Choosing a managed care plan

What does plan choice mean to you? It means you have choices. You can choose your provider, and you can make sure your medicine and doctors are accepted by your plan. The plan provides you with a list of doctors and hospitals that accept the plan’s insurance, and it is easy to reach. Health care providers are also available to answer your questions. If you contact the plan to get help, the plan will tell you how to make sure you have the health care your family needs.

A Consumer’s Guide to Medicaid

Managed Care in Western New York

In a Managed Health Care Plan:

- You have a regular doctor.
- You can get regular check-ups.
- 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.

Dental services are available for everyone.

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

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

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

For copies of this guide, call:

New York State Department of Health 518-486-9012

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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. 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 (commercial, 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. 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.

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### Important Numbers

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- For copies of this guide, call: New York State Department of Health 518-486-9012

### Managed Care Plans in Western New York

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Member Services Phone Number</th>
<th>Allegany</th>
<th>Cattaraugus</th>
<th>Chautauqua</th>
<th>Erie</th>
<th>Genesee</th>
<th>Livingston</th>
<th>Monroe</th>
<th>Niagara</th>
<th>Orleans</th>
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<th>Schuyler</th>
<th>Seneca</th>
<th>Steuben</th>
<th>Wayne</th>
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<tr>
<td>Excellus BlueCross BlueShield</td>
<td>1-800-722-7884</td>
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<td>Fidelis Care New York</td>
<td>1-888-343-3547</td>
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<td>HealthNow New York Inc.</td>
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<td>Independent Health’s MediSource</td>
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<td>UnitedHealthcare Community Plan</td>
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**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
- **Both Health Plus and Medicaid**

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A Consumer’s Guide to Medicaid Managed Care in Western New York

Key

More stars mean better health plan performance

★★★ Above average
★★ Average
★ Below average

Health Plan

| Health Plan                              | Child and Adolescent Care | Women’s Preventive Care | Maternal Care | Adult Preventive Care | Care for Respiratory Conditions | Diabetes Care | Cardiovascular Care | Mental Health | Satisfaction with Adult Care | Satisfaction with Children’s Care | Overall Rating |
|-----------------------------------------|---------------------------|-------------------------|---------------|----------------------|-------------------------------|---------------|---------------------|--------------|-------------------------------|-------------------------------|----------------
| Excellus BlueCross BlueShield           | ★                         | ★                       | ★★★           | ★                    | ★★★                         | ★★★          | ★                   | ★            | ★★★                          | ★★★                          | 53%            |
| Fidelis Care New York                   | ★                         | ★                       | ★★★           | ★★★                 | ★★★                         | ★★★          | ★★★                 | ★            | ★★★                          | ★★★                          | 63%            |
| HealthNow New York Inc.                 | ★                         | ★                       | ★             | ★★★                 | ★★★                         | ★★★          | ★                   | ★            | ★★★                          | ★★★                          | 50%            |
| Independent Health’s MediSource         | ★                         | ★                       | ★             | ★★★                 | ★★★                         | ★★           | ★                   | ★            | ★★★                          | ★★★                          | 50%            |
| MVP                                     | ★★★                      | ★                       | ★★★           | ★★★                 | ★★★                         | ★★           | ★                   | ★            | ★★★                          | ★★★                          | 70%            |
| UnitedHealthcare Community Plan         | ★                         | ★                       | ★★★           | ★                  | ★★★                         | ★★★          | ★                   | ★★★          | ★★                           | ★★                           | 63%            |
| Univera Community Health                | ★                         | ★                       | ★★★           | ★★★                 | ★★★                         | ★★★          | ★                   | ★★★          | ★★                           | ★★                           | 53%            |

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. 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