Managed Care Plans on Long Island

Nassau

Affinity Health Plan

Member Services Phone Numbers

<table>
<thead>
<tr>
<th>Phone Numbers</th>
<th>Web Sites</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-866-247-5678</td>
<td><a href="http://www.affinityplan.org">www.affinityplan.org</a></td>
</tr>
<tr>
<td>1-800-600-4441</td>
<td><a href="http://www.myamerigroup.com">www.myamerigroup.com</a></td>
</tr>
<tr>
<td>1-800-447-8255</td>
<td><a href="http://www.emblemhealth.com">www.emblemhealth.com</a></td>
</tr>
<tr>
<td>1-888-343-3547</td>
<td><a href="http://www.fideliscare.org">www.fideliscare.org</a></td>
</tr>
<tr>
<td>1-800-486-9012</td>
<td><a href="http://www.health.ny.gov">www.health.ny.gov</a></td>
</tr>
</tbody>
</table>

Suffolk

Managed Care Plans in Nassau County

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.

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

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

Choosing a managed care plan

You can compare health plan options, apply for financial assistance, and find your community health plan. To make sure you know about the plan's options, apply for financial assistance, and get your community health plan, visit the New York State Department of Health, Division of Health Plans. This website is provided to assist you in making your choice. For more information, please visit health.ny.gov/managedcare

There are other things you need to think about as you choose your health plan. Talk with friends, your doctor and your New York Medicaid CHOICE counselors before making your decision. Ask questions to make sure you know what the plan offers. The website is opened to all New York State residents. Resources to help you understand your options and enroll in coverage include:

• Your doctor's office
• Your insurance company
• Your state's Medicaid program

A Consumer's Guide to Medicaid Managed Care on Long Island

2013

www.longisland.com
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.
# A Consumer’s Guide to Medicaid Managed Care on Long Island

## Key

More stars mean better health plan performance:
- ★★★ Above average
- ★★ Average
- ★ Below average

## Health Plan

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Preventive and Well-Care for Adults and Children</th>
<th>Quality of Care Provided to Members with Illnesses</th>
<th>Patient Satisfaction with Access and Service</th>
<th>Overall Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affinity Health Plan</td>
<td>★★ ★★★ ★★★</td>
<td>★★ ★</td>
<td>★★</td>
<td>★★</td>
</tr>
<tr>
<td>Fidelis Care New York</td>
<td>★ ★ ★★ ★★★</td>
<td>★★ ★★★</td>
<td>★★</td>
<td>★★</td>
</tr>
<tr>
<td>HIP (EmblemHealth)</td>
<td>★★★ ★★★ ★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★</td>
</tr>
<tr>
<td>Health Plus (Amerigroup)</td>
<td>★★★ ★★★ ★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★</td>
</tr>
<tr>
<td>Healthfirst PHSP, Inc.</td>
<td>★★★ ★★★ ★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★</td>
</tr>
<tr>
<td>UnitedHealthcare Community Plan</td>
<td>★ ★ ★★ ★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★</td>
</tr>
</tbody>
</table>

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](http://www.health.ny.gov)