-2745	•	•	•	•	•
Fidelis Care FIDA	www.fideliscare.org	1-800-247-1447	•	•	•	•	•
GuildNet Gold Plus FIDA	www.guildnetny.org	1-800-815-0000	•	•	•	•	•
Healthfirst AbsoluteCare FIDA	www.healthfirst.org	1-855-675-7630	•	•	•	•	•
ICS Community Care Plus FIDA	www.icsny.org	1-877-427-2525	•	•	•	•	
MetroPlus FIDA	www.metroplus.org	1-844-288-3432	•	•	•	•	•
North Shore-LIJ FIDA LiveWell	www.nsljhealthplans.com	1-855-776-7545	•	•	•	•	•
Partners Health Plan IDD	www.phpcares.org	1-855-747-5483	•	•	•	•	•
RiverSpring FIDA	www.riverspringfida.org/riverspring	1-800-950-9000	•	•	•	•	•
SWH Whole Health FIDA	www.seniorwholehealth.com	1-844-861-3432	•	•	•	•	
VillageCareMAX Full Advantage FIDA	www.villagecaremax.org	1-800-469-6292	•	•	•	•	
VNSNY CHOICE FIDA Complete	www.vnsnychoice.org	1-866-783-1444	•	•	•	•	•

Not every plan may be accepting new enrollment. Please call the plan member services phone number listed above to confirm availability.

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

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 Continence Stable or Improved	
Partial Capitation Plans													
Aetna Better Health	★★★	★★★★	★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★
AgeWell New York	★★★★	★★★★★	★	★★	★★	★★★	★★★	★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
AlphaCare of New York	★★★	★★	★	★★	★	★	★	★	★★★	★★★	★★★	★★	★
ArchCare Community Life	★★★	★★	★★★★	★★★	★★★★	★★★	★★★★	★★★	★	★★	★★	★★	★★
CenterLight Select	★★★	★★★★	★★	★★★★	★★	★★	★	★★	★★	★	★	★★★	★★
Centers Plan for Healthy Living	★	★★★★★	★★	★★★★	★★★	★★	★★★	★★	★★	★★	★★★	★	★
Elderplan dba Homefirst	★★★	★★★★	★★★★	★★★★	★★	★★	★★	★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★
ElderServe dba RiverSpring	★★★★	★★★★★	★	★★★★★	★★★★	★★★★	★★★★	★★★	★	★★★★★	★★★★★	★★	★★★★★
Empire BCBS HealthPlus MLTC	★★★	★★★	★★★★	★★★★	★★★★★	★★★	★★★★	★★★★★	★★★★	★★	★★★	★★★★	★★★★★
Extended MLTC	★★★★★	★★★★	★★★★	★★★★	★	★★★	★	★★★	★★★★★	★★★★★	★★★★★	★★	★★★★★
Fidelis Care at Home	★★★	★	★	★★★	★★★	★★★★	★★★	★★★	★	★★	★★★	★★★★	★★
GuildNet	★	★	★★	★★	★★★★	★★★★	★★★	★★★★	★★★★★	★	★★★★★	★★★	★★★
Independence Care System	★	★★★★	★★★★	★★★	★★★	★★★	★★	★★★★	★★★★	★★★★★	★★★★	★★★★	★★★★
Integra MLTC	★★★★	★★	★	★★	★★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★
MetroPlus MLTC	★★★	★★★	★★★★	★★★	★★★	★★	★★★	★★★★	★★	★★★	★★★	★★★	★★★
Montefiore MLTC	★★★	★★★	★★★★	★★★	N/A	N/A	N/A	N/A	★★	★★★	★★★	★★	★★★
North Shore-LIJ Health Plan	★★	★★★	★★★★	★★	★★★★	★★★	★★★★★	★★★★	★★★★	★★	★★	★★★★	★★★★
Senior Health Partners	★★★★★	★★★★	★★★★	★★★★	★	★	★★	★★	★	★★★	★	★★	★
Senior Whole Health Partial	★★★★	★★★★	★★	★★★	★★★	★★★	★★★	★★★★	★★★★	★★★★	★★	★	★★★
United Health Personal Assist	★★	★★★	★★	★★★	★★★	★★	★★★★	★★	★★★★	★★★★	★★★	★★★	★★★
VillageCareMAX	★★★★	★★★	★★★★	★★★	★★★	★★★	★★★	★★	★★★★	★★★★★	★★★★★	★★★★	★★★★★
VNS CHOICE MLTC	★★★	★★★	★★★★	★★★★	★★★	★★★	★★★	★★★★	★	★	★	★	★★
WellCare Advocate Partial	★★	★★★★★	★★	★★★	★★★	★★★★	★★★★	★★★	★	★	★★	★★★	★★
Program of All-Inclusive Care for the Elderly (PACE)													
ArchCare Senior Life	★★★★	★★★	★★★★	★★★	★★	★★★	★★★	★★★★	★★★	★★	★★★	★★★	★★★
CenterLight PACE	★★★★★	★★	★★★★	★★★	★★	★★★	★★★	★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Medicaid Advantage Plus (MAP)													
Elderplan	★★	★★★	★★★★	★★★	★★★	★★	★★★	★★★★	★★★★	★★★	★★★★	★★★★★	★★★★
Fidelis Medicaid Advantage Plus	★★★	★★★	★★★★	★★★★	★★★★	N/A	N/A	N/A	★★★	★★★	★★★	★★★	★★★★
GuildNet Medicaid Advantage Plus	★★	★★★	★★★★	★★★	★★★★	★★★	★★★★	★★★★	★★★	★★★	★★★	★★★★	★★★★
MHI Healthfirst Complete Care	★★★★★	★★★	★★★★	★★★★	★★★★	★★★	★★★	★★★	★	★★★	★	★★	★★★
Senior Whole Health	★★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★	★★★★	★★★	★★★	★★★
VNS CHOICE Total	★★★	★★★	★★★★	★★★	★★★★	★★★★★	★★★★	★★★★	★★	★★★	★★	★★	★★★★
Fully Integrated Duals Advantage (FIDA)													
Aetna Better Health FIDA	★★★	★★★	N/A	★★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★★	★★★
AgeWell New York FIDA	★★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★★	★★★
CenterLight Healthcare FIDA	★★★	★★★★	N/A	★★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★★	★★★
Elderplan FIDA Total Care	★★	★★★★	N/A	★★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★★	★★★★	★★★★
Fidelis Care FIDA	★★★	★★★	N/A	★★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★★	★★★
GuildNet Gold Plus FIDA	★★	★★★	N/A	★★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★★	★★★	★★★
Healthfirst AbsoluteCare FIDA	★★★★	★★★	N/A	★★★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★★	★★★★
ICS Community Care Plus FIDA	★★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★★	★★★
MetroPlus FIDA	★★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★★	★★★
SWH Whole Health FIDA	★★★	★★★	N/A	★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★★	★★★
VNSNY CHOICE FIDA Complete	★★★	★★★	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 AlphaCare Signature FIDA, Empire BCBS HealthPlus MAP, FIDA Care Complete, North Shore-LIJ FIDA LiveWell, RiverSpring FIDA, VillageCareMAX Full Advantage FIDA, and WellCare Advocate Complete FIDA due to small numbers. Plan performance data are not available for Partners Health Plan IDD.

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 the 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