

Managed Care Program Annual Report (MCPAR) for New York: 2023-24 Medicaid Long Term Care Partial Capitation (MLTCP)

| Due date | Last edited | Edited by | Status |
|------------|-------------|-----------------|-----------|
| 09/27/2024 | 10/03/2024 | Anesa Brkanovic | Submitted |

| Indicator | Response |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Exclusion of CHIP from MCPAR Enrollees in separate CHIP programs funded under Title XXI should not be reported in the MCPAR. Please check this box if the state is unable to remove information about Separate CHIP enrollees from its reporting on this program. | Selected |

Section A: Program Information

Point of Contact

| Number | Indicator | Response |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| A1 | State name Auto-populated from your account profile. | New York |
| A2a | Contact name First and last name of the contact person. States that do not wish to list a specific individual on the report are encouraged to use a department or program-wide email address that will allow anyone with questions to quickly reach someone who can provide answers. | NHYSDOH- OHIP: Division of Health Plan Contracting and Oversight (DHPCO) |
| A2b | Contact email address Enter email address. Department or program-wide email addresses ok. | bmcfhelp@health.ny.gov |
| A3a | Submitter name CMS receives this data upon submission of this MCPAR report. | Anesa Brkanovic |
| A3b | Submitter email address CMS receives this data upon submission of this MCPAR report. | anesa.brkanovic@health.ny.gov |
| A4 | Date of report submission CMS receives this date upon submission of this MCPAR report. | 10/03/2024 |

Reporting Period

| Number | Indicator | Response |
|---------------|-----------------------------------------------------------------------------|-------------------------------------------------------------|
| A5a | Reporting period start date Auto-populated from report dashboard. | 04/01/2023 |
| A5b | Reporting period end date Auto-populated from report dashboard. | 03/31/2024 |
| A6 | Program name Auto-populated from report dashboard. | 2023-24 Medicaid Long Term Care Partial Capitation (MLTCP) |

Add plans (A.7)

Enter the name of each plan that participates in the program for which the state is reporting data.

| Indicator | Response |
|------------------|--------------------------------------------------------------------------------|
| Plan name | Centers Plan for Healthy Living LLC |
| | Elder Plan, Inc. (dba Homefirst) |
| | Elderserve Health (dba RiverSpring) |
| | ErieNiagara MLTCP Inc (dba Kalos) |
| | EverCare Choice Inc (dba Elant) |
| | Hamaspik Choice Inc. |
| | HealthFirst Health Plan Inc. (dba Senior Health Partners) |
| | Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC) |
| | Icircle Services of the Finger Lakes |
| | MetroPlus Health Plan Inc. |
| | Niagara Adv Health Plan LLC (dba Elderwood) |
| | NY Quality Healthcare Corp. (dba Fidelis Care) |
| | Prime Health Choice LLC |
| | Senior Network Health LLC |
| | Senior Whole Health of NY |
| | Village Sr Services Corp (dba VillageCare Max) |
| | VNA Homecare Options LLC (dba Nascentia Health Options) |
| | VNS Health MLTC |
| | Aetna Better Health, Inc. |
| | Montefiore HMO LLC (12/31/23) |
| | Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23) |
| | Extended MLTC, LLC (7/31/23) |
| | Fallon Health Weinberg, Inc. (12/31/23) |

Add BSS entities (A.8)

Enter the names of Beneficiary Support System (BSS) entities that support enrollees in the program for which the state is reporting data. Learn more about BSS entities at 42 CFR 438.71 See Glossary in Excel Workbook for the definition of BSS entities.

Examples of BSS entity types include a: State or Local Government Entity, Ombudsman Program, State Health Insurance Program (SHIP), Aging and Disability Resource Network (ADRN), Center for Independent Living (CIL), Legal Assistance Organization, Community-based Organization, Subcontractor, Enrollment Broker, Consultant, or Academic/Research Organization.

| Indicator | Response |
|-----------------|----------------------------------------|
| BSS entity name | Ombudsman Program |
| | Enrollment Broker (NY Medicaid Choice) |
| | Technical Assistance Center (TAC) |

Add In Lieu of Services and Settings (A.9)

⚠ Beginning December 2025, this section must be completed by states that authorize ILOS. Submission of this data before December 2025 is optional.

This section must be completed if any ILOSs *other than short term stays in an Institution for Mental Diseases (IMD)* are authorized for this managed care program. **Enter the name of each ILOS offered as it is identified in the managed care plan contract(s).** Guidance on In Lieu of Services on Medicaid.gov.

| Indicator | Response |
|-----------|----------------|
| ILOS name | Not Applicable |

Section B: State-Level Indicators

Topic I. Program Characteristics and Enrollment

| Number | Indicator | Response |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| BI.1 | <p>Statewide Medicaid enrollment</p> <p>Enter the average number of individuals enrolled in Medicaid per month during the reporting year (i.e., average member months). Include all FFS and managed care enrollees and count each person only once, regardless of the delivery system(s) in which they are enrolled.</p> | 7,647,192 |
| BI.2 | <p>Statewide Medicaid managed care enrollment</p> <p>Enter the average number of individuals enrolled in any type of Medicaid managed care per month during the reporting year (i.e., average member months). Include all managed care programs and count each person only once, even if they are enrolled in multiple managed care programs or plans.</p> | 5,767,869 |

Topic III. Encounter Data Report

| Number | Indicator | Response |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BIII.1 | <p data-bbox="313 107 618 136">Data validation entity</p> <p data-bbox="313 161 716 695">Select the state agency/division or contractor tasked with evaluating the validity of encounter data submitted by MCPs. Encounter data validation includes verifying the accuracy, completeness, timeliness, and/or consistency of encounter data records submitted to the state by Medicaid managed care plans. Validation steps may include pre-acceptance edits and post-acceptance analyses. See Glossary in Excel Workbook for more information.</p> | <p data-bbox="760 107 1114 136">State Medicaid agency staff</p> <p data-bbox="760 180 1068 210">Other state agency staff</p> <p data-bbox="760 254 951 283">State actuaries</p> <p data-bbox="760 327 834 357">EQRO</p> <p data-bbox="760 401 1081 430">Other third-party vendor</p> <p data-bbox="760 474 1036 504">Proprietary system(s)</p> |
| BIII.2 | <p data-bbox="313 751 675 865">HIPAA compliance of proprietary system(s) for encounter data validation</p> <p data-bbox="313 888 716 947">Were the system(s) utilized fully HIPAA compliant? Select one.</p> | Yes |

Topic X: Program Integrity

| Number | Indicator | Response |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BX.1 | <p data-bbox="313 107 695 180">Payment risks between the state and plans</p> <p data-bbox="313 201 727 863">Describe service-specific or other focused PI activities that the state conducted during the past year in this managed care program. Examples include analyses focused on use of long-term services and supports (LTSS) or prescription drugs or activities that focused on specific payment issues to identify, address, and prevent fraud, waste or abuse. Consider data analytics, reviews of under/overutilization, and other activities. If no PI activities were performed, enter 'No PI activities were performed during the reporting period' as your response. 'N/A' is not an acceptable response.</p> | <p data-bbox="760 107 1377 296">Office of Medicaid Inspector General performs a variety of PI activities via Managed Care Program Integrity Reviews (MCPIR) as well as various other PI activities relative to the specific program areas (e.g. LTSS)</p> |
| BX.2 | <p data-bbox="313 919 618 993">Contract standard for overpayments</p> <p data-bbox="313 1014 727 1171">Does the state allow plans to retain overpayments, require the return of overpayments, or has established a hybrid system? Select one.</p> | <p data-bbox="760 919 1247 949">State has established a hybrid system</p> |
| BX.3 | <p data-bbox="313 1224 634 1339">Location of contract provision stating overpayment standard</p> <p data-bbox="313 1360 727 1518">Describe where the overpayment standard in the previous indicator is located in plan contracts, as required by 42 CFR 438.608(d)(1)(i).</p> | <p data-bbox="760 1224 1377 1413">Section E. Section Y 1 (b) Section Y 2. (a) -- Compliance Program Section Y 3. -- Contractor Obligation to Return Overpayments Section 6. -- Withholding of Payments. Section 10. --Fraud, Waste or Abuse Referrals</p> |
| BX.4 | <p data-bbox="313 1570 703 1644">Description of overpayment contract standard</p> <p data-bbox="313 1665 727 1917">Briefly describe the overpayment standard (for example, details on whether the state allows plans to retain overpayments, requires the plans to return overpayments, or administers a hybrid system) selected in indicator B.X.2.</p> | <p data-bbox="760 1570 1377 2074">Overpayment means any payment made to a Participating Provider, a Non-Participating Provider or subcontractor by the Contractor to which the Participating Provider, Non-Participating Provider or subcontractor is not entitled to under Title XIX of the Social Security Act or any payment to the Contractor to which the Contractor is not entitled to under Title XIX of the Social Security Act (see 42 CFR 438.2). It includes any payment which would constitute an overpayment under State or Federal law. A provision requiring that the provider or subcontractor promptly report to the</p> |

Contractor after it identifies any overpayment related to performance under this Agreement. The Contractor shall require and have a mechanism in place for its Participating or Non-Participating Providers to report to the Contractor when the Participating or Non-Participating Provider has received an overpayment, to return the overpayment within 60 days of the date of the identification of the overpayment, and to notify the Contractor in writing of the reason for the overpayment.

BX.5 State overpayment reporting monitoring

Describe how the state monitors plan performance in reporting overpayments to the state, e.g. does the state track compliance with this requirement and/or timeliness of reporting?

The regulations at 438.604(a)(7), 608(a)(2) and 608(a)(3) require plan reporting to the state on various overpayment topics (whether annually or promptly). This indicator is asking the state how it monitors that reporting.

3. Contractor Obligation to Return Overpayments F. Recovery of Overpayments to Providers M. OMIG's Right to Audit and Recover Overpayments Caused by Contractor Submission of Misstated Reports N. OMIG's Right to Audit and Recover Overpayments Which Were Caused by the Contractor's Misstated Encounter Data

BX.6 Changes in beneficiary circumstances

Describe how the state ensures timely and accurate reconciliation of enrollment files between the state and plans to ensure appropriate payments for enrollees experiencing a change in status (e.g., incarcerated, deceased, switching plans).

Upon processing an enrollment or disenrollment, Plans are notified via an 834 Client Enrollment file from the State. This file indicates a change, addition, or removal of a member. Plans can also request this file to audit their records. Plans also receive transactions files from the State's BSS entity Maximus of enrollments and terminations. If an inappropriate payment for an enrollee is identified by the Department, the Plan is notified to correct any errors/self-report the error to the Office of the Medicaid Inspector General (OMIG). If after 60 days, the Department notices action has not been taken then the overpayment is reported to OMIG.

BX.7a Changes in provider circumstances: Monitoring plans

Does the state monitor whether plans report provider "for cause" terminations in a timely manner under 42 CFR 438.608(a)(4)? Select one.

Yes

| | | |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BX.7b | Changes in provider circumstances: Metrics | No |
| | Does the state use a metric or indicator to assess plan reporting performance? Select one. | |
| BX.8a | Federal database checks: Excluded person or entities | No |
| | During the state's federal database checks, did the state find any person or entity excluded? Select one. Consistent with the requirements at 42 CFR 455.436 and 438.602, the State must confirm the identity and determine the exclusion status of the MCO, PIHP, PAHP, PCCM or PCCM entity, any subcontractor, as well as any person with an ownership or control interest, or who is an agent or managing employee of the MCO, PIHP, PAHP, PCCM or PCCM entity through routine checks of Federal databases. | |
| BX.9a | Website posting of 5 percent or more ownership control | No |
| | Does the state post on its website the names of individuals and entities with 5% or more ownership or control interest in MCOs, PIHPs, PAHPs, PCCMs and PCCM entities and subcontractors? Refer to §455.104 and required by 42 CFR 438.602(g)(3). | |
| BX.10 | Periodic audits | https://www.health.ny.gov/health_care/managed_care/reports/docs/cy2021_encounter_data_audit.pdf |
| | If the state conducted any audits during the contract year to determine the accuracy, truthfulness, and completeness of the encounter and financial data submitted by the plans, provide the link(s) to the audit results. Refer to 42 CFR 438.602(e). If no audits were conducted, please enter 'No such audits were conducted during the reporting year' as your response. 'N/A' is not an acceptable response. | |

Section C: Program-Level Indicators

Topic I: Program Characteristics

| Number | Indicator | Response |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C11.1 | <p>Program contract</p> <p>Enter the title of the contract between the state and plans participating in the managed care program.</p> | MEDICAID MANAGED CARE Partial Capitation 2022-2026 contract years |
| N/A | <p>Enter the date of the contract between the state and plans participating in the managed care program.</p> | 01/01/2022 |
| C11.2 | <p>Contract URL</p> <p>Provide the hyperlink to the model contract or landing page for executed contracts for the program reported in this program.</p> | https://www.health.ny.gov/health_care/medicaid/redesign/mrt90/2022/docs/part_cap_amended_contract_3rd_redline.pdf |
| C11.3 | <p>Program type</p> <p>What is the type of MCPs that contract with the state to provide the services covered under the program? Select one.</p> | Managed Care Organization (MCO) |
| C11.4a | <p>Special program benefits</p> <p>Are any of the four special benefit types covered by the managed care program: (1) behavioral health, (2) long-term services and supports, (3) dental, and (4) transportation, or (5) none of the above? Select one or more.</p> <p>Only list the benefit type if it is a covered service as specified in a contract between the state and managed care plans participating in the program. Benefits available to eligible program enrollees via fee-for-service should not be listed here.</p> | <p>Behavioral health</p> <p>Long-term services and supports (LTSS)</p> <p>Dental</p> <p>Transportation</p> |
| C11.4b | <p>Variation in special benefits</p> <p>What are any variations in the availability of special benefits within the program (e.g. by service area or population)? Enter "N/A" if not applicable.</p> | N/A |
| C11.5 | <p>Program enrollment</p> <p>Enter the average number of individuals enrolled in this managed care program per</p> | 281,930 |

month during the reporting year (i.e., average member months).

C11.6

Changes to enrollment or benefits

There were no major changes to the population or benefits during the reporting year.

Briefly explain any major changes to the population enrolled in or benefits provided by the managed care program during the reporting year. If there were no major changes, please enter 'There were no major changes to the population or benefits during the reporting year' as your response. 'N/A' is not an acceptable response.

Topic III: Encounter Data Report

| Number | Indicator | Response |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C1III.1 | <p>Uses of encounter data</p> <p>For what purposes does the state use encounter data collected from managed care plans (MCPs)? Select one or more.</p> <p>Federal regulations require that states, through their contracts with MCPs, collect and maintain sufficient enrollee encounter data to identify the provider who delivers any item(s) or service(s) to enrollees (42 CFR 438.242(c)(1)).</p> | <p>Rate setting</p> <p>Quality/performance measurement</p> <p>Monitoring and reporting</p> <p>Program integrity</p> <p>Policy making and decision support</p> |
| C1III.2 | <p>Criteria/measures to evaluate MCP performance</p> <p>What types of measures are used by the state to evaluate managed care plan performance in encounter data submission and correction? Select one or more.</p> <p>Federal regulations also require that states validate that submitted enrollee encounter data they receive is a complete and accurate representation of the services provided to enrollees under the contract between the state and the MCO, PIHP, or PAHP. 42 CFR 438.242(d).</p> | <p>Timeliness of initial data submissions</p> <p>Timeliness of data corrections</p> <p>Timeliness of data certifications</p> <p>Use of correct file formats</p> <p>Provider ID field complete</p> <p>Overall data accuracy (as determined through data validation)</p> |
| C1III.3 | <p>Encounter data performance criteria contract language</p> <p>Provide reference(s) to the contract section(s) that describe the criteria by which managed care plan performance on encounter data submission and correction will be measured. Use contract section references, not page numbers.</p> | <p>F. Reporting Requirements (b)</p> <p>https://www.health.ny.gov/health_care/medicaid/redesign/mrt90/2023/docs/part_cap_model.pdf</p> |

| | | |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C1III.4 | Financial penalties contract language | State's Social Services Law Sec. 364 j(32) and F. Reporting Requirements (b) |
| | Provide reference(s) to the contract section(s) that describes any financial penalties the state may impose on plans for the types of failures to meet encounter data submission and quality standards. Use contract section references, not page numbers. | |
| C1III.5 | Incentives for encounter data quality | N/A |
| | Describe the types of incentives that may be awarded to managed care plans for encounter data quality. Reply with "N/A" if the plan does not use incentives to award encounter data quality. | |
| C1III.6 | Barriers to collecting/validating encounter data | NYS implemented the OSDS encounter submission format during the reporting period and instructed plans to pause encounter data submissions during OSDS implementation (April 2023) until the new system was ready to collect data (May 2023). This encounter submission hold led to some encounters being submitted outside the 15 day requirement for reporting. |
| | Describe any barriers to collecting and/or validating managed care plan encounter data that the state has experienced during the reporting year. If there were no barriers, please enter 'The state did not experience any barriers to collecting or validating encounter data during the reporting year' as your response. 'N/A' is not an acceptable response. | |

Topic IV. Appeals, State Fair Hearings & Grievances

| Number | Indicator | Response |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C1IV.1 | <p>State's definition of "critical incident," as used for reporting purposes in its MLTSS program</p> <p>If this report is being completed for a managed care program that covers LTSS, what is the definition that the state uses for "critical incidents" within the managed care program? Respond with "N/A" if the managed care program does not cover LTSS.</p> | <p>The Contractor must have policies and procedures for identifying, addressing and seeking to prevent critical incidents, which include instances of abuse, neglect and exploitation of its Enrollees, on a continuous basis. The Contractor is required to provide critical incident monitoring and investigations of critical incidents including but not limited to: wrongful death; use of restraints; medication errors that resulted in injury; and any other incidents as determined by the Department.</p> |
| C1IV.2 | <p>State definition of "timely" resolution for standard appeals</p> <p>Provide the state's definition of timely resolution for standard appeals in the managed care program. Per 42 CFR §438.408(b)(2), states must establish a timeframe for timely resolution of standard appeals that is no longer than 30 calendar days from the day the MCO, PIHP or PAHP receives the appeal.</p> | <p>Must be decided as fast as member's condition requires, but for standard appeals: no later than 30 calendar days of receipt of appeal request.</p> |
| C1IV.3 | <p>State definition of "timely" resolution for expedited appeals</p> <p>Provide the state's definition of timely resolution for expedited appeals in the managed care program. Per 42 CFR §438.408(b)(3), states must establish a timeframe for timely resolution of expedited appeals that is no longer than 72 hours after the MCO, PIHP or PAHP receives the appeal.</p> | <p>Must be decided as fast as member's condition requires, but for Expedited appeals: within 2 business days of receipt of necessary information, but no later than 3 business days of receipt of appeal request.</p> |

C1IV.4

State definition of "timely" resolution for grievances

Provide the state's definition of timely resolution for grievances in the managed care program. Per 42 CFR §438.408(b)(1), states must establish a timeframe for timely resolution of grievances that is no longer than 90 calendar days from the day the MCO, PIHP or PAHP receives the grievance.

Must be decided as fast as member's condition requires, but no more than: Expedited: 48 hours from receipt of all necessary information, but no more than 7 calendar days from the receipt of the grievance. Standard: 45 calendar days from receipt of all necessary information, but no more than 60 calendar days from receipt of the grievance.

Topic V. Availability, Accessibility and Network Adequacy

Network Adequacy

| Number | Indicator | Response |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C1V.1 | <p>Gaps/challenges in network adequacy</p> <p>What are the state's biggest challenges? Describe any challenges MCPs have maintaining adequate networks and meeting access standards. If the state and MCPs did not encounter any challenges, please enter 'No challenges were encountered' as your response. 'N/A' is not an acceptable response.</p> | <p>The diverse geography of New York (rural versus urban) presents challenges in areas of the state where there are insufficient or no providers available to serve the population. Some providers are unwilling to comply with the provisions of the 21st Century Cures Act and enroll with the state's Medicaid program. Providers may be unwilling to accept Medicaid reimbursement rates or to contract with Managed Care plans.</p> |
| C1V.2 | <p>State response to gaps in network adequacy</p> <p>How does the state work with MCPs to address gaps in network adequacy?</p> | <p>MCPs submit their provider networks on a quarterly basis. Network adequacy is reviewed at the county level. MCPs receive a report identifying where network inadequacies are identified. Subsequently, MCPs are responsible for providing NYS with a response as to the measures they are employing to help mitigate gaps in their provider networks. NYS will issue Statement of Deficiencies to MCPs in relation to identified gaps and require MCPs to submit Corrective Action Plans to address gaps in network adequacy. Where networks are inadequate, authorizations for out-of-network access are required. Additionally, MCPs work with NYS collaboratively to assess and assure provider market data is accurate.</p> |

Access Measures

Describe the measures the state uses to monitor availability, accessibility, and network adequacy. Report at the program level.

Revisions to the Medicaid managed care regulations in 2016 and 2020 built on existing requirements that managed care plans maintain provider networks sufficient to ensure adequate access to covered services by: (1) requiring states to develop quantitative network adequacy standards for at least eight specified provider types if covered under the contract, and to make these standards available online; (2) strengthening network adequacy monitoring requirements; and (3) addressing the needs of people with long-term care service needs (42 CFR 438.66; 42 CFR 438.68).

42 CFR 438.66(e) specifies that the MCPAR must provide information on and an assessment of the availability and accessibility of covered services within the MCO, PHIP, or PAHP contracts, including network adequacy standards for each managed care program.



Complete

C2.V.1 General category: General quantitative availability and accessibility standard

1 / 8

C2.V.2 Measure standard

"MEDICAID MANAGED CARE Partial Capitation
https://www.health.ny.gov/health_care/medicaid/redesign/mrt90/2023/docs/part_cap_model.pdf"

C2.V.3 Standard type

Minimum number of network providers

C2.V.4 Provider

LTSS-personal care
assistant

C2.V.5 Region

Certified Service
Area -- County

C2.V.6 Population

MLTSS

C2.V.7 Monitoring Methods

Plan provider roster review

C2.V.8 Frequency of oversight methods

Quarterly



Complete

C2.V.1 General category: General quantitative availability and accessibility standard

2 / 8

C2.V.2 Measure standard

"MEDICAID MANAGED CARE Partial Capitation
https://www.health.ny.gov/health_care/medicaid/redesign/mrt90/2023/docs/part_cap_model.pdf"

C2.V.3 Standard type

Maximum time or distance

C2.V.4 Provider

LTSS-personal care
assistant

C2.V.5 Region

Certified Service
Area -- County

C2.V.6 Population

MLTSS

C2.V.7 Monitoring Methods

Plan provider roster review

C2.V.8 Frequency of oversight methods

Quarterly



C2.V.1 General category: General quantitative availability and accessibility standard

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C2.V.2 Measure standard

"MEDICAID MANAGED CARE Partial Capitation
https://www.health.ny.gov/health_care/medicaid/redesign/mrt90/2023/docs/part_cap_model.pdf"

C2.V.3 Standard type

Minimum number of network providers

C2.V.4 Provider

LTSS-SNF

C2.V.5 Region

Certified Service
Area -- County

C2.V.6 Population

MLTSS

C2.V.7 Monitoring Methods

Plan provider roster review

C2.V.8 Frequency of oversight methods

Quarterly



C2.V.1 General category: General quantitative availability and accessibility standard

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C2.V.2 Measure standard

"MEDICAID MANAGED CARE Partial Capitation
https://www.health.ny.gov/health_care/medicaid/redesign/mrt90/2023/docs/part_cap_model.pdf"

C2.V.3 Standard type

Maximum time or distance

C2.V.4 Provider

LTSS-SNF

C2.V.5 Region

Certified Service
Area -- County

C2.V.6 Population

MLTSS

C2.V.7 Monitoring Methods

Plan provider roster review

C2.V.8 Frequency of oversight methods

Quarterly



Complete

C2.V.1 General category: General quantitative availability and accessibility standard

5 / 8

C2.V.2 Measure standard

"MEDICAID MANAGED CARE Partial Capitation

https://www.health.ny.gov/health_care/medicaid/redesign/mrt90/2023/docs/part_cap_model.pdf"

C2.V.3 Standard type

Minimum number of network providers

C2.V.4 Provider

LTSS-adult day care

C2.V.5 Region

Certified Service
Area -- County

C2.V.6 Population

MLTSS

C2.V.7 Monitoring Methods

Plan provider roster review

C2.V.8 Frequency of oversight methods

Quarterly



Complete

C2.V.1 General category: General quantitative availability and accessibility standard

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C2.V.2 Measure standard

"MEDICAID MANAGED CARE Partial Capitation

https://www.health.ny.gov/health_care/medicaid/redesign/mrt90/2023/docs/part_cap_model.pdf"

C2.V.3 Standard type

Maximum time or distance

C2.V.4 Provider

LTSS-adult day care

C2.V.5 Region

Certified Service
Area -- County

C2.V.6 Population

MLTSS

C2.V.7 Monitoring Methods

Plan provider roster review

C2.V.8 Frequency of oversight methods



C2.V.1 General category: General quantitative availability and accessibility standard

7 / 8

C2.V.2 Measure standard

"MEDICAID MANAGED CARE Partial Capitation
https://www.health.ny.gov/health_care/medicaid/redesign/mrt90/2023/docs/part_cap_model.pdf"

C2.V.3 Standard type

Minimum number of network providers

C2.V.4 Provider

DME,OT,PT,private
 duty nursing,
 podiatry,dentistry,etc.
 as contractually
 obligated

C2.V.5 Region

Certified Service
 Area -- County

C2.V.6 Population

Adult

C2.V.7 Monitoring Methods

Plan provider roster review

C2.V.8 Frequency of oversight methods

Quarterly



C2.V.1 General category: General quantitative availability and accessibility standard

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C2.V.2 Measure standard

MEDICAID MANAGED CARE Partial Capitation
https://www.health.ny.gov/health_care/medicaid/redesign/mrt90/2023/docs/part_cap_model.pdf

C2.V.3 Standard type

Maximum time or distance

C2.V.4 Provider

DME,OT,PT,private
 duty nursing,
 podiatry,dentistry,etc.

C2.V.5 Region

Certified Service
 Area -- County

C2.V.6 Population

Adult

as contractually
obligated

C2.V.7 Monitoring Methods

Plan provider roster review

C2.V.8 Frequency of oversight methods

Quarterly

Topic IX: Beneficiary Support System (BSS)

| Number | Indicator | Response |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C1IX.1 | <p data-bbox="313 107 480 136">BSS website</p> <p data-bbox="313 161 721 317">List the website(s) and/or email address(es) that beneficiaries use to seek assistance from the BSS through electronic means. Separate entries with commas.</p> | <p data-bbox="760 107 1360 258">www.icannys.org ican@cssny.org, www.nymedicaidchoice.com, Technical Assistance Center (TAC) Phone: (866) 712-7197 Fax: (518) 474-6961 mltctac@health.ny.gov</p> |
| C1IX.2 | <p data-bbox="313 369 618 441">BSS auxiliary aids and services</p> <p data-bbox="313 466 708 873">How do BSS entities offer services in a manner that is accessible to all beneficiaries who need their services, including beneficiaries with disabilities, as required by 42 CFR 438.71(b)(2)? CFR 438.71 requires that the beneficiary support system be accessible in multiple ways including phone, Internet, in-person, and via auxiliary aids and services when requested.</p> | <p data-bbox="760 369 1360 520">Phone, Internet, in-person, auxiliary aids (such as brochures & lists), translation and interpretation services available when requested.</p> |
| C1IX.3 | <p data-bbox="313 930 630 959">BSS LTSS program data</p> <p data-bbox="313 984 721 1234">How do BSS entities assist the state with identifying, remediating, and resolving systemic issues based on a review of LTSS program data such as grievances and appeals or critical incident data? Refer to 42 CFR 438.71(d)(4).</p> | N/A |
| C1IX.4 | <p data-bbox="313 1287 721 1358">State evaluation of BSS entity performance</p> <p data-bbox="313 1383 721 1507">What are steps taken by the state to evaluate the quality, effectiveness, and efficiency of the BSS entities' performance?</p> | N/A |

Topic X: Program Integrity

| Number | Indicator | Response |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| C1X.3 | <p>Prohibited affiliation disclosure</p> <p>Did any plans disclose prohibited affiliations? If the state took action, enter those actions under D: Plan-level Indicators, Section VIII - Sanctions (Corresponds with Tab D3 in the Excel Workbook). Refer to 42 CFR 438.610(d).</p> | No |

Topic XII. Mental Health and Substance Use Disorder Parity

⚠ Beginning December 2024, this section must be completed for programs that include MCOs

| Number | Indicator | Response |
|---------|---------------------------------------------------------------------------------------------------------|----------|
| C1XII.4 | <p>Does this program include MCOs?</p> <p>If "Yes", please complete the following questions.</p> | No |

Section D: Plan-Level Indicators

Topic I. Program Characteristics & Enrollment

| Number | Indicator | Response |
|--------|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| D11.1 | Plan enrollment | Centers Plan for Healthy Living LLC |
| | Enter the average number of individuals enrolled in the plan per month during the reporting year (i.e., average member months). | 52,672 |
| | | Elder Plan, Inc. (dba Homefirst) |
| | | 22,676 |
| | | Elderserve Health (dba RiverSpring) |
| | | 18,487 |
| | | ErieNiagara MLTCP Inc (dba Kalos) |
| | | 935 |
| | | EverCare Choice Inc (dba Elant) |
| | | 741 |
| | | Hamaspik Choice Inc. |
| | | 7,811 |
| | | HealthFirst Health Plan Inc. (dba Senior Health Partners) |
| | | 9,460 |
| | | Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC) |
| | | 57,019 |
| | | Icircle Services of the Finger Lakes |
| | | 3,771 |
| | | MetroPlus Health Plan Inc. |
| | | 1,777 |
| | | Niagara Adv Health Plan LLC (dba Elderwood) |
| | | 1,228 |
| | | NY Quality Healthcare Corp. (dba Fidelis Care) |

18,456

Prime Health Choice LLC

563

Senior Network Health LLC

346

Senior Whole Health of NY

28,297

Village Sr Services Corp (dba VillageCare Max)

21,389

VNA Homecare Options LLC (dba Nascentia Health Options)

5,448

VNS Health MLTC

23,317

Aetna Better Health, Inc.

6,044

Montefiore HMO LLC (12/31/23)

1,235

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

5,756

Extended MLTC, LLC (7/31/23)

5,583

Fallon Health Weinberg, Inc. (12/31/23)

159

What is the plan enrollment (within the specific program) as a percentage of the state's total Medicaid enrollment?

- Numerator: Plan enrollment (D1.I.1)
- Denominator: Statewide Medicaid enrollment (B.I.1)

0.7%

Elder Plan, Inc. (dba Homefirst)

0.3%

Elderserve Health (dba RiverSpring)

0.2%

ErieNiagara MLTCP Inc (dba Kalos)

0.01%

EverCare Choice Inc (dba Elant)

0.01%

Hamaspik Choice Inc.

0.1%

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0.1%

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0.7%

Icircle Services of the Finger Lakes

0.05%

MetroPlus Health Plan Inc.

0.02%

Niagara Adv Health Plan LLC (dba Elderwood)

0.02%

NY Quality Healthcare Corp. (dba Fidelis Care)

0.2%

Prime Health Choice LLC

0.01%

Senior Network Health LLC

0.005%

Senior Whole Health of NY

0.4%

Village Sr Services Corp (dba VillageCare Max)

0.3%

VNA Homecare Options LLC (dba Nascentia Health Options)

0.1%

VNS Health MLTC

0.3%

Aetna Better Health, Inc.

0.1%

Montefiore HMO LLC (12/31/23)

0.02%

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0.01%

Extended MLTC, LLC (7/31/23)

0.1%

Fallon Health Weinberg, Inc. (12/31/23)

0.002%

D1I.3

Plan share of any Medicaid managed care

What is the plan enrollment (regardless of program) as a percentage of total Medicaid

Centers Plan for Healthy Living LLC

0.9%

Elder Plan, Inc. (dba Homefirst)

enrollment in any type of managed care?

- Numerator: Plan enrollment (D1.I.1)
- Denominator: Statewide Medicaid managed care enrollment (B.I.2)

0.4%

Elderserve Health (dba RiverSpring)

0.3%

ErieNiagara MLTCP Inc (dba Kalos)

0.02%

EverCare Choice Inc (dba Elant)

0.01%

Hamaspik Choice Inc.

0.1%

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0.2%

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

1%

Icircle Services of the Finger Lakes

0.1%

MetroPlus Health Plan Inc.

0.03%

Niagara Adv Health Plan LLC (dba Elderwood)

0.02%

NY Quality Healthcare Corp. (dba Fidelis Care)

0.3%

Prime Health Choice LLC

0.01%

Senior Network Health LLC

0.01%

Senior Whole Health of NY

0.5%

Village Sr Services Corp (dba VillageCare Max)

0.4%

VNA Homecare Options LLC (dba Nascentia Health Options)

0.1%

VNS Health MLTC

0.4%

Aetna Better Health, Inc.

0.1%

Montefiore HMO LLC (12/31/23)

0.02%

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0.01%

Extended MLTC, LLC (7/31/23)

0.1%

Fallon Health Weinberg, Inc. (12/31/23)

0.003%

Topic II. Financial Performance

| Number | Indicator | Response |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D1II.1a | <p data-bbox="310 100 659 132">Medical Loss Ratio (MLR)</p> <p data-bbox="310 155 727 411">What is the MLR percentage? Per 42 CFR 438.66(e)(2)(i), the Managed Care Program Annual Report must provide information on the Financial performance of each MCO, PIHP, and PAHP, including MLR experience.</p> <p data-bbox="310 413 727 793">If MLR data are not available for this reporting period due to data lags, enter the MLR calculated for the most recently available reporting period and indicate the reporting period in item D1.II.3 below. See Glossary in Excel Workbook for the regulatory definition of MLR. Write MLR as a percentage: for example, write 92% rather than 0.92.</p> | <p data-bbox="760 100 1247 132">Centers Plan for Healthy Living LLC</p> <p data-bbox="760 155 854 189">98.67%</p> <p data-bbox="760 260 1190 294">Elder Plan, Inc. (dba Homefirst)</p> <p data-bbox="760 317 854 350">92.51%</p> <p data-bbox="760 422 1252 455">Elderserve Health (dba RiverSpring)</p> <p data-bbox="760 478 870 512">102.77%</p> <p data-bbox="760 583 1235 617">ErieNiagara MLTCP Inc (dba Kalos)</p> <p data-bbox="760 640 854 674">79.42%</p> <p data-bbox="760 745 1190 779">EverCare Choice Inc (dba Elant)</p> <p data-bbox="760 802 837 835">94.9%</p> <p data-bbox="760 907 1057 940">Hamaspik Choice Inc.</p> <p data-bbox="760 963 854 997">83.72%</p> <p data-bbox="760 1068 1308 1131">HealthFirst Health Plan Inc. (dba Senior Health Partners)</p> <p data-bbox="760 1155 854 1188">97.43%</p> <p data-bbox="760 1260 1235 1323">Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)</p> <p data-bbox="760 1346 854 1379">94.99%</p> <p data-bbox="760 1451 1235 1484">Icircle Services of the Finger Lakes</p> <p data-bbox="760 1507 854 1541">96.45%</p> <p data-bbox="760 1612 1130 1646">MetroPlus Health Plan Inc.</p> <p data-bbox="760 1669 854 1703">84.36%</p> <p data-bbox="760 1774 1227 1837">Niagara Adv Health Plan LLC (dba Elderwood)</p> <p data-bbox="760 1860 854 1894">79.42%</p> <p data-bbox="760 1965 1317 2028">NY Quality Healthcare Corp. (dba Fidelis Care)</p> |

92.49%

Prime Health Choice LLC

93.23%

Senior Network Health LLC

88.62%

Senior Whole Health of NY

97.37%

Village Sr Services Corp (dba VillageCare Max)

91.5%

VNA Homecare Options LLC (dba Nascentia Health Options)

88.07%

VNS Health MLTC

93.3%

Aetna Better Health, Inc.

92.15%

Montefiore HMO LLC (12/31/23)

103.45%

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

94.62%

Extended MLTC, LLC (7/31/23)

108.36%

Fallon Health Weinberg, Inc. (12/31/23)

76.1%

What is the aggregation level that best describes the MLR being reported in the previous indicator? Select one.
As permitted under 42 CFR 438.8(i), states are allowed to aggregate data for reporting purposes across programs and populations.

Program-specific statewide

Elder Plan, Inc. (dba Homefirst)

Program-specific statewide

Elderserve Health (dba RiverSpring)

Program-specific statewide

ErieNiagara MLTCP Inc (dba Kalos)

Program-specific statewide

EverCare Choice Inc (dba Elant)

Program-specific statewide

Hamaspik Choice Inc.

Program-specific statewide

HealthFirst Health Plan Inc. (dba Senior Health Partners)

Program-specific statewide

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

Program-specific statewide

Icircle Services of the Finger Lakes

Program-specific statewide

MetroPlus Health Plan Inc.

Program-specific statewide

Niagara Adv Health Plan LLC (dba Elderwood)

Program-specific regional

NY Quality Healthcare Corp. (dba Fidelis Care)

Program-specific statewide

Prime Health Choice LLC

Program-specific statewide

Senior Network Health LLC

Program-specific statewide

Senior Whole Health of NY

Program-specific statewide

Village Sr Services Corp (dba VillageCare Max)

Program-specific statewide

VNA Homecare Options LLC (dba Nascentia Health Options)

Program-specific statewide

VNS Health MLTC

Program-specific statewide

Aetna Better Health, Inc.

Program-specific statewide

Montefiore HMO LLC (12/31/23)

Program-specific statewide

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

Program-specific statewide

Extended MLTC, LLC (7/31/23)

Program-specific statewide

Fallon Health Weinberg, Inc. (12/31/23)

Program-specific statewide

D1II.2

Population specific MLR description

Does the state require plans to submit separate MLR calculations for specific populations served within this program, for example, MLTSS

Centers Plan for Healthy Living LLC

N/A

Elder Plan, Inc. (dba Homefirst)

or Group VIII expansion enrollees? If so, describe the populations here. Enter "N/A" if not applicable.
See glossary for the regulatory definition of MLR.

N/A

Elderserve Health (dba RiverSpring)

N/A

ErieNiagara MLTCP Inc (dba Kalos)

N/A

EverCare Choice Inc (dba Elant)

N/A

Hamaspik Choice Inc.

N/A

HealthFirst Health Plan Inc. (dba Senior Health Partners)

N/A

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

N/A

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

N/A

Niagara Adv Health Plan LLC (dba Elderwood)

N/A

NY Quality Healthcare Corp. (dba Fidelis Care)

N/A

Prime Health Choice LLC

N/A

Senior Network Health LLC

N/A

Senior Whole Health of NY

N/A

Village Sr Services Corp (dba VillageCare Max)

N/A

VNA Homecare Options LLC (dba Nascentia Health Options)

N/A

VNS Health MLTC

N/A

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1II.3

MLR reporting period discrepancies

Does the data reported in item D1.II.1a cover a different time period than the MCPAR report?

Centers Plan for Healthy Living LLC

Yes

Elder Plan, Inc. (dba Homefirst)

Yes

Elderserve Health (dba RiverSpring)

Yes

ErieNiagara MLTCP Inc (dba Kalos)

Yes

EverCare Choice Inc (dba Elant)

Yes

Hamaspik Choice Inc.

Yes

HealthFirst Health Plan Inc. (dba Senior Health Partners)

Yes

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

Yes

Icircle Services of the Finger Lakes

Yes

MetroPlus Health Plan Inc.

Yes

Niagara Adv Health Plan LLC (dba Elderwood)

Yes

NY Quality Healthcare Corp. (dba Fidelis Care)

Yes

Prime Health Choice LLC

Yes

Senior Network Health LLC

Yes

Senior Whole Health of NY

Yes

Village Sr Services Corp (dba VillageCare Max)

Yes

VNA Homecare Options LLC (dba Nascentia Health Options)

Yes

VNS Health MLTC

Yes

Aetna Better Health, Inc.

Yes

Montefiore HMO LLC (12/31/23)

Yes

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

Yes

Extended MLTC, LLC (7/31/23)

Yes

Fallon Health Weinberg, Inc. (12/31/23)

Yes

N/A

Enter the start date.

Centers Plan for Healthy Living LLC

04/01/2022

Elder Plan, Inc. (dba Homefirst)

04/01/2022

Elderserve Health (dba RiverSpring)

04/01/2022

ErieNiagara MLTCP Inc (dba Kalos)

04/01/2022

EverCare Choice Inc (dba Elant)

04/01/2022

Hamaspik Choice Inc.

04/01/2022

HealthFirst Health Plan Inc. (dba Senior Health Partners)

04/01/2022

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

04/01/2022

Icircle Services of the Finger Lakes

04/01/2022

MetroPlus Health Plan Inc.

04/01/2022

Niagara Adv Health Plan LLC (dba Elderwood)

04/01/2022

NY Quality Healthcare Corp. (dba Fidelis Care)

04/01/2022

Prime Health Choice LLC

04/01/2022

Senior Network Health LLC

04/01/2022

Senior Whole Health of NY

04/01/2022

Village Sr Services Corp (dba VillageCare Max)

04/01/2022

VNA Homecare Options LLC (dba Nascentia Health Options)

04/01/2022

VNS Health MLTC

04/01/2022

Aetna Better Health, Inc.

04/01/2022

Montefiore HMO LLC (12/31/23)

04/01/2022

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

04/01/2022

Extended MLTC, LLC (7/31/23)

04/01/2022

Fallon Health Weinberg, Inc. (12/31/23)

04/01/2022

N/A

Enter the end date.

Centers Plan for Healthy Living LLC

03/31/2023

Elder Plan, Inc. (dba Homefirst)

03/31/2023

Elderserve Health (dba RiverSpring)

03/31/2023

ErieNiagara MLTCP Inc (dba Kalos)

03/31/2023

EverCare Choice Inc (dba Elant)

03/31/2023

Hamaspik Choice Inc.

03/31/2023

HealthFirst Health Plan Inc. (dba Senior Health Partners)

03/31/2023

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

03/31/2023

Icircle Services of the Finger Lakes

03/31/2023

MetroPlus Health Plan Inc.

03/31/2023

Niagara Adv Health Plan LLC (dba Elderwood)

03/31/2023

NY Quality Healthcare Corp. (dba Fidelis Care)

03/31/2023

Prime Health Choice LLC

03/31/2023

Senior Network Health LLC

03/31/2023

Senior Whole Health of NY

03/31/2023

Village Sr Services Corp (dba VillageCare Max)

03/31/2023

VNA Homecare Options LLC (dba Nascentia Health Options)

03/31/2023

VNS Health MLTC

03/31/2023

Aetna Better Health, Inc.

03/31/2023

Montefiore HMO LLC (12/31/23)

03/31/2023

**Catholic Managed Long Term Care, Inc. (dba
Archcare Community Life) (12/31/23)**

03/31/2023

Extended MLTC, LLC (7/31/23)

03/31/2023

Fallon Health Weinberg, Inc. (12/31/23)

03/31/2023

Topic III. Encounter Data

| Number | Indicator | Response |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D1III.1 | <p data-bbox="310 100 708 176">Definition of timely encounter data submissions</p> <p data-bbox="310 197 708 453">Describe the state's standard for timely encounter data submissions used in this program. If reporting frequencies and standards differ by type of encounter within this program, please explain.</p> | <p data-bbox="760 100 1395 552">Centers Plan for Healthy Living LLC</p> <p data-bbox="760 155 1395 552">Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or it designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim.</p> <p data-bbox="760 617 1395 1068">Elder Plan, Inc. (dba Homefirst)</p> <p data-bbox="760 672 1395 1068">Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or it designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim.</p> <p data-bbox="760 1134 1395 1585">Elderserve Health (dba RiverSpring)</p> <p data-bbox="760 1188 1395 1585">Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or it designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim.</p> <p data-bbox="760 1650 1395 2022">ErieNiagara MLTCP Inc (dba Kalos)</p> <p data-bbox="760 1705 1395 2022">Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or it designated fiscal agent more than</p> |

fifteen (15) calendar days from the date of adjudication of the corresponding claim.

EverCare Choice Inc (dba Elant)

Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim.

Hamaspik Choice Inc.

Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim.

HealthFirst Health Plan Inc. (dba Senior Health Partners)

Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim.

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department,

encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim.

Icircle Services of the Finger Lakes

"Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim. "

MetroPlus Health Plan Inc.

Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim.

Niagara Adv Health Plan LLC (dba Elderwood)

Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim.

NY Quality Healthcare Corp. (dba Fidelis Care)

"Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the

Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim. "

Prime Health Choice LLC

Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim.

Senior Network Health LLC

"Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim. "

Senior Whole Health of NY

"Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim. "

Village Sr Services Corp (dba VillageCare Max)

"Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month)

basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim. "

VNA Homecare Options LLC (dba Nascentia Health Options)

"Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim. "

VNS Health MLTC

"Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim. "

Aetna Better Health, Inc.

"Model Contract Section F.3.b "The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim." The NYS implemented the OSDS encounter submission format during the reporting period and instructed plan to hold back encounter data during OSDS implementation. This encounter submission hold led to some encounters being

submitted outside the 15 day submission window. "

Montefiore HMO LLC (12/31/23)

Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim.

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim.

Extended MLTC, LLC (7/31/23)

Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the DOH or its designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim.

Fallon Health Weinberg, Inc. (12/31/23)

Section F.3.b of the Model Contract -- page 86. The Contractor shall prepare and submit encounter data on a bimonthly (twice a month) basis, as specified by the Department, to the Department through its designated fiscal agent. Unless otherwise directed by the Department, encounter data shall not be submitted to the

DOH or it designated fiscal agent more than fifteen (15) calendar days from the date of adjudication of the corresponding claim.

D1III.2

Share of encounter data submissions that met state's timely submission requirements

What percent of the plan's encounter data file submissions (submitted during the reporting year) met state requirements for timely submission? If the state has not yet received any encounter data file submissions for the entire contract year when it submits this report, the state should enter here the percentage of encounter data submissions that were compliant out of the file submissions it has received from the managed care plan for the reporting year.

Centers Plan for Healthy Living LLC

32%

Elder Plan, Inc. (dba Homefirst)

99.7%

Elderserve Health (dba RiverSpring)

99%

ErieNiagara MLTCP Inc (dba Kalos)

99%

EverCare Choice Inc (dba Elant)

92.98%

Hamaspik Choice Inc.

94%

HealthFirst Health Plan Inc. (dba Senior Health Partners)

98%

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

100%

Icircle Services of the Finger Lakes

99.8%

MetroPlus Health Plan Inc.

100%

Niagara Adv Health Plan LLC (dba Elderwood)

99%

NY Quality Healthcare Corp. (dba Fidelis Care)

97.4%

Prime Health Choice LLC

99%

Senior Network Health LLC

99.4%

Senior Whole Health of NY

98%

Village Sr Services Corp (dba VillageCare Max)

94.5%

VNA Homecare Options LLC (dba Nascentia Health Options)

94%

VNS Health MLTC

99%

Aetna Better Health, Inc.

98.4%

Montefiore HMO LLC (12/31/23)

99.4%

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

99%

Extended MLTC, LLC (7/31/23)

99.6%

Fallon Health Weinberg, Inc. (12/31/23)

82.5%

D1III.3**Share of encounter data submissions that were HIPAA compliant**

What percent of the plan's encounter data submissions (submitted during the reporting year) met state requirements for HIPAA compliance?

If the state has not yet received encounter data submissions for the entire contract period when it submits this report, enter here percentage of encounter data submissions that were compliant out of the proportion received from the managed care plan for the reporting year.

Centers Plan for Healthy Living LLC

100%

Elder Plan, Inc. (dba Homefirst)

100%

Elderserve Health (dba RiverSpring)

100%

ErieNiagara MLTCP Inc (dba Kalos)

100%

EverCare Choice Inc (dba Elant)

100%

Hamaspik Choice Inc.

100%

HealthFirst Health Plan Inc. (dba Senior Health Partners)

100%

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

100%

Icircle Services of the Finger Lakes

100%

MetroPlus Health Plan Inc.

100%

Niagara Adv Health Plan LLC (dba Elderwood)

100%

NY Quality Healthcare Corp. (dba Fidelis Care)

99.8%

Prime Health Choice LLC

100%

Senior Network Health LLC

100%

Senior Whole Health of NY

99%

Village Sr Services Corp (dba VillageCare Max)

100%

VNA Homecare Options LLC (dba Nascentia Health Options)

100%

VNS Health MLTC

100%

Aetna Better Health, Inc.

100%

Montefiore HMO LLC (12/31/23)

100%

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

100%

Extended MLTC, LLC (7/31/23)

100%

Fallon Health Weinberg, Inc. (12/31/23)

100%

**⚠ Beginning June 2025, Indicators D1.IV.1a-c must be completed.
Submission of this data before June 2025 is optional; if you choose not
to respond prior to June 2025, enter "N/A".**

Appeals Overview

| Number | Indicator | Response |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D1IV.1 | <p data-bbox="310 100 719 178">Appeals resolved (at the plan level)</p> <p data-bbox="310 199 719 315">Enter the total number of appeals resolved during the reporting year.</p> <p data-bbox="310 315 719 747">An appeal is "resolved" at the plan level when the plan has issued a decision, regardless of whether the decision was wholly or partially favorable or adverse to the beneficiary, and regardless of whether the beneficiary (or the beneficiary's representative) chooses to file a request for a State Fair Hearing or External Medical Review.</p> | <p data-bbox="760 100 1308 195">Centers Plan for Healthy Living LLC 6,475</p> <p data-bbox="760 262 1308 352">Elder Plan, Inc. (dba Homefirst) 1,837</p> <p data-bbox="760 420 1308 510">Elderserve Health (dba RiverSpring) 1,164</p> <p data-bbox="760 577 1308 667">ErieNiagara MLTCP Inc (dba Kalos) 16</p> <p data-bbox="760 735 1308 825">EverCare Choice Inc (dba Elant) 69</p> <p data-bbox="760 892 1308 982">Hamaspik Choice Inc. 829</p> <p data-bbox="760 1050 1308 1186">HealthFirst Health Plan Inc. (dba Senior Health Partners) 2,413</p> <p data-bbox="760 1253 1308 1390">Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC) 0</p> <p data-bbox="760 1457 1308 1547">Icircle Services of the Finger Lakes 540</p> <p data-bbox="760 1614 1308 1705">MetroPlus Health Plan Inc. 103</p> <p data-bbox="760 1772 1308 1908">Niagara Adv Health Plan LLC (dba Elderwood) 51</p> <p data-bbox="760 1976 1308 2045">NY Quality Healthcare Corp. (dba Fidelis Care)</p> |

1,767

Prime Health Choice LLC

9

Senior Network Health LLC

13

Senior Whole Health of NY

1,360

Village Sr Services Corp (dba VillageCare Max)

2,642

VNA Homecare Options LLC (dba Nascentia Health Options)

145

VNS Health MLTC

3,947

Aetna Better Health, Inc.

275

Montefiore HMO LLC (12/31/23)

0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0

Extended MLTC, LLC (7/31/23)

0

Fallon Health Weinberg, Inc. (12/31/23)

0

Enter the total number of appeals resolved during the reporting period (D1.IV.1) that were denied (adverse) to the enrollee. If you choose not to respond prior to June 2025, enter "N/A".

N/A

Elder Plan, Inc. (dba Homefirst)

N/A

Elderserve Health (dba RiverSpring)

N/A

ErieNiagara MLTCP Inc (dba Kalos)

N/A

EverCare Choice Inc (dba Elant)

N/A

Hamaspik Choice Inc.

N/A

HealthFirst Health Plan Inc. (dba Senior Health Partners)

N/A

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

N/A

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

N/A

Niagara Adv Health Plan LLC (dba Elderwood)

N/A

NY Quality Healthcare Corp. (dba Fidelis Care)

N/A

Prime Health Choice LLC

N/A

Senior Network Health LLC

N/A

Senior Whole Health of NY

N/A

Village Sr Services Corp (dba VillageCare Max)

N/A

VNA Homecare Options LLC (dba Nascentia Health Options)

N/A

VNS Health MLTC

N/A

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.1b

Appeals resolved in partial favor of enrollee

Enter the total number of appeals (D1.IV.1) resolved during the reporting period in partial favor of the enrollee. If

Centers Plan for Healthy Living LLC

N/A

Elder Plan, Inc. (dba Homefirst)

you choose not to respond prior to June 2025, enter "N/A".

N/A

Elderserve Health (dba RiverSpring)

N/A

ErieNiagara MLTCP Inc (dba Kalos)

N/A

EverCare Choice Inc (dba Elant)

N/A

Hamaspik Choice Inc.

N/A

HealthFirst Health Plan Inc. (dba Senior Health Partners)

N/A

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

N/A

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

N/A

Niagara Adv Health Plan LLC (dba Elderwood)

N/A

NY Quality Healthcare Corp. (dba Fidelis Care)

N/A

Prime Health Choice LLC

N/A

Senior Network Health LLC

N/A

Senior Whole Health of NY

N/A

Village Sr Services Corp (dba VillageCare Max)

N/A

VNA Homecare Options LLC (dba Nascentia Health Options)

N/A

VNS Health MLTC

N/A

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.1c

Appeals resolved in favor of enrollee

Enter the total number of appeals (D1.IV.1) resolved during the reporting period in favor of the enrollee. If you choose not to respond prior to June 2025, enter "N/A".

Centers Plan for Healthy Living LLC

N/A

Elder Plan, Inc. (dba Homefirst)

N/A

Elderserve Health (dba RiverSpring)

N/A

ErieNiagara MLTCP Inc (dba Kalos)

N/A

EverCare Choice Inc (dba Elant)

N/A

Hamaspik Choice Inc.

N/A

HealthFirst Health Plan Inc. (dba Senior Health Partners)

N/A

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

N/A

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

N/A

Niagara Adv Health Plan LLC (dba Elderwood)

N/A

NY Quality Healthcare Corp. (dba Fidelis Care)

N/A

Prime Health Choice LLC

N/A

Senior Network Health LLC

N/A

Senior Whole Health of NY

N/A

Village Sr Services Corp (dba VillageCare Max)

N/A

VNA Homecare Options LLC (dba Nascentia Health Options)

N/A

VNS Health MLTC

N/A

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.2

Active appeals

Enter the total number of appeals still pending or in process (not yet resolved) as of the end of the reporting year.

Centers Plan for Healthy Living LLC

89

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

19

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

67

HealthFirst Health Plan Inc. (dba Senior Health Partners)

4

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

24

MetroPlus Health Plan Inc.

41

Niagara Adv Health Plan LLC (dba Elderwood)

2

NY Quality Healthcare Corp. (dba Fidelis Care)

0

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

2

Village Sr Services Corp (dba VillageCare Max)

VNA Homecare Options LLC (dba Nascentia Health Options)

1

VNS Health MLTC

79

Aetna Better Health, Inc.

22

Montefiore HMO LLC (12/31/23)

0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0

Extended MLTC, LLC (7/31/23)

0

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.3**Appeals filed on behalf of LTSS users**

Enter the total number of appeals filed during the reporting year by or on behalf of LTSS users. Enter "N/A" if not applicable.

An LTSS user is an enrollee who received at least one LTSS service at any point during the reporting year (regardless of whether the enrollee was actively receiving LTSS at the time that the appeal was filed).

Centers Plan for Healthy Living LLC

6,713

Elder Plan, Inc. (dba Homefirst)

1,837

Elderserve Health (dba RiverSpring)

1,158

ErieNiagara MLTCP Inc (dba Kalos)

16

EverCare Choice Inc (dba Elant)

69

Hamaspik Choice Inc.

884

HealthFirst Health Plan Inc. (dba Senior Health Partners)

2,502

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

534

MetroPlus Health Plan Inc.

64

Niagara Adv Health Plan LLC (dba Elderwood)

51

NY Quality Healthcare Corp. (dba Fidelis Care)

1,674

Prime Health Choice LLC

9

Senior Network Health LLC

13

Senior Whole Health of NY

1,360

Village Sr Services Corp (dba VillageCare Max)

2,561

VNA Homecare Options LLC (dba Nascentia Health Options)

VNS Health MLTC

4,380

Aetna Better Health, Inc.

297

Montefiore HMO LLC (12/31/23)

0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0

Extended MLTC, LLC (7/31/23)

0

Fallon Health Weinberg, Inc. (12/31/23)

0

D1IV.4**Number of critical incidents filed during the reporting year by (or on behalf of) an LTSS user who previously filed an appeal**

For managed care plans that cover LTSS, enter the number of critical incidents filed within the reporting year by (or on behalf of) LTSS users who previously filed appeals in the reporting year. If the managed care plan does not cover LTSS, enter "N/A".

Also, if the state already submitted this data for the reporting year via the CMS readiness review appeal and grievance report (because the managed care program or plan were new or serving new populations during the reporting year), and the readiness review tool was submitted for at least 6 months of the reporting year, enter "N/A".

The appeal and critical incident do not have to have been

Centers Plan for Healthy Living LLC

415

Elder Plan, Inc. (dba Homefirst)

69

Elderserve Health (dba RiverSpring)

115

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

1

Hamaspik Choice Inc.

22

"related" to the same issue - they only need to have been filed by (or on behalf of) the same enrollee. Neither the critical incident nor the appeal need to have been filed in relation to delivery of LTSS — they may have been filed for any reason, related to any service received (or desired) by an LTSS user.

To calculate this number, states or managed care plans should first identify the LTSS users for whom critical incidents were filed during the reporting year, then determine whether those enrollees had filed an appeal during the reporting year, and whether the filing of the appeal preceded the filing of the critical incident.

HealthFirst Health Plan Inc. (dba Senior Health Partners)

42

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

3

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

5

Prime Health Choice LLC

6

Senior Network Health LLC

24

Senior Whole Health of NY

0

Village Sr Services Corp (dba VillageCare Max)

72

VNA Homecare Options LLC (dba Nascentia Health Options)

11

VNS Health MLTC

Aetna Better Health, Inc.

1

Montefiore HMO LLC (12/31/23)

0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0

Extended MLTC, LLC (7/31/23)

0

Fallon Health Weinberg, Inc. (12/31/23)

0

D1IV.5a**Standard appeals for which timely resolution was provided**

Enter the total number of standard appeals for which timely resolution was provided by plan within the reporting year.

See 42 CFR §438.408(b)(2) for requirements related to timely resolution of standard appeals.

Centers Plan for Healthy Living LLC

807

Elder Plan, Inc. (dba Homefirst)

182

Elderserve Health (dba RiverSpring)

101

ErieNiagara MLTCP Inc (dba Kalos)

10

EverCare Choice Inc (dba Elant)

3

Hamaspik Choice Inc.

278

HealthFirst Health Plan Inc. (dba Senior Health Partners)

162

**Anthem HP, LLC (dba Empire BCBS
HealthPlus MLTC)**

0

Icircle Services of the Finger Lakes

432

MetroPlus Health Plan Inc.

86

**Niagara Adv Health Plan LLC (dba
Elderwood)**

48

**NY Quality Healthcare Corp. (dba Fidelis
Care)**

386

Prime Health Choice LLC

9

Senior Network Health LLC

13

Senior Whole Health of NY

107

**Village Sr Services Corp (dba VillageCare
Max)**

420

**VNA Homecare Options LLC (dba Nascentia
Health Options)**

70

VNS Health MLTC

22

Aetna Better Health, Inc.

232

Montefiore HMO LLC (12/31/23)

0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0

Extended MLTC, LLC (7/31/23)

0

Fallon Health Weinberg, Inc. (12/31/23)

0

D1IV.5b

Expedited appeals for which timely resolution was provided

Enter the total number of expedited appeals for which timely resolution was provided by plan within the reporting year.
See 42 CFR §438.408(b)(3) for requirements related to timely resolution of standard appeals.

Centers Plan for Healthy Living LLC

5,580

Elder Plan, Inc. (dba Homefirst)

1,655

Elderserve Health (dba RiverSpring)

1,066

ErieNiagara MLTCP Inc (dba Kalos)

6

EverCare Choice Inc (dba Elant)

66

Hamaspik Choice Inc.

537

HealthFirst Health Plan Inc. (dba Senior Health Partners)

2,241

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

115

MetroPlus Health Plan Inc.

13

Niagara Adv Health Plan LLC (dba Elderwood)

3

NY Quality Healthcare Corp. (dba Fidelis Care)

1,380

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

1,189

Village Sr Services Corp (dba VillageCare Max)

2,152

VNA Homecare Options LLC (dba Nascentia Health Options)

64

VNS Health MLTC

3,234

Aetna Better Health, Inc.

65

Montefiore HMO LLC (12/31/23)

0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0

Extended MLTC, LLC (7/31/23)

0

Fallon Health Weinberg, Inc. (12/31/23)

0

D1IV.6a

Resolved appeals related to denial of authorization or limited authorization of a service

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of authorization for a service not yet rendered or limited authorization of a service.

(Appeals related to denial of payment for a service already rendered should be counted in indicator D1.IV.6c).

Centers Plan for Healthy Living LLC

6,384

Elder Plan, Inc. (dba Homefirst)

1,774

Elderserve Health (dba RiverSpring)

109

ErieNiagara MLTCP Inc (dba Kalos)

6

EverCare Choice Inc (dba Elant)

69

Hamaspik Choice Inc.

634

HealthFirst Health Plan Inc. (dba Senior Health Partners)

2,283

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

232

MetroPlus Health Plan Inc.

101

Niagara Adv Health Plan LLC (dba Elderwood)

17

NY Quality Healthcare Corp. (dba Fidelis Care)

1,706

Prime Health Choice LLC

9

Senior Network Health LLC

3

Senior Whole Health of NY

112

Village Sr Services Corp (dba VillageCare Max)

2,493

VNA Homecare Options LLC (dba Nascentia Health Options)

79

VNS Health MLTC

4,152

Aetna Better Health, Inc.

201

Montefiore HMO LLC (12/31/23)

0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0

Extended MLTC, LLC (7/31/23)

0

Fallon Health Weinberg, Inc. (12/31/23)

0

D1IV.6b

Resolved appeals related to reduction, suspension, or termination of a previously authorized service

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's reduction, suspension, or termination of a previously authorized service.

Centers Plan for Healthy Living LLC

58

Elder Plan, Inc. (dba Homefirst)

41

Elderserve Health (dba RiverSpring)

10

ErieNiagara MLTCP Inc (dba Kalos)

8

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

195

HealthFirst Health Plan Inc. (dba Senior Health Partners)

94

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

308

MetroPlus Health Plan Inc.

51

Niagara Adv Health Plan LLC (dba Elderwood)

NY Quality Healthcare Corp. (dba Fidelis Care)

42

Prime Health Choice LLC

1

Senior Network Health LLC

0

Senior Whole Health of NY

1,248

Village Sr Services Corp (dba VillageCare Max)

19

VNA Homecare Options LLC (dba Nascentia Health Options)

55

VNS Health MLTC

170

Aetna Better Health, Inc.

94

Montefiore HMO LLC (12/31/23)

0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0

Extended MLTC, LLC (7/31/23)

0

Fallon Health Weinberg, Inc. (12/31/23)

D1IV.6c**Resolved appeals related to payment denial**

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial, in whole or in part, of payment for a service that was already rendered.

Centers Plan for Healthy Living LLC

11

Elder Plan, Inc. (dba Homefirst)

62

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

33

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

0

MetroPlus Health Plan Inc.

2

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

9,509

Prime Health Choice LLC

23

Senior Network Health LLC

10

Senior Whole Health of NY

0

Village Sr Services Corp (dba VillageCare Max)

130

VNA Homecare Options LLC (dba Nascentia Health Options)

4

VNS Health MLTC

1

Aetna Better Health, Inc.

2

Montefiore HMO LLC (12/31/23)

0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0

Extended MLTC, LLC (7/31/23)

0

Fallon Health Weinberg, Inc. (12/31/23)

0

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's failure to provide services in a timely manner (as defined by the state).

0

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

0

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

0

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

1

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

0

VNS Health MLTC

0

Aetna Better Health, Inc.

0

Montefiore HMO LLC (12/31/23)

0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0

Extended MLTC, LLC (7/31/23)

0

Fallon Health Weinberg, Inc. (12/31/23)

0

D1IV.6e

Resolved appeals related to lack of timely plan response to an appeal or grievance

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's

Centers Plan for Healthy Living LLC

22

Elder Plan, Inc. (dba Homefirst)

failure to act within the timeframes provided at 42 CFR §438.408(b)(1) and (2) regarding the standard resolution of grievances and appeals.

0

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

3

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

0

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

14

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

0

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

0

VNS Health MLTC

16

Aetna Better Health, Inc.

0

Montefiore HMO LLC (12/31/23)

0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0

Extended MLTC, LLC (7/31/23)

0

Fallon Health Weinberg, Inc. (12/31/23)

0

D1IV.6f

Resolved appeals related to plan denial of an enrollee's right to request out-of-network care

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request to exercise their right, under 42 CFR §438.52(b)(2)(ii), to obtain

Centers Plan for Healthy Living LLC

0

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

services outside the network
(only applicable to residents of
rural areas with only one MCO).

5

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

0

**HealthFirst Health Plan Inc. (dba Senior
Health Partners)**

0

**Anthem HP, LLC (dba Empire BCBS
HealthPlus MLTC)**

0

Icircle Services of the Finger Lakes

0

MetroPlus Health Plan Inc.

0

**Niagara Adv Health Plan LLC (dba
Elderwood)**

0

**NY Quality Healthcare Corp. (dba Fidelis
Care)**

0

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

0

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

1

VNS Health MLTC

5

Aetna Better Health, Inc.

0

Montefiore HMO LLC (12/31/23)

0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0

Extended MLTC, LLC (7/31/23)

0

Fallon Health Weinberg, Inc. (12/31/23)

0

D1IV.6g

Resolved appeals related to denial of an enrollee's request to dispute financial liability

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request to dispute a financial liability.

Centers Plan for Healthy Living LLC

0

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

0

MetroPlus Health Plan Inc.

6

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

0

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

0

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

0

VNS Health MLTC

0

Aetna Better Health, Inc.

0

Montefiore HMO LLC (12/31/23)

0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0

Extended MLTC, LLC (7/31/23)

0

Fallon Health Weinberg, Inc. (12/31/23)

0

Appeals by Service

Number of appeals resolved during the reporting period related to various services.
Note: A single appeal may be related to multiple service types and may therefore be counted in multiple categories.

| Number | Indicator | Response |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D1IV.7a | <p data-bbox="310 100 727 178">Resolved appeals related to general inpatient services</p> <p data-bbox="310 199 727 472">Enter the total number of appeals resolved by the plan during the reporting year that were related to general inpatient care, including diagnostic and laboratory services.</p> <p data-bbox="310 478 727 751">Do not include appeals related to inpatient behavioral health services – those should be included in indicator D1.IV.7c. If the managed care plan does not cover general inpatient services, enter "N/A".</p> | <p data-bbox="760 100 1307 199">Centers Plan for Healthy Living LLC 36</p> <p data-bbox="760 262 1307 357">Elder Plan, Inc. (dba Homefirst) 0</p> <p data-bbox="760 420 1307 514">Elderserve Health (dba RiverSpring) 0</p> <p data-bbox="760 577 1307 672">ErieNiagara MLTCP Inc (dba Kalos) N/A</p> <p data-bbox="760 735 1307 829">EverCare Choice Inc (dba Elant) 0</p> <p data-bbox="760 892 1307 987">Hamaspik Choice Inc. N/A</p> <p data-bbox="760 1050 1307 1186">HealthFirst Health Plan Inc. (dba Senior Health Partners) 11</p> <p data-bbox="760 1249 1307 1386">Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC) 0</p> <p data-bbox="760 1449 1307 1543">Icircle Services of the Finger Lakes N/A</p> <p data-bbox="760 1606 1307 1701">MetroPlus Health Plan Inc. 0</p> <p data-bbox="760 1764 1307 1900">Niagara Adv Health Plan LLC (dba Elderwood) N/A</p> <p data-bbox="760 1963 1307 2045">NY Quality Healthcare Corp. (dba Fidelis Care)</p> |

N/A

Prime Health Choice LLC

0

Senior Network Health LLC

N/A

Senior Whole Health of NY

0

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

N/A

VNS Health MLTC

N/A

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

Enter the total number of appeals resolved by the plan during the reporting year that were related to general outpatient care, including diagnostic and laboratory services. Please do not include appeals related to outpatient behavioral health services – those should be included in indicator D1.IV.7d. If the managed care plan does not cover general outpatient services, enter "N/A".

6,439

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

N/A

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

1

HealthFirst Health Plan Inc. (dba Senior Health Partners)

49

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

16

Prime Health Choice LLC

0

Senior Network Health LLC

N/A

Senior Whole Health of NY

1,357

Village Sr Services Corp (dba VillageCare Max)

13

VNA Homecare Options LLC (dba Nascentia Health Options)

0

VNS Health MLTC

N/A

Aetna Better Health, Inc.

12

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.7c

Resolved appeals related to inpatient behavioral health services

Enter the total number of appeals resolved by the plan during the reporting year that were related to inpatient

Centers Plan for Healthy Living LLC

N/A

Elder Plan, Inc. (dba Homefirst)

mental health and/or substance use services. If the managed care plan does not cover inpatient behavioral health services, enter "N/A".

0

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

N/A

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

N/A

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

N/A

Niagara Adv Health Plan LLC (dba Elderwood)

N/A

NY Quality Healthcare Corp. (dba Fidelis Care)

N/A

Prime Health Choice LLC

0

Senior Network Health LLC

N/A

Senior Whole Health of NY

N/A

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

N/A

VNS Health MLTC

N/A

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.7d

Resolved appeals related to outpatient behavioral health services

Enter the total number of appeals resolved by the plan during the reporting year that were related to outpatient mental health and/or substance use services. If the managed care plan does not cover outpatient behavioral health services, enter "N/A".

Centers Plan for Healthy Living LLC

N/A

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

N/A

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

N/A

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

N/A

Niagara Adv Health Plan LLC (dba Elderwood)

N/A

NY Quality Healthcare Corp. (dba Fidelis Care)

N/A

Prime Health Choice LLC

0

Senior Network Health LLC

N/A

Senior Whole Health of NY

N/A

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

N/A

VNS Health MLTC

N/A

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.7e

Resolved appeals related to covered outpatient prescription drugs

Enter the total number of appeals resolved by the plan

Centers Plan for Healthy Living LLC

N/A

Elder Plan, Inc. (dba Homefirst)

during the reporting year that were related to outpatient prescription drugs covered by the managed care plan. If the managed care plan does not cover outpatient prescription drugs, enter "N/A".

0

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

N/A

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

N/A

HealthFirst Health Plan Inc. (dba Senior Health Partners)

6

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

N/A

Niagara Adv Health Plan LLC (dba Elderwood)

N/A

NY Quality Healthcare Corp. (dba Fidelis Care)

N/A

Prime Health Choice LLC

0

Senior Network Health LLC

N/A

Senior Whole Health of NY

3

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

0

VNS Health MLTC

N/A

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.7f

Resolved appeals related to skilled nursing facility (SNF) services

Enter the total number of appeals resolved by the plan during the reporting year that were related to SNF services. If the managed care plan does not cover skilled nursing services, enter "N/A".

Centers Plan for Healthy Living LLC

35

Elder Plan, Inc. (dba Homefirst)

1

Elderserve Health (dba RiverSpring)

ErieNiagara MLTCP Inc (dba Kalos)

1

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

1

HealthFirst Health Plan Inc. (dba Senior Health Partners)

35

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

2

Niagara Adv Health Plan LLC (dba Elderwood)

3

NY Quality Healthcare Corp. (dba Fidelis Care)

7

Prime Health Choice LLC

0

Senior Network Health LLC

2

Senior Whole Health of NY

2

Village Sr Services Corp (dba VillageCare Max)

5

VNA Homecare Options LLC (dba Nascentia Health Options)

0

VNS Health MLTC

6

Aetna Better Health, Inc.

2

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.7g**Resolved appeals related to long-term services and supports (LTSS)**

Enter the total number of appeals resolved by the plan during the reporting year that were related to institutional LTSS or LTSS provided through home and community-based (HCBS) services, including personal care and self-directed services. If the managed care plan does not cover LTSS services, enter "N/A".

Centers Plan for Healthy Living LLC

5,447

Elder Plan, Inc. (dba Homefirst)

1,837

Elderserve Health (dba RiverSpring)

1,040

ErieNiagara MLTCP Inc (dba Kalos)

16

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

803

HealthFirst Health Plan Inc. (dba Senior Health Partners)

2,234

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

61

Niagara Adv Health Plan LLC (dba Elderwood)

51

NY Quality Healthcare Corp. (dba Fidelis Care)

1

Prime Health Choice LLC

9

Senior Network Health LLC

0

Senior Whole Health of NY

1,360

Village Sr Services Corp (dba VillageCare Max)

2,023

VNA Homecare Options LLC (dba Nascentia Health Options)

134

VNS Health MLTC

3,837

Aetna Better Health, Inc.

248

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.7h

Resolved appeals related to dental services

Enter the total number of appeals resolved by the plan during the reporting year that

Centers Plan for Healthy Living LLC

215

Elder Plan, Inc. (dba Homefirst)

were related to dental services.
If the managed care plan does
not cover dental services, enter
"N/A".

0

Elderserve Health (dba RiverSpring)

83

ErieNiagara MLTCP Inc (dba Kalos)

2

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

26

**HealthFirst Health Plan Inc. (dba Senior
Health Partners)**

74

**Anthem HP, LLC (dba Empire BCBS
HealthPlus MLTC)**

170

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

0

**Niagara Adv Health Plan LLC (dba
Elderwood)**

3

**NY Quality Healthcare Corp. (dba Fidelis
Care)**

95

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

91

Village Sr Services Corp (dba VillageCare Max)

68

VNA Homecare Options LLC (dba Nascentia Health Options)

21

VNS Health MLTC

51

Aetna Better Health, Inc.

12

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.7i

Resolved appeals related to non-emergency medical transportation (NEMT)

Enter the total number of appeals resolved by the plan during the reporting year that were related to NEMT. If the managed care plan does not cover NEMT, enter "N/A".

Centers Plan for Healthy Living LLC

4

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

1

Hamaspik Choice Inc.

6

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

0

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

Village Sr Services Corp (dba VillageCare Max)

4

VNA Homecare Options LLC (dba Nascentia Health Options)

0

VNS Health MLTC

0

Aetna Better Health, Inc.

0

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.7j**Resolved appeals related to other service types**

Enter the total number of appeals resolved by the plan during the reporting year that were related to services that do not fit into one of the categories listed above. If the managed care plan does not cover services other than those in items D1.IV.7a-i paid primarily by Medicaid, enter "N/A".

Centers Plan for Healthy Living LLC

N/A

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

30

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

3

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

4

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

40

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

0

Prime Health Choice LLC

N/A

Senior Network Health LLC

5

Senior Whole Health of NY

2

Village Sr Services Corp (dba VillageCare Max)

VNA Homecare Options LLC (dba Nascentia Health Options)

0

VNS Health MLTC

132

Aetna Better Health, Inc.

23

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

State Fair Hearings

| Number | Indicator | Response |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D1IV.8a | <p data-bbox="313 107 691 134">State Fair Hearing requests</p> <p data-bbox="313 161 721 317">Enter the total number of State Fair Hearing requests filed during the reporting year with the plan that issued an adverse benefit determination.</p> | <p data-bbox="760 107 1247 134">Centers Plan for Healthy Living LLC</p> <p data-bbox="760 161 829 189">1,046</p> <p data-bbox="760 266 1190 294">Elder Plan, Inc. (dba Homefirst)</p> <p data-bbox="760 321 808 348">298</p> <p data-bbox="760 426 1252 453">Elderserve Health (dba RiverSpring)</p> <p data-bbox="760 480 808 508">248</p> <p data-bbox="760 585 1232 613">ErieNiagara MLTCP Inc (dba Kalos)</p> <p data-bbox="760 640 776 667">0</p> <p data-bbox="760 745 1190 772">EverCare Choice Inc (dba Elant)</p> <p data-bbox="760 800 792 827">12</p> <p data-bbox="760 905 1053 932">Hamaspik Choice Inc.</p> <p data-bbox="760 959 808 987">210</p> <p data-bbox="760 1064 1305 1131">HealthFirst Health Plan Inc. (dba Senior Health Partners)</p> <p data-bbox="760 1159 808 1186">248</p> <p data-bbox="760 1264 1235 1331">Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)</p> <p data-bbox="760 1358 792 1386">23</p> <p data-bbox="760 1463 1235 1491">Icircle Services of the Finger Lakes</p> <p data-bbox="760 1518 792 1545">50</p> <p data-bbox="760 1623 1127 1650">MetroPlus Health Plan Inc.</p> <p data-bbox="760 1677 792 1705">16</p> <p data-bbox="760 1782 1224 1850">Niagara Adv Health Plan LLC (dba Elderwood)</p> <p data-bbox="760 1877 776 1904">7</p> <p data-bbox="760 1982 1317 2049">NY Quality Healthcare Corp. (dba Fidelis Care)</p> |

Prime Health Choice LLC

2

Senior Network Health LLC

0

Senior Whole Health of NY

97

Village Sr Services Corp (dba VillageCare Max)

216

VNA Homecare Options LLC (dba Nascentia Health Options)

20

VNS Health MLTC

708

Aetna Better Health, Inc.

36

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

the enrollee

422

Enter the total number of State Fair Hearing decisions rendered during the reporting year that were partially or fully favorable to the enrollee.

Elder Plan, Inc. (dba Homefirst)

63

Elderserve Health (dba RiverSpring)

50

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

8

Hamaspik Choice Inc.

13

HealthFirst Health Plan Inc. (dba Senior Health Partners)

79

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

2

Icircle Services of the Finger Lakes

8

MetroPlus Health Plan Inc.

12

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

5

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

35

Village Sr Services Corp (dba VillageCare Max)

59

VNA Homecare Options LLC (dba Nascentia Health Options)

2

VNS Health MLTC

146

Aetna Better Health, Inc.

16

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.8c

State Fair Hearings resulting in an adverse decision for the enrollee

Enter the total number of State Fair Hearing decisions rendered during the reporting year that were adverse for the enrollee.

Centers Plan for Healthy Living LLC

163

Elder Plan, Inc. (dba Homefirst)

50

Elderserve Health (dba RiverSpring)

69

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

1

Hamaspik Choice Inc.

7

HealthFirst Health Plan Inc. (dba Senior Health Partners)

65

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

2

Icircle Services of the Finger Lakes

8

MetroPlus Health Plan Inc.

2

Niagara Adv Health Plan LLC (dba Elderwood)

2

NY Quality Healthcare Corp. (dba Fidelis Care)

8

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

16

Village Sr Services Corp (dba VillageCare Max)

61

VNA Homecare Options LLC (dba Nascentia Health Options)

3

VNS Health MLTC

104

Aetna Better Health, Inc.

8

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.8d

State Fair Hearings retracted prior to reaching a decision

Enter the total number of State Fair Hearing decisions retracted (by the enrollee or the

Centers Plan for Healthy Living LLC

324

Elder Plan, Inc. (dba Homefirst)

representative who filed a State Fair Hearing request on behalf of the enrollee) during the reporting year prior to reaching a decision.

0

Elderserve Health (dba RiverSpring)

73

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

1

Hamaspik Choice Inc.

17

HealthFirst Health Plan Inc. (dba Senior Health Partners)

46

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

19

Icircle Services of the Finger Lakes

17

MetroPlus Health Plan Inc.

2

Niagara Adv Health Plan LLC (dba Elderwood)

4

NY Quality Healthcare Corp. (dba Fidelis Care)

55

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

29

Village Sr Services Corp (dba VillageCare Max)

56

VNA Homecare Options LLC (dba Nascentia Health Options)

8

VNS Health MLTC

194

Aetna Better Health, Inc.

12

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.9a

External Medical Reviews resulting in a favorable decision for the enrollee

If your state does offer an external medical review process, enter the total number of external medical review decisions rendered during the reporting year that were partially or fully favorable to the enrollee. If your state does not offer an external medical

Centers Plan for Healthy Living LLC

229

Elder Plan, Inc. (dba Homefirst)

78

Elderserve Health (dba RiverSpring)

review process, enter "N/A".
External medical review is
defined and described at 42
CFR §438.402(c)(i)(B).

46

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

25

**HealthFirst Health Plan Inc. (dba Senior
Health Partners)**

23

**Anthem HP, LLC (dba Empire BCBS
HealthPlus MLTC)**

1

Icircle Services of the Finger Lakes

1

MetroPlus Health Plan Inc.

2

**Niagara Adv Health Plan LLC (dba
Elderwood)**

0

**NY Quality Healthcare Corp. (dba Fidelis
Care)**

13

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

Village Sr Services Corp (dba VillageCare Max)

49

VNA Homecare Options LLC (dba Nascentia Health Options)

2

VNS Health MLTC

130

Aetna Better Health, Inc.

11

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.9b**External Medical Reviews resulting in an adverse decision for the enrollee**

If your state does offer an external medical review process, enter the total number of external medical review decisions rendered during the reporting year that were adverse to the enrollee. If your state does not offer an external medical review process, enter "N/A".

Centers Plan for Healthy Living LLC

50

Elder Plan, Inc. (dba Homefirst)

27

Elderserve Health (dba RiverSpring)

16

ErieNiagara MLTCP Inc (dba Kalos)

External medical review is defined and described at 42 CFR §438.402(c)(i)(B).

1

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

4

HealthFirst Health Plan Inc. (dba Senior Health Partners)

7

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

1

Icircle Services of the Finger Lakes

2

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

15

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

7

Village Sr Services Corp (dba VillageCare Max)

VNA Homecare Options LLC (dba Nascentia Health Options)

0

VNS Health MLTC

34

Aetna Better Health, Inc.

2

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

Grievances Overview

| Number | Indicator | Response |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D1IV.10 | <p data-bbox="310 100 592 142">Grievances resolved</p> <p data-bbox="310 163 722 394">Enter the total number of grievances resolved by the plan during the reporting year. A grievance is "resolved" when it has reached completion and been closed by the plan.</p> | <p data-bbox="760 100 1247 142">Centers Plan for Healthy Living LLC</p> <p data-bbox="760 163 829 205">1,887</p> <p data-bbox="760 268 1187 310">Elder Plan, Inc. (dba Homefirst)</p> <p data-bbox="760 321 829 363">2,310</p> <p data-bbox="760 426 1252 468">Elderserve Health (dba RiverSpring)</p> <p data-bbox="760 478 829 520">1,752</p> <p data-bbox="760 583 1230 625">ErieNiagara MLTCP Inc (dba Kalos)</p> <p data-bbox="760 636 792 678">14</p> <p data-bbox="760 741 1187 783">EverCare Choice Inc (dba Elant)</p> <p data-bbox="760 793 792 835">36</p> <p data-bbox="760 898 1052 940">Hamaspik Choice Inc.</p> <p data-bbox="760 951 808 993">130</p> <p data-bbox="760 1056 1300 1140">HealthFirst Health Plan Inc. (dba Senior Health Partners)</p> <p data-bbox="760 1150 829 1192">2,265</p> <p data-bbox="760 1255 1230 1339">Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)</p> <p data-bbox="760 1350 776 1392">0</p> <p data-bbox="760 1455 1230 1497">Icircle Services of the Finger Lakes</p> <p data-bbox="760 1507 808 1549">232</p> <p data-bbox="760 1612 1122 1654">MetroPlus Health Plan Inc.</p> <p data-bbox="760 1665 808 1707">200</p> <p data-bbox="760 1770 1219 1854">Niagara Adv Health Plan LLC (dba Elderwood)</p> <p data-bbox="760 1864 776 1906">9</p> <p data-bbox="760 1969 1317 2053">NY Quality Healthcare Corp. (dba Fidelis Care)</p> |

324

Prime Health Choice LLC

12

Senior Network Health LLC

17

Senior Whole Health of NY

4,465

Village Sr Services Corp (dba VillageCare Max)

1,538

VNA Homecare Options LLC (dba Nascentia Health Options)

735

VNS Health MLTC

887

Aetna Better Health, Inc.

169

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

Enter the total number of grievances still pending or in process (not yet resolved) as of the end of the reporting year.

35

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

4

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

1

HealthFirst Health Plan Inc. (dba Senior Health Partners)

83

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

1

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

27

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

0

Village Sr Services Corp (dba VillageCare Max)

45

VNA Homecare Options LLC (dba Nascentia Health Options)

0

VNS Health MLTC

61

Aetna Better Health, Inc.

17

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.12

Grievances filed on behalf of LTSS users

Enter the total number of grievances filed during the reporting year by or on behalf of LTSS users.

Centers Plan for Healthy Living LLC

1,877

Elder Plan, Inc. (dba Homefirst)

An LTSS user is an enrollee who received at least one LTSS service at any point during the reporting year (regardless of whether the enrollee was actively receiving LTSS at the time that the grievance was filed). If this does not apply, enter N/A.

2,310

Elderserve Health (dba RiverSpring)

1,752

ErieNiagara MLTCP Inc (dba Kalos)

14

EverCare Choice Inc (dba Elant)

36

Hamaspik Choice Inc.

131

HealthFirst Health Plan Inc. (dba Senior Health Partners)

2,186

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

232

MetroPlus Health Plan Inc.

86

Niagara Adv Health Plan LLC (dba Elderwood)

9

NY Quality Healthcare Corp. (dba Fidelis Care)

215

Prime Health Choice LLC

12

Senior Network Health LLC

Senior Whole Health of NY

4,465

Village Sr Services Corp (dba VillageCare Max)

1,483

VNA Homecare Options LLC (dba Nascentia Health Options)

718

VNS Health MLTC

854

Aetna Better Health, Inc.

186

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.13

Number of critical incidents filed during the reporting period by (or on behalf of) an LTSS user who previously filed a grievance

For managed care plans that cover LTSS, enter the number of critical incidents filed within the reporting year by (or on behalf of) LTSS users who

Centers Plan for Healthy Living LLC

65

Elder Plan, Inc. (dba Homefirst)

4

Elderserve Health (dba RiverSpring)

previously filed grievances in the reporting year. The grievance and critical incident do not have to have been "related" to the same issue - they only need to have been filed by (or on behalf of) the same enrollee. Neither the critical incident nor the grievance need to have been filed in relation to delivery of LTSS - they may have been filed for any reason, related to any service received (or desired) by an LTSS user.

If the managed care plan does not cover LTSS, the state should enter "N/A" in this field.

Additionally, if the state already submitted this data for the reporting year via the CMS readiness review appeal and grievance report (because the managed care program or plan were new or serving new populations during the reporting year), and the readiness review tool was submitted for at least 6 months of the reporting year, the state can enter "N/A" in this field.

To calculate this number, states or managed care plans should first identify the LTSS users for whom critical incidents were filed during the reporting year, then determine whether those enrollees had filed a grievance during the reporting year, and whether the filing of the grievance preceded the filing of the critical incident.

124

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

4

Hamaspik Choice Inc.

8

HealthFirst Health Plan Inc. (dba Senior Health Partners)

45

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

4

MetroPlus Health Plan Inc.

4

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

0

Prime Health Choice LLC

3

Senior Network Health LLC

0

Senior Whole Health of NY

Village Sr Services Corp (dba VillageCare Max)

55

VNA Homecare Options LLC (dba Nascentia Health Options)

63

VNS Health MLTC

46

Aetna Better Health, Inc.

2

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.14**Number of grievances for which timely resolution was provided**

Enter the number of grievances for which timely resolution was provided by plan during the reporting year.

See 42 CFR §438.408(b)(1) for requirements related to the timely resolution of grievances.

Centers Plan for Healthy Living LLC

1,862

Elder Plan, Inc. (dba Homefirst)

2,310

Elderserve Health (dba RiverSpring)

1,752

ErieNiagara MLTCP Inc (dba Kalos)

14

EverCare Choice Inc (dba Elant)

36

Hamaspik Choice Inc.

129

HealthFirst Health Plan Inc. (dba Senior Health Partners)

2,263

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

232

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

9

NY Quality Healthcare Corp. (dba Fidelis Care)

315

Prime Health Choice LLC

12

Senior Network Health LLC

17

Senior Whole Health of NY

4,426

Village Sr Services Corp (dba VillageCare Max)

1,537

VNA Homecare Options LLC (dba Nascentia Health Options)

735

VNS Health MLTC

692

Aetna Better Health, Inc.

186

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

Grievances by Service

Report the number of grievances resolved by plan during the reporting period by service.

| Number | Indicator | Response |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D1IV.15a | <p data-bbox="315 100 727 178">Resolved grievances related to general inpatient services</p> <p data-bbox="315 199 727 640">Enter the total number of grievances resolved by the plan during the reporting year that were related to general inpatient care, including diagnostic and laboratory services. Do not include grievances related to inpatient behavioral health services — those should be included in indicator D1.IV.15c. If the managed care plan does not cover this type of service, enter "N/A".</p> | <p data-bbox="760 100 1317 199">Centers Plan for Healthy Living LLC 1</p> <p data-bbox="760 262 1317 357">Elder Plan, Inc. (dba Homefirst) 0</p> <p data-bbox="760 420 1317 514">Elderserve Health (dba RiverSpring) 0</p> <p data-bbox="760 577 1317 672">ErieNiagara MLTCP Inc (dba Kalos) N/A</p> <p data-bbox="760 735 1317 829">EverCare Choice Inc (dba Elant) 0</p> <p data-bbox="760 892 1317 987">Hamaspik Choice Inc. N/A</p> <p data-bbox="760 1050 1317 1144">HealthFirst Health Plan Inc. (dba Senior Health Partners) 0</p> <p data-bbox="760 1249 1317 1344">Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC) 0</p> <p data-bbox="760 1449 1317 1543">Icircle Services of the Finger Lakes N/A</p> <p data-bbox="760 1606 1317 1701">MetroPlus Health Plan Inc. 0</p> <p data-bbox="760 1764 1317 1858">Niagara Adv Health Plan LLC (dba Elderwood) N/A</p> <p data-bbox="760 1963 1317 2045">NY Quality Healthcare Corp. (dba Fidelis Care)</p> |

Prime Health Choice LLC

N/A

Senior Network Health LLC

N/A

Senior Whole Health of NY

0

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

N/A

VNS Health MLTC

N/A

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

services

1,886

Enter the total number of grievances resolved by the plan during the reporting year that were related to general outpatient care, including diagnostic and laboratory services. Do not include grievances related to outpatient behavioral health services — those should be included in indicator D1.IV.15d. If the managed care plan does not cover this type of service, enter "N/A".

Elder Plan, Inc. (dba Homefirst)

1

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

N/A

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

0

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

1

Prime Health Choice LLC

N/A

Senior Network Health LLC

N/A

Senior Whole Health of NY

1,547

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

0

VNS Health MLTC

N/A

Aetna Better Health, Inc.

1

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.15c

Resolved grievances related to inpatient behavioral health services

Enter the total number of grievances resolved by the plan during the reporting year that were related to inpatient

Centers Plan for Healthy Living LLC

N/A

Elder Plan, Inc. (dba Homefirst)

mental health and/or substance use services. If the managed care plan does not cover this type of service, enter "N/A".

0

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

N/A

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

N/A

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

N/A

NY Quality Healthcare Corp. (dba Fidelis Care)

0

Prime Health Choice LLC

N/A

Senior Network Health LLC

N/A

Senior Whole Health of NY

N/A

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

N/A

VNS Health MLTC

N/A

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.15d

Resolved grievances related to outpatient behavioral health services

Enter the total number of grievances resolved by the plan during the reporting year that were related to outpatient mental health and/or substance use services. If the managed care plan does not cover this type of service, enter "N/A".

Centers Plan for Healthy Living LLC

N/A

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

N/A

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

N/A

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

N/A

NY Quality Healthcare Corp. (dba Fidelis Care)

0

Prime Health Choice LLC

N/A

Senior Network Health LLC

N/A

Senior Whole Health of NY

N/A

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

N/A

VNS Health MLTC

N/A

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.15e

Resolved grievances related to coverage of outpatient prescription drugs

Enter the total number of grievances resolved by the plan

Centers Plan for Healthy Living LLC

N/A

Elder Plan, Inc. (dba Homefirst)

during the reporting year that were related to outpatient prescription drugs covered by the managed care plan. If the managed care plan does not cover this type of service, enter "N/A".

0

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

N/A

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

N/A

HealthFirst Health Plan Inc. (dba Senior Health Partners)

2

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

N/A

Niagara Adv Health Plan LLC (dba Elderwood)

N/A

NY Quality Healthcare Corp. (dba Fidelis Care)

0

Prime Health Choice LLC

N/A

Senior Network Health LLC

N/A

Senior Whole Health of NY

6

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

N/A

VNS Health MLTC

N/A

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.15f

Resolved grievances related to skilled nursing facility (SNF) services

Enter the total number of grievances resolved by the plan during the reporting year that were related to SNF services. If the managed care plan does not cover this type of service, enter "N/A".

Centers Plan for Healthy Living LLC

1

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

N/A

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

1

Prime Health Choice LLC

0

Senior Network Health LLC

N/A

Senior Whole Health of NY

Village Sr Services Corp (dba VillageCare Max)

1

VNA Homecare Options LLC (dba Nascentia Health Options)

10

VNS Health MLTC

7

Aetna Better Health, Inc.

0

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.15g**Resolved grievances related to long-term services and supports (LTSS)**

Enter the total number of grievances resolved by the plan during the reporting year that were related to institutional LTSS or LTSS provided through home and community-based (HCBS) services, including personal care and self-directed services. If the managed care plan does not cover this type of service, enter "N/A".

Centers Plan for Healthy Living LLC

72

Elder Plan, Inc. (dba Homefirst)

609

Elderserve Health (dba RiverSpring)

577

ErieNiagara MLTCP Inc (dba Kalos)

14

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

11

HealthFirst Health Plan Inc. (dba Senior Health Partners)

1,147

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

8

MetroPlus Health Plan Inc.

9

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

28

Prime Health Choice LLC

3

Senior Network Health LLC

6

Senior Whole Health of NY

4,465

Village Sr Services Corp (dba VillageCare Max)

VNA Homecare Options LLC (dba Nascentia Health Options)

592

VNS Health MLTC

254

Aetna Better Health, Inc.

20

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.15h**Resolved grievances related to dental services**

Enter the total number of grievances resolved by the plan during the reporting year that were related to dental services. If the managed care plan does not cover this type of service, enter "N/A".

Centers Plan for Healthy Living LLC

41

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

17

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

4

HealthFirst Health Plan Inc. (dba Senior Health Partners)

18

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

39

Icircle Services of the Finger Lakes

2

MetroPlus Health Plan Inc.

4

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

43

Prime Health Choice LLC

1

Senior Network Health LLC

0

Senior Whole Health of NY

38

Village Sr Services Corp (dba VillageCare Max)

25

VNA Homecare Options LLC (dba Nascentia Health Options)

VNS Health MLTC

22

Aetna Better Health, Inc.

2

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.15i**Resolved grievances related to non-emergency medical transportation (NEMT)**

Enter the total number of grievances resolved by the plan during the reporting year that were related to NEMT. If the managed care plan does not cover this type of service, enter "N/A".

Centers Plan for Healthy Living LLC

1,586

Elder Plan, Inc. (dba Homefirst)

1,035

Elderserve Health (dba RiverSpring)

582

ErieNiagara MLTCP Inc (dba Kalos)

10

EverCare Choice Inc (dba Elant)

6

Hamaspik Choice Inc.

77

HealthFirst Health Plan Inc. (dba Senior Health Partners)

622

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

157

MetroPlus Health Plan Inc.

233

Niagara Adv Health Plan LLC (dba Elderwood)

5

NY Quality Healthcare Corp. (dba Fidelis Care)

81

Prime Health Choice LLC

4

Senior Network Health LLC

2

Senior Whole Health of NY

1,399

Village Sr Services Corp (dba VillageCare Max)

927

VNA Homecare Options LLC (dba Nascentia Health Options)

421

VNS Health MLTC

Aetna Better Health, Inc.

142

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.15j**Resolved grievances related to other service types**

Enter the total number of grievances resolved by the plan during the reporting year that were related to services that do not fit into one of the categories listed above. If the managed care plan does not cover services other than those in items D1.IV.15a-i paid primarily by Medicaid, enter "N/A".

Centers Plan for Healthy Living LLC

N/A

Elder Plan, Inc. (dba Homefirst)

665

Elderserve Health (dba RiverSpring)

187

ErieNiagara MLTCP Inc (dba Kalos)

1

EverCare Choice Inc (dba Elant)

30

Hamaspik Choice Inc.

2

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0

**Anthem HP, LLC (dba Empire BCBS
HealthPlus MLTC)**

0

Icircle Services of the Finger Lakes

47

MetroPlus Health Plan Inc.

15

**Niagara Adv Health Plan LLC (dba
Elderwood)**

0

**NY Quality Healthcare Corp. (dba Fidelis
Care)**

169

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

99

**Village Sr Services Corp (dba VillageCare
Max)**

349

**VNA Homecare Options LLC (dba Nascentia
Health Options)**

0

VNS Health MLTC

394

Aetna Better Health, Inc.

22

Montefiore HMO LLC (12/31/23)

N/A

**Catholic Managed Long Term Care, Inc. (dba
Archcare Community Life) (12/31/23)**

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

Grievances by Reason

Report the number of grievances resolved by plan during the reporting period by reason.

| Number | Indicator | Response |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D1IV.16a | <p data-bbox="315 100 727 216">Resolved grievances related to plan or provider customer service</p> <p data-bbox="315 237 727 751">Enter the total number of grievances resolved by the plan during the reporting year that were related to plan or provider customer service. Customer service grievances include complaints about interactions with the plan's Member Services department, provider offices or facilities, plan marketing agents, or any other plan or provider representatives.</p> | <p data-bbox="760 100 1317 195">Centers Plan for Healthy Living LLC 251</p> <p data-bbox="760 258 1317 352">Elder Plan, Inc. (dba Homefirst) 210</p> <p data-bbox="760 415 1317 510">Elderserve Health (dba RiverSpring) 20</p> <p data-bbox="760 573 1317 667">ErieNiagara MLTCP Inc (dba Kalos) 0</p> <p data-bbox="760 730 1317 825">EverCare Choice Inc (dba Elant) 4</p> <p data-bbox="760 888 1317 982">Hamaspik Choice Inc. 5</p> <p data-bbox="760 1045 1317 1182">HealthFirst Health Plan Inc. (dba Senior Health Partners) 337</p> <p data-bbox="760 1245 1317 1381">Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC) 0</p> <p data-bbox="760 1444 1317 1539">Icircle Services of the Finger Lakes 26</p> <p data-bbox="760 1602 1317 1696">MetroPlus Health Plan Inc. 4</p> <p data-bbox="760 1759 1317 1896">Niagara Adv Health Plan LLC (dba Elderwood) 2</p> <p data-bbox="760 1959 1317 2045">NY Quality Healthcare Corp. (dba Fidelis Care)</p> |

Prime Health Choice LLC

3

Senior Network Health LLC

2

Senior Whole Health of NY

33

Village Sr Services Corp (dba VillageCare Max)

93

VNA Homecare Options LLC (dba Nascentia Health Options)

35

VNS Health MLTC

34

Aetna Better Health, Inc.

104

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| management/case management | 55 |
| Enter the total number of grievances resolved by the plan during the reporting year that were related to plan or provider care management/case management. Care management/case management grievances include complaints about the timeliness of an assessment or complaints about the plan or provider care or case management process. | |
| Elder Plan, Inc. (dba Homefirst) | 218 |
| Elderserve Health (dba RiverSpring) | 126 |
| ErieNiagara MLTCP Inc (dba Kalos) | 1 |
| EverCare Choice Inc (dba Elant) | 4 |
| Hamaspik Choice Inc. | 23 |
| HealthFirst Health Plan Inc. (dba Senior Health Partners) | 36 |
| Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC) | 0 |
| Icircle Services of the Finger Lakes | 19 |
| MetroPlus Health Plan Inc. | 0 |
| Niagara Adv Health Plan LLC (dba Elderwood) | 0 |
| NY Quality Healthcare Corp. (dba Fidelis Care) | 104 |
| Prime Health Choice LLC | |

1

Senior Network Health LLC

2

Senior Whole Health of NY

1,200

Village Sr Services Corp (dba VillageCare Max)

94

VNA Homecare Options LLC (dba Nascentia Health Options)

43

VNS Health MLTC

94

Aetna Better Health, Inc.

6

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.16c

Resolved grievances related to access to care/services from plan or provider

Enter the total number of grievances resolved by the plan during the reporting year that were related to access to care.

Centers Plan for Healthy Living LLC

1,444

Elder Plan, Inc. (dba Homefirst)

Access to care grievances include complaints about difficulties finding qualified in-network providers, excessive travel or wait times, or other access issues.

11

Elderserve Health (dba RiverSpring)

28

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

2

Hamaspik Choice Inc.

5

HealthFirst Health Plan Inc. (dba Senior Health Partners)

14

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

9

MetroPlus Health Plan Inc.

5

Niagara Adv Health Plan LLC (dba Elderwood)

3

NY Quality Healthcare Corp. (dba Fidelis Care)

16

Prime Health Choice LLC

0

Senior Network Health LLC

Senior Whole Health of NY

1,981

Village Sr Services Corp (dba VillageCare Max)

266

VNA Homecare Options LLC (dba Nascentia Health Options)

17

VNS Health MLTC

104

Aetna Better Health, Inc.

0

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.16d**Resolved grievances related to quality of care**

Enter the total number of grievances resolved by the plan during the reporting year that were related to quality of care. Quality of care grievances include complaints about the effectiveness, efficiency, equity, patient-centeredness, safety, and/or acceptability of care

Centers Plan for Healthy Living LLC

114

Elder Plan, Inc. (dba Homefirst)

168

Elderserve Health (dba RiverSpring)

provided by a provider or the plan.

145

ErieNiagara MLTCP Inc (dba Kalos)

2

EverCare Choice Inc (dba Elant)

15

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

19

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

7

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

14

Prime Health Choice LLC

0

Senior Network Health LLC

2

Senior Whole Health of NY

Village Sr Services Corp (dba VillageCare Max)

47

VNA Homecare Options LLC (dba Nascentia Health Options)

148

VNS Health MLTC

210

Aetna Better Health, Inc.

0

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.16e**Resolved grievances related to plan communications**

Enter the total number of grievances resolved by the plan during the reporting year that were related to plan communications.

Plan communication grievances include grievances related to the clarity or accuracy of enrollee materials or other plan communications or to an enrollee's access to or the accessibility of enrollee

Centers Plan for Healthy Living LLC

2

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

5

ErieNiagara MLTCP Inc (dba Kalos)

materials or plan
communications.

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

2

**HealthFirst Health Plan Inc. (dba Senior
Health Partners)**

13

**Anthem HP, LLC (dba Empire BCBS
HealthPlus MLTC)**

0

Icircle Services of the Finger Lakes

1

MetroPlus Health Plan Inc.

0

**Niagara Adv Health Plan LLC (dba
Elderwood)**

0

**NY Quality Healthcare Corp. (dba Fidelis
Care)**

4

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

35

**Village Sr Services Corp (dba VillageCare
Max)**

3

VNA Homecare Options LLC (dba Nascentia Health Options)

15

VNS Health MLTC

4

Aetna Better Health, Inc.

0

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.16f

Resolved grievances related to payment or billing issues

Enter the total number of grievances resolved by the plan during the reporting year that were filed for a reason related to payment or billing issues.

Centers Plan for Healthy Living LLC

42

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

1

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

32

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

0

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

18

Prime Health Choice LLC

23

Senior Network Health LLC

0

Senior Whole Health of NY

135

Village Sr Services Corp (dba VillageCare Max)

14

VNA Homecare Options LLC (dba Nascentia Health Options)

0

VNS Health MLTC

37

Aetna Better Health, Inc.

3

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.16g

Resolved grievances related to suspected fraud

Enter the total number of grievances resolved by the plan during the reporting year that were related to suspected fraud.

Suspected fraud grievances include suspected cases of financial/payment fraud perpetrated by a provider, payer, or other entity. Note: grievances reported in this row should only include grievances submitted to the managed care plan, not grievances submitted to another entity, such as a state Ombudsman or Office of the Inspector General.

Centers Plan for Healthy Living LLC

4

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

13

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

0

MetroPlus Health Plan Inc.

1

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

0

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

183

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

0

VNS Health MLTC

Aetna Better Health, Inc.

0

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.16h**Resolved grievances related to abuse, neglect or exploitation**

Enter the total number of grievances resolved by the plan during the reporting year that were related to abuse, neglect or exploitation. Abuse/neglect/exploitation grievances include cases involving potential or actual patient harm.

Centers Plan for Healthy Living LLC

26

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

2

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

7

**Anthem HP, LLC (dba Empire BCBS
HealthPlus MLTC)**

0

Icircle Services of the Finger Lakes

0

MetroPlus Health Plan Inc.

0

**Niagara Adv Health Plan LLC (dba
Elderwood)**

0

**NY Quality Healthcare Corp. (dba Fidelis
Care)**

0

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

4

**Village Sr Services Corp (dba VillageCare
Max)**

28

**VNA Homecare Options LLC (dba Nascentia
Health Options)**

33

VNS Health MLTC

38

Aetna Better Health, Inc.

0

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.16i

Resolved grievances related to lack of timely plan response to a service authorization or appeal (including requests to expedite or extend appeals)

Enter the total number of grievances resolved by the plan during the reporting year that were filed due to a lack of timely plan response to a service authorization or appeal request (including requests to expedite or extend appeals).

Centers Plan for Healthy Living LLC

1

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

0

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

0

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

1

Village Sr Services Corp (dba VillageCare Max)

123

VNA Homecare Options LLC (dba Nascentia Health Options)

0

VNS Health MLTC

5

Aetna Better Health, Inc.

0

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1IV.16j

Resolved grievances related to plan denial of expedited appeal

Enter the total number of grievances resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request for an expedited appeal. Per 42 CFR §438.408(b)(3), states must establish a timeframe for timely resolution of expedited appeals that is no longer than 72 hours after the MCO, PIHP or PAHP receives the appeal. If a plan denies a request for an expedited appeal, the enrollee or their representative have the right to file a grievance.

Centers Plan for Healthy Living LLC

0

Elder Plan, Inc. (dba Homefirst)

0

Elderserve Health (dba RiverSpring)

0

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

0

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

0

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

0

NY Quality Healthcare Corp. (dba Fidelis Care)

0

Prime Health Choice LLC

0

Senior Network Health LLC

0

Senior Whole Health of NY

1

Village Sr Services Corp (dba VillageCare Max)

0

VNA Homecare Options LLC (dba Nascentia Health Options)

1

VNS Health MLTC

0

Aetna Better Health, Inc.

0

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

| | | | |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|--|
| D1IV.16k | Resolved grievances filed for other reasons | Centers Plan for Healthy Living LLC | |
| | Enter the total number of grievances resolved by the plan during the reporting year that were filed for a reason other than the reasons listed above. | 12 | |
| | | Elder Plan, Inc. (dba Homefirst) | |
| | | 1,703 | |
| | | Elderserve Health (dba RiverSpring) | |
| | | 187 | |
| | | ErieNiagara MLTCP Inc (dba Kalos) | |
| | | 1 | |
| | | EverCare Choice Inc (dba Elant) | |
| | | 11 | |
| | | Hamaspik Choice Inc. | |
| | | 0 | |
| HealthFirst Health Plan Inc. (dba Senior Health Partners) | | | |
| 18 | | | |
| Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC) | | | |
| 0 | | | |
| Icircle Services of the Finger Lakes | | | |
| 170 | | | |
| MetroPlus Health Plan Inc. | | | |
| 190 | | | |
| Niagara Adv Health Plan LLC (dba Elderwood) | | | |

0

NY Quality Healthcare Corp. (dba Fidelis Care)

8

Prime Health Choice LLC

N/A

Senior Network Health LLC

3

Senior Whole Health of NY

1,119

Village Sr Services Corp (dba VillageCare Max)

928

VNA Homecare Options LLC (dba Nascentia Health Options)

10

VNS Health MLTC

356

Aetna Better Health, Inc.

71

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

Topic VII: Quality & Performance Measures

Report on individual measures in each of the following eight domains: (1) Primary care access and preventive care, (2) Maternal and perinatal health, (3) Care of acute and chronic conditions, (4) Behavioral health care, (5) Dental and oral health services, (6) Health plan enrollee experience of care, (7) Long-term services and supports, and (8) Other. For composite measures, be sure to include each individual sub-measure component.



Complete

D2.VII.1 Measure Name: Breast exam among women ages 50-74

1 / 32

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of female members ages 50-74, who received a mammogram or breast exam in the last two years

Measure results

Centers Plan for Healthy Living LLC

85

Elder Plan, Inc. (dba Homefirst)

67

Elderserve Health (dba RiverSpring)

64

ErieNiagara MLTCP Inc (dba Kalos)

66

EverCare Choice Inc (dba Elant)

72

Hamaspik Choice Inc.

77

HealthFirst Health Plan Inc. (dba Senior Health Partners)

62

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

79

Icircle Services of the Finger Lakes

62

MetroPlus Health Plan Inc.

66

Niagara Adv Health Plan LLC (dba Elderwood)

60

NY Quality Healthcare Corp. (dba Fidelis Care)

63

Prime Health Choice LLC

66

Senior Network Health LLC

57

Senior Whole Health of NY

76

Village Sr Services Corp (dba VillageCare Max)

75

VNA Homecare Options LLC (dba Nascentia Health Options)

51

VNS Health MLTC

63

Aetna Better Health, Inc.

61

Montefiore HMO LLC (12/31/23)

66

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

71

Extended MLTC, LLC (7/31/23)

60

Fallon Health Weinberg, Inc. (12/31/23)

56



Complete

D2.VII.1 Measure Name: Eye Exam

2 / 32

D2.VII.2 Measure Domain

Primary care access and preventative care

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members who received an eye exam in the last year

Measure results

Centers Plan for Healthy Living LLC

72

Elder Plan, Inc. (dba Homefirst)

65

Elderserve Health (dba RiverSpring)

76

ErieNiagara MLTCP Inc (dba Kalos)

72

EverCare Choice Inc (dba Elant)

66

Hamaspik Choice Inc.

83

HealthFirst Health Plan Inc. (dba Senior Health Partners)

58

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

79

Icircle Services of the Finger Lakes

58

MetroPlus Health Plan Inc.

89

Niagara Adv Health Plan LLC (dba Elderwood)

59

NY Quality Healthcare Corp. (dba Fidelis Care)

63

Prime Health Choice LLC

87

Senior Network Health LLC

57

Senior Whole Health of NY

77

Village Sr Services Corp (dba VillageCare Max)

78

VNA Homecare Options LLC (dba Nascentia Health Options)

61

VNS Health MLTC

70

Aetna Better Health, Inc.

69

Montefiore HMO LLC (12/31/23)

66

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

68

Extended MLTC, LLC (7/31/23)

60

Fallon Health Weinberg, Inc. (12/31/23)

50

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members who received an influenza vaccination in the last year

Measure results

Centers Plan for Healthy Living LLC

78

Elder Plan, Inc. (dba Homefirst)

73

Elderserve Health (dba RiverSpring)

64

ErieNiagara MLTCP Inc (dba Kalos)

71

EverCare Choice Inc (dba Elant)

79

Hamaspik Choice Inc.

76

HealthFirst Health Plan Inc. (dba Senior Health Partners)

70

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

78

Icircle Services of the Finger Lakes

70

MetroPlus Health Plan Inc.

83

Niagara Adv Health Plan LLC (dba Elderwood)

65

NY Quality Healthcare Corp. (dba Fidelis Care)

67

Prime Health Choice LLC

84

Senior Network Health LLC

76

Senior Whole Health of NY

84

Village Sr Services Corp (dba VillageCare Max)

78

VNA Homecare Options LLC (dba Nascentia Health Options)

70

VNS Health MLTC

75

Aetna Better Health, Inc.

81

Montefiore HMO LLC (12/31/23)

81

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

75

Extended MLTC, LLC (7/31/23)

76

Fallon Health Weinberg, Inc. (12/31/23)

67



Complete

D2.VII.1 Measure Name: Hearing Exam

4 / 32

D2.VII.2 Measure Domain

Primary care access and preventative care

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members who received a hearing exam in the last two years

Measure results

Centers Plan for Healthy Living LLC

46

Elder Plan, Inc. (dba Homefirst)

34

Elderserve Health (dba RiverSpring)

41

ErieNiagara MLTCP Inc (dba Kalos)

47

EverCare Choice Inc (dba Elant)

31

Hamaspik Choice Inc.

71

HealthFirst Health Plan Inc. (dba Senior Health Partners)

28

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

60

Icircle Services of the Finger Lakes

39

MetroPlus Health Plan Inc.

70

Niagara Adv Health Plan LLC (dba Elderwood)

22

NY Quality Healthcare Corp. (dba Fidelis Care)

36

Prime Health Choice LLC

70

Senior Network Health LLC

18

Senior Whole Health of NY

59

Village Sr Services Corp (dba VillageCare Max)

60

VNA Homecare Options LLC (dba Nascentia Health Options)

38

VNS Health MLTC

46

Aetna Better Health, Inc.

43

Montefiore HMO LLC (12/31/23)

39

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

50

Extended MLTC, LLC (7/31/23)

29

Fallon Health Weinberg, Inc. (12/31/23)

18



Complete

D2.VII.1 Measure Name: No Emergency Room Visits

5 / 32

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members who did not have an emergency room visit in the last 90 days

Measure results

Centers Plan for Healthy Living LLC

94

Elder Plan, Inc. (dba Homefirst)

95

Elderserve Health (dba RiverSpring)

95

ErieNiagara MLTCP Inc (dba Kalos)

84

EverCare Choice Inc (dba Elant)

83

Hamaspik Choice Inc.

91

HealthFirst Health Plan Inc. (dba Senior Health Partners)

93

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

95

Icircle Services of the Finger Lakes

83

MetroPlus Health Plan Inc.

94

Niagara Adv Health Plan LLC (dba Elderwood)

86

NY Quality Healthcare Corp. (dba Fidelis Care)

91

Prime Health Choice LLC

88

Senior Network Health LLC

85

Senior Whole Health of NY

95

Village Sr Services Corp (dba VillageCare Max)

95

VNA Homecare Options LLC (dba Nascentia Health Options)

84

VNS Health MLTC

92

Aetna Better Health, Inc.

95

Montefiore HMO LLC (12/31/23)

92

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)

93

Extended MLTC, LLC (7/31/23)

95

Fallon Health Weinberg, Inc. (12/31/23)

88



Complete

D2.VII.1 Measure Name: Pneumovax vaccination

6 / 32

D2.VII.2 Measure Domain

Primary care access and preventative care

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members age 65 or older, who received a pneumococcal vaccination in the last five years or after age 65

Measure results

Centers Plan for Healthy Living LLC

86

Elder Plan, Inc. (dba Homefirst)

79

Elderserve Health (dba RiverSpring)

59

ErieNiagara MLTCP Inc (dba Kalos)

84

EverCare Choice Inc (dba Elant)

80

Hamaspik Choice Inc.

83

HealthFirst Health Plan Inc. (dba Senior Health Partners)

66

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

81

Icircle Services of the Finger Lakes

77

MetroPlus Health Plan Inc.

81

Niagara Adv Health Plan LLC (dba Elderwood)

68

NY Quality Healthcare Corp. (dba Fidelis Care)

65

Prime Health Choice LLC

83

Senior Network Health LLC

71

Senior Whole Health of NY

85

Village Sr Services Corp (dba VillageCare Max)

78

VNA Homecare Options LLC (dba Nascentia Health Options)

75

VNS Health MLTC

80

Aetna Better Health, Inc.

82

Montefiore HMO LLC (12/31/23)

72

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

76

Extended MLTC, LLC (7/31/23)

77

Fallon Health Weinberg, Inc. (12/31/23)

52



Complete

D2.VII.1 Measure Name: No severe or more intense pain daily

7 / 32

D2.VII.2 Measure Domain

Care of acute and chronic conditions

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs
Program-specific rate

D2.VII.6 Measure Set
State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

D2.VII.8 Measure Description

Percentage of members who did not experience severe or more intense pain daily

Measure results

Centers Plan for Healthy Living LLC

87

Elder Plan, Inc. (dba Homefirst)

100

Elderserve Health (dba RiverSpring)

100

ErieNiagara MLTCP Inc (dba Kalos)

97

EverCare Choice Inc (dba Elant)

93

Hamaspik Choice Inc.

99

HealthFirst Health Plan Inc. (dba Senior Health Partners)

99

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

100

Icircle Services of the Finger Lakes

76

MetroPlus Health Plan Inc.

100

Niagara Adv Health Plan LLC (dba Elderwood)

96

NY Quality Healthcare Corp. (dba Fidelis Care)

92

Prime Health Choice LLC

100

Senior Network Health LLC

87

Senior Whole Health of NY

100

Village Sr Services Corp (dba VillageCare Max)

100

VNA Homecare Options LLC (dba Nascentia Health Options)

94

VNS Health MLTC

99

Aetna Better Health, Inc.

97

Montefiore HMO LLC (12/31/23)

96

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

99

Extended MLTC, LLC (7/31/23)

Fallon Health Weinberg, Inc. (12/31/23)

94



Complete

D2.VII.1 Measure Name: No shortness of breath

8 / 32

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members who did not experience shortness of breath

Measure results**Centers Plan for Healthy Living LLC**

49

Elder Plan, Inc. (dba Homefirst)

48

Elderserve Health (dba RiverSpring)

41

ErieNiagara MLTCP Inc (dba Kalos)

54

EverCare Choice Inc (dba Elant)

72

Hamaspik Choice Inc.

HealthFirst Health Plan Inc. (dba Senior Health Partners)

88

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

88

Icircle Services of the Finger Lakes

45

MetroPlus Health Plan Inc.

90

Niagara Adv Health Plan LLC (dba Elderwood)

47

NY Quality Healthcare Corp. (dba Fidelis Care)

76

Prime Health Choice LLC

66

Senior Network Health LLC

35

Senior Whole Health of NY

86

Village Sr Services Corp (dba VillageCare Max)

85

VNA Homecare Options LLC (dba Nascentia Health Options)

54

VNS Health MLTC

87

Aetna Better Health, Inc.

87

Montefiore HMO LLC (12/31/23)

67

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)

84

Extended MLTC, LLC (7/31/23)

69

Fallon Health Weinberg, Inc. (12/31/23)

44



Complete

D2.VII.1 Measure Name: Pain Controlled

9 / 32

D2.VII.2 Measure Domain

Care of acute and chronic conditions

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members who did not experience uncontrolled pain

Measure results

Centers Plan for Healthy Living LLC

98

Elder Plan, Inc. (dba Homefirst)

99

Elderserve Health (dba RiverSpring)

91

ErieNiagara MLTCP Inc (dba Kalos)

93

EverCare Choice Inc (dba Elant)

93

Hamaspik Choice Inc.

99

HealthFirst Health Plan Inc. (dba Senior Health Partners)

88

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

99

Icircle Services of the Finger Lakes

80

MetroPlus Health Plan Inc.

98

Niagara Adv Health Plan LLC (dba Elderwood)

92

NY Quality Healthcare Corp. (dba Fidelis Care)

97

Prime Health Choice LLC

100

Senior Network Health LLC

88

Senior Whole Health of NY

99

Village Sr Services Corp (dba VillageCare Max)

99

VNA Homecare Options LLC (dba Nascentia Health Options)

93

VNS Health MLTC

97

Aetna Better Health, Inc.

97

Montefiore HMO LLC (12/31/23)

90

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

98

Extended MLTC, LLC (7/31/23)

98

Fallon Health Weinberg, Inc. (12/31/23)

98



Complete

D2.VII.1 Measure Name: Plan Asked to See Medicines

10 / 32

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members who responded that since they joined this health plan, someone from the health plan asked to see all of the prescriptions and over the counter medicines they've been taking

Measure results

Centers Plan for Healthy Living LLC

90

Elder Plan, Inc. (dba Homefirst)

94

Elderserve Health (dba RiverSpring)

97

ErieNiagara MLTCP Inc (dba Kalos)

92

EverCare Choice Inc (dba Elant)

95

Hamaspik Choice Inc.

89

HealthFirst Health Plan Inc. (dba Senior Health Partners)

95

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

93

Icircle Services of the Finger Lakes

90

MetroPlus Health Plan Inc.

89

Niagara Adv Health Plan LLC (dba Elderwood)

95

NY Quality Healthcare Corp. (dba Fidelis Care)

85

Prime Health Choice LLC

94

Senior Network Health LLC

93

Senior Whole Health of NY

92

Village Sr Services Corp (dba VillageCare Max)

93

VNA Homecare Options LLC (dba Nascentia Health Options)

93

VNS Health MLTC

90

Aetna Better Health, Inc.

94

Montefiore HMO LLC (12/31/23)

97

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

94

Extended MLTC, LLC (7/31/23)

88

Fallon Health Weinberg, Inc. (12/31/23)

92



Complete

D2.VII.1 Measure Name: Cognitive Functioning

11 / 32

D2.VII.2 Measure Domain

Behavioral health care

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members whose Cognitive Performance Scale 2 (CPS2) indicated intact functioning. The CPS2 is a composite measure of cognitive skills for daily decision making, short-term memory, procedural memory, making self understood, and how an individual eats and drinks

Measure results

32

Elder Plan, Inc. (dba Homefirst)

20

Elderserve Health (dba RiverSpring)

28

ErieNiagara MLTCP Inc (dba Kalos)

51

EverCare Choice Inc (dba Elant)

24

Hamaspik Choice Inc.

23

HealthFirst Health Plan Inc. (dba Senior Health Partners)

26

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

34

Icircle Services of the Finger Lakes

41

MetroPlus Health Plan Inc.

39

Niagara Adv Health Plan LLC (dba Elderwood)

53

NY Quality Healthcare Corp. (dba Fidelis Care)

41

Prime Health Choice LLC

34

Senior Network Health LLC

32

Senior Whole Health of NY

43

Village Sr Services Corp (dba VillageCare Max)

48

VNA Homecare Options LLC (dba Nascentia Health Options)

45

VNS Health MLTC

28

Aetna Better Health, Inc.

35

Montefiore HMO LLC (12/31/23)

38

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

33

Extended MLTC, LLC (7/31/23)

19

Fallon Health Weinberg, Inc. (12/31/23)

49

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members who did not have any behavior symptoms (wandering, verbally abusive, physically abusive, socially inappropriate/disruptive, inappropriate public sexual behavior/disrobing, or resisting care)

Measure results

Centers Plan for Healthy Living LLC

94

Elder Plan, Inc. (dba Homefirst)

87

Elderserve Health (dba RiverSpring)

86

ErieNiagara MLTCP Inc (dba Kalos)

87

EverCare Choice Inc (dba Elant)

80

Hamaspik Choice Inc.

81

HealthFirst Health Plan Inc. (dba Senior Health Partners)

88

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

89

Icircle Services of the Finger Lakes

92

MetroPlus Health Plan Inc.

85

Niagara Adv Health Plan LLC (dba Elderwood)

83

NY Quality Healthcare Corp. (dba Fidelis Care)

79

Prime Health Choice LLC

66

Senior Network Health LLC

81

Senior Whole Health of NY

90

Village Sr Services Corp (dba VillageCare Max)

94

VNA Homecare Options LLC (dba Nascentia Health Options)

78

VNS Health MLTC

Aetna Better Health, Inc.

85

Montefiore HMO LLC (12/31/23)

87

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

95

Extended MLTC, LLC (7/31/23)

96

Fallon Health Weinberg, Inc. (12/31/23)

87



Complete

D2.VII.1 Measure Name: No depression, self-reported

13 / 32

D2.VII.2 Measure Domain

Behavioral health care

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members who reported no sad, depressed, or hopeless feelings

Measure results**Centers Plan for Healthy Living LLC**

54

Elder Plan, Inc. (dba Homefirst)

70

Elderserve Health (dba RiverSpring)

61

ErieNiagara MLTCP Inc (dba Kalos)

72

EverCare Choice Inc (dba Elant)

81

Hamaspik Choice Inc.

74

HealthFirst Health Plan Inc. (dba Senior Health Partners)

70

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

73

Icircle Services of the Finger Lakes

59

MetroPlus Health Plan Inc.

82

Niagara Adv Health Plan LLC (dba Elderwood)

63

NY Quality Healthcare Corp. (dba Fidelis Care)

81

Prime Health Choice LLC

Senior Network Health LLC

74

Senior Whole Health of NY

76

Village Sr Services Corp (dba VillageCare Max)

72

VNA Homecare Options LLC (dba Nascentia Health Options)

70

VNS Health MLTC

84

Aetna Better Health, Inc.

82

Montefiore HMO LLC (12/31/23)

78

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

77

Extended MLTC, LLC (7/31/23)

86

Fallon Health Weinberg, Inc. (12/31/23)

63

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members who reported no anxious, restless, or uneasy feelings

Measure results

Centers Plan for Healthy Living LLC

83

Elder Plan, Inc. (dba Homefirst)

85

Elderserve Health (dba RiverSpring)

79

ErieNiagara MLTCP Inc (dba Kalos)

66

EverCare Choice Inc (dba Elant)

79

Hamaspik Choice Inc.

75

HealthFirst Health Plan Inc. (dba Senior Health Partners)

83

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

87

Icircle Services of the Finger Lakes

65

MetroPlus Health Plan Inc.

81

Niagara Adv Health Plan LLC (dba Elderwood)

71

NY Quality Healthcare Corp. (dba Fidelis Care)

85

Prime Health Choice LLC

85

Senior Network Health LLC

83

Senior Whole Health of NY

89

Village Sr Services Corp (dba VillageCare Max)

86

VNA Homecare Options LLC (dba Nascentia Health Options)

67

VNS Health MLTC

89

Aetna Better Health, Inc.

90

Montefiore HMO LLC (12/31/23)

90

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

85

Extended MLTC, LLC (7/31/23)

94

Fallon Health Weinberg, Inc. (12/31/23)

64



Complete

D2.VII.1 Measure Name: Not lonely and distressed

15 / 32

D2.VII.2 Measure Domain

Behavioral health care

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members who were not lonely or did not experience any of the following: decline in social activities, eight or more hours alone during the day, major life stressors, self-reported depression, or withdrawal from activities

Measure results

Centers Plan for Healthy Living LLC

99

Elder Plan, Inc. (dba Homefirst)

99

Elderserve Health (dba RiverSpring)

98

ErieNiagara MLTCP Inc (dba Kalos)

90

EverCare Choice Inc (dba Elant)

97

Hamaspik Choice Inc.

99

HealthFirst Health Plan Inc. (dba Senior Health Partners)

97

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

100

Icircle Services of the Finger Lakes

84

MetroPlus Health Plan Inc.

99

Niagara Adv Health Plan LLC (dba Elderwood)

88

NY Quality Healthcare Corp. (dba Fidelis Care)

99

Prime Health Choice LLC

100

Senior Network Health LLC

94

Senior Whole Health of NY

99

Village Sr Services Corp (dba VillageCare Max)

99

VNA Homecare Options LLC (dba Nascentia Health Options)

97

VNS Health MLTC

99

Aetna Better Health, Inc.

99

Montefiore HMO LLC (12/31/23)

90

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

99

Extended MLTC, LLC (7/31/23)

100

Fallon Health Weinberg, Inc. (12/31/23)

87

D2.VII.2 Measure Domain

Dental and oral health services

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members who reported that within the last six months they always got a routine dental appointment as soon as they thought they needed

Measure results

Centers Plan for Healthy Living LLC

24

Elder Plan, Inc. (dba Homefirst)

38

Elderserve Health (dba RiverSpring)

54

ErieNiagara MLTCP Inc (dba Kalos)

33

EverCare Choice Inc (dba Elant)

45

Hamaspik Choice Inc.

37

HealthFirst Health Plan Inc. (dba Senior Health Partners)

33

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

46

Icircle Services of the Finger Lakes

39

MetroPlus Health Plan Inc.

32

Niagara Adv Health Plan LLC (dba Elderwood)

51

NY Quality Healthcare Corp. (dba Fidelis Care)

33

Prime Health Choice LLC

36

Senior Network Health LLC

33

Senior Whole Health of NY

27

Village Sr Services Corp (dba VillageCare Max)

52

VNA Homecare Options LLC (dba Nascentia Health Options)

46

VNS Health MLTC

26

Aetna Better Health, Inc.

33

Montefiore HMO LLC (12/31/23)

37

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

44

Extended MLTC, LLC (7/31/23)

30

Fallon Health Weinberg, Inc. (12/31/23)

46



Complete

D2.VII.1 Measure Name: Dental exam

17 / 32

D2.VII.2 Measure Domain

Dental and oral health services

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members who received a dental exam in the last year

Measure results

Centers Plan for Healthy Living LLC

53

Elder Plan, Inc. (dba Homefirst)

42

Elderserve Health (dba RiverSpring)

51

ErieNiagara MLTCP Inc (dba Kalos)

53

EverCare Choice Inc (dba Elant)

44

Hamaspik Choice Inc.

70

HealthFirst Health Plan Inc. (dba Senior Health Partners)

38

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

60

Icircle Services of the Finger Lakes

36

MetroPlus Health Plan Inc.

53

Niagara Adv Health Plan LLC (dba Elderwood)

40

NY Quality Healthcare Corp. (dba Fidelis Care)

43

Prime Health Choice LLC

48

Senior Network Health LLC

31

Senior Whole Health of NY

58

Village Sr Services Corp (dba VillageCare Max)

56

VNA Homecare Options LLC (dba Nascentia Health Options)

33

VNS Health MLTC

51

Aetna Better Health, Inc.

47

Montefiore HMO LLC (12/31/23)

51

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

51

Extended MLTC, LLC (7/31/23)

37

Fallon Health Weinberg, Inc. (12/31/23)

33



Complete

D2.VII.1 Measure Name: Same Day Urgent Dental Care

18 / 32

D2.VII.2 Measure Domain

Dental and oral health services

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 12/01/2020 - 05/31/2021

D2.VII.8 Measure Description

Percentage of members who reported that within the last six months they had same day access to urgent dental care

Measure results

Centers Plan for Healthy Living LLC

19

Elder Plan, Inc. (dba Homefirst)

30

Elderserve Health (dba RiverSpring)

39

ErieNiagara MLTCP Inc (dba Kalos)

14

EverCare Choice Inc (dba Elant)

23

Hamaspik Choice Inc.

22

HealthFirst Health Plan Inc. (dba Senior Health Partners)

32

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

33

Icircle Services of the Finger Lakes

23

MetroPlus Health Plan Inc.

18

Niagara Adv Health Plan LLC (dba Elderwood)

23

NY Quality Healthcare Corp. (dba Fidelis Care)

19

Prime Health Choice LLC

N/A

Senior Network Health LLC

N/A

Senior Whole Health of NY

21

Village Sr Services Corp (dba VillageCare Max)

38

VNA Homecare Options LLC (dba Nascentia Health Options)

38

VNS Health MLTC

10

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

19

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)

23

Extended MLTC, LLC (7/31/23)

21

Fallon Health Weinberg, Inc. (12/31/23)

15



Complete

D2.VII.1 Measure Name: Involved in Decisions

19 / 32

D2.VII.2 Measure Domain

Health plan enrollee experience of care

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

No, 12/01/2020 - 05/31/2021

D2.VII.8 Measure Description

Risk-adjusted percentage of members who responded that they are usually or always involved in making decisions about their plan of care

Measure results

Centers Plan for Healthy Living LLC

82

Elder Plan, Inc. (dba Homefirst)

86

Elderserve Health (dba RiverSpring)

84

ErieNiagara MLTCP Inc (dba Kalos)

EverCare Choice Inc (dba Elant)

91

Hamaspik Choice Inc.

88

HealthFirst Health Plan Inc. (dba Senior Health Partners)

83

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

83

Icircle Services of the Finger Lakes

90

MetroPlus Health Plan Inc.

84

Niagara Adv Health Plan LLC (dba Elderwood)

91

NY Quality Healthcare Corp. (dba Fidelis Care)

87

Prime Health Choice LLC

87

Senior Network Health LLC

88

Senior Whole Health of NY

77

Village Sr Services Corp (dba VillageCare Max)

85

VNA Homecare Options LLC (dba Nascentia Health Options)

87

VNS Health MLTC

85

Aetna Better Health, Inc.

84

Montefiore HMO LLC (12/31/23)

84

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)

70

Extended MLTC, LLC (7/31/23)

75

Fallon Health Weinberg, Inc. (12/31/23)

86



Complete

D2.VII.1 Measure Name: Manage Illness

20 / 32

D2.VII.2 Measure Domain

Health plan enrollee experience of care

D2.VII.3 National Quality
Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs
Program-specific rate

D2.VII.6 Measure Set
State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range

D2.VII.8 Measure Description

Risk-adjusted percentage of members who rated the helpfulness of the plan in assisting them and their family to manage their illnesses as good or excellent

Measure results

Centers Plan for Healthy Living LLC

83

Elder Plan, Inc. (dba Homefirst)

86

Elderserve Health (dba RiverSpring)

83

ErieNiagara MLTCP Inc (dba Kalos)

80

EverCare Choice Inc (dba Elant)

85

Hamaspik Choice Inc.

86

HealthFirst Health Plan Inc. (dba Senior Health Partners)

86

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

87

Icircle Services of the Finger Lakes

83

MetroPlus Health Plan Inc.

92

Niagara Adv Health Plan LLC (dba Elderwood)

88

NY Quality Healthcare Corp. (dba Fidelis Care)

83

Prime Health Choice LLC

77

Senior Network Health LLC

90

Senior Whole Health of NY

80

Village Sr Services Corp (dba VillageCare Max)

87

VNA Homecare Options LLC (dba Nascentia Health Options)

91

VNS Health MLTC

82

Aetna Better Health, Inc.

84

Montefiore HMO LLC (12/31/23)

91

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

87

Extended MLTC, LLC (7/31/23)

83

Fallon Health Weinberg, Inc. (12/31/23)

82



Complete

D2.VII.1 Measure Name: Plan has Document Appointing for Health Decisions

21 / 32

D2.VII.2 Measure Domain

Health plan enrollee experience of care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 12/01/2020 - 05/31/2021

D2.VII.8 Measure Description

Percentage of members who responded that their health plan has a copy of their legal document appointing someone to make decisions about their health care if they are unable to do so

Measure results

Centers Plan for Healthy Living LLC

79

Elder Plan, Inc. (dba Homefirst)

79

Elderserve Health (dba RiverSpring)

N/A

ErieNiagara MLTCP Inc (dba Kalos)

87

EverCare Choice Inc (dba Elant)

92

Hamaspik Choice Inc.

80

HealthFirst Health Plan Inc. (dba Senior Health Partners)

82

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

82

Icircle Services of the Finger Lakes

75

MetroPlus Health Plan Inc.

71

Niagara Adv Health Plan LLC (dba Elderwood)

85

NY Quality Healthcare Corp. (dba Fidelis Care)

85

Prime Health Choice LLC

N/A

Senior Network Health LLC

87

Senior Whole Health of NY

Village Sr Services Corp (dba VillageCare Max)

N/A

VNA Homecare Options LLC (dba Nascentia Health Options)

73

VNS Health MLTC

79

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

91

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

91

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A



Complete

D2.VII.1 Measure Name: Rating of Care Manager

22 / 32

D2.VII.2 Measure Domain

Health plan enrollee experience of care

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 12/01/2020 - 05/31/2021

D2.VII.8 Measure Description

Risk-adjusted percentage of members who rated the quality of care manager/case manager services within the last six months as good or excellent

Measure results**Centers Plan for Healthy Living LLC**

94

Elder Plan, Inc. (dba Homefirst)

93

Elderserve Health (dba RiverSpring)

98

ErieNiagara MLTCP Inc (dba Kalos)

83

EverCare Choice Inc (dba Elant)

89

Hamaspik Choice Inc.

90

HealthFirst Health Plan Inc. (dba Senior Health Partners)

86

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

92

Icircle Services of the Finger Lakes

92

MetroPlus Health Plan Inc.

86

Niagara Adv Health Plan LLC (dba Elderwood)

93

NY Quality Healthcare Corp. (dba Fidelis Care)

85

Prime Health Choice LLC

78

Senior Network Health LLC

89

Senior Whole Health of NY

86

Village Sr Services Corp (dba VillageCare Max)

87

VNA Homecare Options LLC (dba Nascentia Health Options)

86

VNS Health MLTC

85

Aetna Better Health, Inc.

93

Montefiore HMO LLC (12/31/23)

92

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

88

Extended MLTC, LLC (7/31/23)

93

Fallon Health Weinberg, Inc. (12/31/23)

90



Complete

D2.VII.1 Measure Name: Rating of Dentist

23 / 32

D2.VII.2 Measure Domain

Health plan enrollee experience of care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 12/01/2020 - 05/31/2021

D2.VII.8 Measure Description

Risk-adjusted percentage of members who rated the quality of dental services within the last six months as good or excellent

Measure results

Centers Plan for Healthy Living LLC

71

Elder Plan, Inc. (dba Homefirst)

78

Elderserve Health (dba RiverSpring)

78

ErieNiagara MLTCP Inc (dba Kalos)

72

EverCare Choice Inc (dba Elant)

67

Hamaspik Choice Inc.

79

HealthFirst Health Plan Inc. (dba Senior Health Partners)

81

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

66

Icircle Services of the Finger Lakes

67

MetroPlus Health Plan Inc.

75

Niagara Adv Health Plan LLC (dba Elderwood)

81

NY Quality Healthcare Corp. (dba Fidelis Care)

71

Prime Health Choice LLC

77

Senior Network Health LLC

77

Senior Whole Health of NY

62

Village Sr Services Corp (dba VillageCare Max)

69

VNA Homecare Options LLC (dba Nascentia Health Options)

77

VNS Health MLTC

70

Aetna Better Health, Inc.

81

Montefiore HMO LLC (12/31/23)

76

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

72

Extended MLTC, LLC (7/31/23)

79

Fallon Health Weinberg, Inc. (12/31/23)

75



Complete

D2.VII.1 Measure Name: Rating of Health Plan

24 / 32

D2.VII.2 Measure Domain

Health plan enrollee experience of care

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

No, 12/01/2020 - 05/31/2021

D2.VII.8 Measure Description

Risk-adjusted percentage of members who rated their managed long-term care plan as good or excellent

Measure results

Centers Plan for Healthy Living LLC

94

Elder Plan, Inc. (dba Homefirst)

94

Elderserve Health (dba RiverSpring)

94

ErieNiagara MLTCP Inc (dba Kalos)

79

EverCare Choice Inc (dba Elant)

91

Hamaspik Choice Inc.

88

HealthFirst Health Plan Inc. (dba Senior Health Partners)

93

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

88

Icircle Services of the Finger Lakes

92

MetroPlus Health Plan Inc.

83

Niagara Adv Health Plan LLC (dba Elderwood)

NY Quality Healthcare Corp. (dba Fidelis Care)

92

Prime Health Choice LLC

84

Senior Network Health LLC

88

Senior Whole Health of NY

91

Village Sr Services Corp (dba VillageCare Max)

90

VNA Homecare Options LLC (dba Nascentia Health Options)

91

VNS Health MLTC

82

Aetna Better Health, Inc.

97

Montefiore HMO LLC (12/31/23)

94

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

84

Extended MLTC, LLC (7/31/23)

85



Complete

D2.VII.1 Measure Name: Rating of Home Health Aide

25 / 32

D2.VII.2 Measure Domain

Health plan enrollee experience of care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 12/01/2020 - 05/31/2021

D2.VII.8 Measure Description

Risk-adjusted percentage of members who rated the quality of home health aide/personal care

Measure results**Centers Plan for Healthy Living LLC**

96

Elder Plan, Inc. (dba Homefirst)

95

Elderserve Health (dba RiverSpring)

100

ErieNiagara MLTCP Inc (dba Kalos)

89

EverCare Choice Inc (dba Elant)

97

Hamaspik Choice Inc.

93

HealthFirst Health Plan Inc. (dba Senior Health Partners)

101

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

95

Icircle Services of the Finger Lakes

92

MetroPlus Health Plan Inc.

95

Niagara Adv Health Plan LLC (dba Elderwood)

99

NY Quality Healthcare Corp. (dba Fidelis Care)

96

Prime Health Choice LLC

94

Senior Network Health LLC

98

Senior Whole Health of NY

95

Village Sr Services Corp (dba VillageCare Max)

96

VNA Homecare Options LLC (dba Nascentia Health Options)

98

VNS Health MLTC

97

Aetna Better Health, Inc.

97

Montefiore HMO LLC (12/31/23)

98

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

94

Extended MLTC, LLC (7/31/23)

95

Fallon Health Weinberg, Inc. (12/31/23)

93



Complete

D2.VII.1 Measure Name: Rating of Regular Visiting Nurse

26 / 32

D2.VII.2 Measure Domain

Health plan enrollee experience of care

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

No, 12/01/2020 - 05/31/2021

D2.VII.8 Measure Description

Risk-adjusted percentage of members who rated the quality of regular visiting nurse/registered nurse services within the last six months as good or excellent

Measure results

Centers Plan for Healthy Living LLC

83

Elder Plan, Inc. (dba Homefirst)

86

Elderserve Health (dba RiverSpring)

95

ErieNiagara MLTCP Inc (dba Kalos)

78

EverCare Choice Inc (dba Elant)

85

Hamaspik Choice Inc.

85

HealthFirst Health Plan Inc. (dba Senior Health Partners)

81

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

80

Icircle Services of the Finger Lakes

80

MetroPlus Health Plan Inc.

80

Niagara Adv Health Plan LLC (dba Elderwood)

88

NY Quality Healthcare Corp. (dba Fidelis Care)

79

Prime Health Choice LLC

78

Senior Network Health LLC

92

Senior Whole Health of NY

80

Village Sr Services Corp (dba VillageCare Max)

85

VNA Homecare Options LLC (dba Nascentia Health Options)

80

VNS Health MLTC

80

Aetna Better Health, Inc.

90

Montefiore HMO LLC (12/31/23)

85

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

82

Extended MLTC, LLC (7/31/23)

90

Fallon Health Weinberg, Inc. (12/31/23)



Complete

D2.VII.1 Measure Name: Rating of Transportation Services

27 / 32

D2.VII.2 Measure Domain

Dental and oral health services

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 12/01/2020 - 05/31/2021

D2.VII.8 Measure Description

Risk-adjusted percentage of members who rated the quality of transportation services within the last six months as good or excellent

Measure results**Centers Plan for Healthy Living LLC**

61

Elder Plan, Inc. (dba Homefirst)

79

Elderserve Health (dba RiverSpring)

82

ErieNiagara MLTCP Inc (dba Kalos)

75

EverCare Choice Inc (dba Elant)

83

Hamaspik Choice Inc.

84

HealthFirst Health Plan Inc. (dba Senior Health Partners)

72

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

81

Icircle Services of the Finger Lakes

87

MetroPlus Health Plan Inc.

70

Niagara Adv Health Plan LLC (dba Elderwood)

79

NY Quality Healthcare Corp. (dba Fidelis Care)

82

Prime Health Choice LLC

81

Senior Network Health LLC

83

Senior Whole Health of NY

73

Village Sr Services Corp (dba VillageCare Max)

79

VNA Homecare Options LLC (dba Nascentia Health Options)

80

VNS Health MLTC

Aetna Better Health, Inc.

88

Montefiore HMO LLC (12/31/23)

80

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

78

Extended MLTC, LLC (7/31/23)

80

Fallon Health Weinberg, Inc. (12/31/23)

81



Complete

D2.VII.1 Measure Name: Talked About Appointing for Health Decisions 28 / 32**D2.VII.2 Measure Domain**

Health plan enrollee experience of care

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

No, 12/01/2020 - 05/31/2021

D2.VII.8 Measure Description

Percentage of members who responded that a health plan representative talked to them about appointing someone to make decisions about their health if they are unable to do so

Measure results

Centers Plan for Healthy Living LLC

79

Elder Plan, Inc. (dba Homefirst)

78

Elderserve Health (dba RiverSpring)

70

ErieNiagara MLTCP Inc (dba Kalos)

65

EverCare Choice Inc (dba Elant)

78

Hamaspik Choice Inc.

78

HealthFirst Health Plan Inc. (dba Senior Health Partners)

84

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

78

Icircle Services of the Finger Lakes

64

MetroPlus Health Plan Inc.

72

Niagara Adv Health Plan LLC (dba Elderwood)

72

NY Quality Healthcare Corp. (dba Fidelis Care)

81

Prime Health Choice LLC

59

Senior Network Health LLC

67

Senior Whole Health of NY

78

Village Sr Services Corp (dba VillageCare Max)

83

VNA Homecare Options LLC (dba Nascentia Health Options)

67

VNS Health MLTC

82

Aetna Better Health, Inc.

65

Montefiore HMO LLC (12/31/23)

80

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

76

Extended MLTC, LLC (7/31/23)

55

Fallon Health Weinberg, Inc. (12/31/23)

65



D2.VII.1 Measure Name: Timeliness Composite

29 / 32

D2.VII.2 Measure Domain

Health plan enrollee experience of care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 12/01/2020 - 05/31/2021

D2.VII.8 Measure Description

Risk-adjusted percentage of members who reported that within the last six months the home health aide/personal care aide/personal assistant, care manager/case manager, regular visiting nurse/registered nurse, or covering/on-call nurse services were usually or always on time

Measure results

Centers Plan for Healthy Living LLC

83

Elder Plan, Inc. (dba Homefirst)

86

Elderserve Health (dba RiverSpring)

95

ErieNiagara MLTCP Inc (dba Kalos)

78

EverCare Choice Inc (dba Elant)

85

Hamaspik Choice Inc.

85

HealthFirst Health Plan Inc. (dba Senior Health Partners)

81

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

80

Icircle Services of the Finger Lakes

80

MetroPlus Health Plan Inc.

80

Niagara Adv Health Plan LLC (dba Elderwood)

88

NY Quality Healthcare Corp. (dba Fidelis Care)

79

Prime Health Choice LLC

78

Senior Network Health LLC

92

Senior Whole Health of NY

80

Village Sr Services Corp (dba VillageCare Max)

85

VNA Homecare Options LLC (dba Nascentia Health Options)

80

VNS Health MLTC

80

Aetna Better Health, Inc.

90

Montefiore HMO LLC (12/31/23)

85

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

82

Extended MLTC, LLC (7/31/23)

90

Fallon Health Weinberg, Inc. (12/31/23)

78



Complete

D2.VII.1 Measure Name: Timeliness of Home Health Aide

30 / 32

D2.VII.2 Measure Domain

Health plan enrollee experience of care

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

No, 12/01/2020 - 05/31/2021

D2.VII.8 Measure Description

Risk-adjusted percentage of members who reported that within the last six months the home health aide/personal care aide/personal assistant services were usually or always on time

Measure results

Centers Plan for Healthy Living LLC

96

Elder Plan, Inc. (dba Homefirst)

95

Elderserve Health (dba RiverSpring)

100

ErieNiagara MLTCP Inc (dba Kalos)

89

EverCare Choice Inc (dba Elant)

97

Hamaspik Choice Inc.

93

HealthFirst Health Plan Inc. (dba Senior Health Partners)

101

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

95

Icircle Services of the Finger Lakes

92

MetroPlus Health Plan Inc.

95

Niagara Adv Health Plan LLC (dba Elderwood)

99

NY Quality Healthcare Corp. (dba Fidelis Care)

93

Prime Health Choice LLC

94

Senior Network Health LLC

98

Senior Whole Health of NY

95

Village Sr Services Corp (dba VillageCare Max)

96

VNA Homecare Options LLC (dba Nascentia Health Options)

98

VNS Health MLTC

97

Aetna Better Health, Inc.

97

Montefiore HMO LLC (12/31/23)

98

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

94

Extended MLTC, LLC (7/31/23)

95

Fallon Health Weinberg, Inc. (12/31/23)

93



Complete

D2.VII.1 Measure Name: Document Appointing for Health Decisions 31 / 32

D2.VII.2 Measure Domain

Health plan enrollee experience of care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 12/01/2020 - 05/31/2021

D2.VII.8 Measure Description

Percentage of members who responded that they have a legal document appointing someone to make decisions about their health care if they are unable to do so

Measure results

Centers Plan for Healthy Living LLC

79

Elder Plan, Inc. (dba Homefirst)

79

Elderserve Health (dba RiverSpring)

N/A

ErieNiagara MLTCP Inc (dba Kalos)

87

EverCare Choice Inc (dba Elant)

92

Hamaspik Choice Inc.

80

HealthFirst Health Plan Inc. (dba Senior Health Partners)

82

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

82

Icircle Services of the Finger Lakes

75

MetroPlus Health Plan Inc.

71

Niagara Adv Health Plan LLC (dba Elderwood)

85

NY Quality Healthcare Corp. (dba Fidelis Care)

85

Prime Health Choice LLC

N/A

Senior Network Health LLC

87

Senior Whole Health of NY

88

Village Sr Services Corp (dba VillageCare Max)

N/A

VNA Homecare Options LLC (dba Nascentia Health Options)

73

VNS Health MLTC

Aetna Better Health, Inc.

N/A

Montefiore HMO LLC (12/31/23)

91

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

91

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A



Complete

D2.VII.1 Measure Name: No Falls with Injury

32 / 32

D2.VII.2 Measure Domain

Long-term services and supports

**D2.VII.3 National Quality
Forum (NQF) number**

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting
period: Date range**

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

Percentage of members who did not experience falls that resulted in major or minor injury in the last 90 days

Measure results**Centers Plan for Healthy Living LLC**

94

Elder Plan, Inc. (dba Homefirst)

91

Elderserve Health (dba RiverSpring)

96

ErieNiagara MLTCP Inc (dba Kalos)

89

EverCare Choice Inc (dba Elant)

91

Hamaspik Choice Inc.

91

HealthFirst Health Plan Inc. (dba Senior Health Partners)

91

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

95

Icircle Services of the Finger Lakes

82

MetroPlus Health Plan Inc.

93

Niagara Adv Health Plan LLC (dba Elderwood)

91

NY Quality Healthcare Corp. (dba Fidelis Care)

90

Prime Health Choice LLC

90

Senior Network Health LLC

90

Senior Whole Health of NY

94

Village Sr Services Corp (dba VillageCare Max)

93

VNA Homecare Options LLC (dba Nascentia Health Options)

83

VNS Health MLTC

91

Aetna Better Health, Inc.

91

Montefiore HMO LLC (12/31/23)

93

**Catholic Managed Long Term Care, Inc. (dba Archcare Community Life)
(12/31/23)**

94

Extended MLTC, LLC (7/31/23)

97

Fallon Health Weinberg, Inc. (12/31/23)

90

Topic VIII. Sanctions

Describe sanctions that the state has issued for each plan. Report all known actions across the following domains: sanctions, administrative penalties, corrective action plans, other. Include any pending or unresolved actions.

42 CFR 438.66(e)(2)(viii) specifies that the MCPAR include the results of any sanctions or corrective action plans imposed by the State or other formal or informal intervention with a contracted MCO, PIHP, PAHP, or PCCM entity to improve performance.



Complete

D3.VIII.1 Intervention type: Corrective action plan

1 / 40

D3.VIII.2 Plan performance issue

Operational Survey

D3.VIII.3 Plan name

Niagara Adv Health Plan LLC (dba Elderwood)

D3.VIII.4 Reason for intervention

Operational Survey Deficiencies - SOD issued 3/8/2023, CAP accepted 8/25/2023

Sanction details**D3.VIII.5 Instances of non-compliance**

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

03/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 08/25/2023

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

2 / 40

D3.VIII.2 Plan performance issue

Operational Survey

D3.VIII.3 Plan name

Elder Plan, Inc. (dba Homefirst)

D3.VIII.4 Reason for intervention

Operational Survey Deficiencies - SOD issued 1/13/2023, CAP accepted 4/25/2023

Sanction details**D3.VIII.5 Instances of non-compliance**

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

01/13/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 04/25/2023

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

3 / 40

D3.VIII.2 Plan performance issue

Operational Survey

D3.VIII.3 Plan name

Prime Health Choice LLC

D3.VIII.4 Reason for intervention

Operational Survey Deficiencies - SOD issued 5/4/2023, CAP accepted 8/18/2023

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

05/04/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 08/18/2023

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

4 / 40

D3.VIII.2 Plan performance issue

Operational Survey

D3.VIII.3 Plan name

Village Sr Services Corp (dba VillageCare Max)

D3.VIII.4 Reason for intervention

Operational Survey Deficiencies - SOD issued 11/10/2023, CAP accepted 3/13/2024

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

11/10/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 03/13/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

5 / 40

D3.VIII.2 Plan performance

issue

Operational Survey

D3.VIII.3 Plan name

MetroPlus Health Plan Inc.

D3.VIII.4 Reason for intervention

Operational Survey Deficiencies - SOD issued 11/10/2023, CAP accepted 4/22/2024.

Sanction details**D3.VIII.5 Instances of non-compliance**

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

11/10/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 04/22/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

6 / 40

D3.VIII.2 Plan performance

issue

Operational Survey

D3.VIII.3 Plan name

EverCare Choice Inc (dba Elant)

D3.VIII.4 Reason for intervention

Operational Survey Deficiencies - SOD issued 11/30/2022, CAP accepted 7/27/2023

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

11/30/2022

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 07/27/2023

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

7 / 40

D3.VIII.2 Plan performance issue

Operational Survey

D3.VIII.3 Plan name

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

D3.VIII.4 Reason for intervention

Operational Survey Deficiencies - SOD issued 3/19/2024, CAP under review

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

03/19/2024

D3.VIII.8 Remediation date non-compliance was corrected

Remediation in progress

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

8 / 40

D3.VIII.2 Plan performance issue

Operational Survey

D3.VIII.3 Plan name

Hamaspik Choice Inc.

D3.VIII.4 Reason for intervention

Operational Survey Deficiencies - SOD issued 4/16/2024, CAP under review

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

04/16/2024

D3.VIII.8 Remediation date non-compliance was corrected

Remediation in progress

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

9 / 40

D3.VIII.2 Plan performance issue

Operational Survey

D3.VIII.3 Plan name

ErieNiagara MLTCP Inc (dba Kalos)

D3.VIII.4 Reason for intervention

Operational Survey Deficiencies - SOD issued 4/29/2022, CAP accepted 4/10/2023

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

04/29/2022

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 04/10/2023

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

10 / 40

D3.VIII.2 Plan performance issue

Complaint Survey

D3.VIII.3 Plan name

NY Quality Healthcare Corp. (dba Fidelis Care)

D3.VIII.4 Reason for intervention

Complaint Survey Deficiencies - SOD issued 5/24/2023, CAP accepted 9/19/2023

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

05/24/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 09/19/2023

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

11 / 40

D3.VIII.2 Plan performance issue

Focused Survey

D3.VIII.3 Plan name

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

D3.VIII.4 Reason for intervention

Focused Survey Deficiencies - SOD issued 5/9/2023, CAP accepted 9/22/2023

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

05/09/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 09/22/2023

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

12 / 40

D3.VIII.2 Plan performance issue

D3.VIII.3 Plan name

D3.VIII.4 Reason for intervention

Focused Survey Deficiencies - SOD issued 3/20/2023, CAP accepted 7/7/2023

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

03/20/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 07/07/2023

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

13 / 40

D3.VIII.2 Plan performance issue

Complaint Investigation

D3.VIII.3 Plan name

Elder Plan, Inc. (dba Homefirst)

D3.VIII.4 Reason for intervention

Complaint Investigation Deficiencies - SOD issued 5/8/2023, CAP accepted 3/12/2024

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

05/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 03/12/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

14 / 40

D3.VIII.2 Plan performance issue **D3.VIII.3 Plan name**
 Operational Survey Montefiore HMO LLC (12/31/23)

D3.VIII.4 Reason for intervention

Operational Survey Deficiencies - SOD issued 5/22/2023, CAP accepted 9/11/2023

Sanction details

| | |
|----------------------------------------------|----------------------------------------------------------------|
| D3.VIII.5 Instances of non-compliance | D3.VIII.6 Sanction amount |
| 1 | \$0 |
| D3.VIII.7 Date assessed | D3.VIII.8 Remediation date non-compliance was corrected |
| 05/22/2023 | Yes, remediated 09/11/2023 |
| D3.VIII.9 Corrective action plan | |
| No | |



Complete

D3.VIII.1 Intervention type: Corrective action plan

15 / 40

D3.VIII.2 Plan performance issue **D3.VIII.3 Plan name**
 PNDS Network Aetna Better Health, Inc.
 Adequacy Focused Survey

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 4/16/2024

Sanction details

| | |
|----------------------------------------------|----------------------------------------------------------------|
| D3.VIII.5 Instances of non-compliance | D3.VIII.6 Sanction amount |
| 1 | \$0 |
| D3.VIII.7 Date assessed | D3.VIII.8 Remediation date non-compliance was corrected |
| 08/08/2023 | Yes, remediated 04/16/2024 |
| D3.VIII.9 Corrective action plan | |

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

16 / 40

D3.VIII.2 Plan performance issue

PNDS Network
Adequacy Focused
Survey

D3.VIII.3 Plan name

Centers Plan for Healthy Living LLC

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 4/16/2024

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 04/16/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

17 / 40

D3.VIII.2 Plan performance issue

PNDS Network
Adequacy Focused
Survey

D3.VIII.3 Plan name

Elder Plan, Inc. (dba Homefirst)

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 4/16/2024

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 04/16/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

18 / 40

D3.VIII.2 Plan performance issue

PNDS Network
Adequacy Focused
Survey

D3.VIII.3 Plan name

Niagara Adv Health Plan LLC (dba Elderwood)

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 4/16/2024

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 04/16/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

19 / 40

D3.VIII.2 Plan performance issue

PNDS Network
Adequacy Focused

D3.VIII.3 Plan name

EverCare Choice Inc (dba Elant)

Survey

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 4/30/2024

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 04/30/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

20 / 40

D3.VIII.2 Plan performance issue

PNDS Network Adequacy Focused Survey

D3.VIII.3 Plan name

NY Quality Healthcare Corp. (dba Fidelis Care)

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 4/16/2024

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 04/16/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

21 / 40

D3.VIII.2 Plan performance issue
PNDS Network
Adequacy Focused
Survey

D3.VIII.3 Plan name
Hamaspik Choice Inc.

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 4/17/2024

Sanction details

D3.VIII.5 Instances of non-compliance
1

D3.VIII.6 Sanction amount
\$0

D3.VIII.7 Date assessed
08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected
Yes, remediated 04/17/2024

D3.VIII.9 Corrective action plan
No



Complete

D3.VIII.1 Intervention type: Corrective action plan

22 / 40

D3.VIII.2 Plan performance issue
PNDS Network
Adequacy Focused
Survey

D3.VIII.3 Plan name
Icircle Services of the Finger Lakes

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 6/25/2024

Sanction details

D3.VIII.5 Instances of non-compliance
1

D3.VIII.6 Sanction amount
\$0

D3.VIII.7 Date assessed
08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

23 / 40

D3.VIII.2 Plan performance issue

PNDS Network
Adequacy Focused
Survey

D3.VIII.3 Plan name

ErieNiagara MLTCP Inc (dba Kalos)

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 4/17/2024

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 04/17/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

24 / 40

D3.VIII.2 Plan performance issue

PNDS Network
Adequacy Focused
Survey

D3.VIII.3 Plan name

Prime Health Choice LLC

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 12/15/2023

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 12/15/2023

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

25 / 40

D3.VIII.2 Plan performance issue

PNDS Network Adequacy Focused Survey

D3.VIII.3 Plan name

Elderserve Health (dba RiverSpring)

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 6/3/2024

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 06/03/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

26 / 40

D3.VIII.2 Plan performance issue

PNDS Network Adequacy Focused

D3.VIII.3 Plan name

HealthFirst Health Plan Inc. (dba Senior Health Partners)

Survey

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 4/17/2024

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 04/17/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

27 / 40

D3.VIII.2 Plan performance issue

PNDS Network Adequacy Focused Survey

D3.VIII.3 Plan name

Senior Network Health LLC

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 4/16/2024

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 04/16/2024

D3.VIII.9 Corrective action plan

No



D3.VIII.1 Intervention type: Corrective action plan

28 / 40

D3.VIII.2 Plan performance issue **D3.VIII.3 Plan name**
PNDS Network
Adequacy Focused
Survey
Senior Whole Health of NY

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 6/3/2024

Sanction details

| | |
|----------------------------------------------|----------------------------------------------------------------|
| D3.VIII.5 Instances of non-compliance | D3.VIII.6 Sanction amount |
| 1 | \$0 |
| D3.VIII.7 Date assessed | D3.VIII.8 Remediation date non-compliance was corrected |
| 08/08/2023 | Yes, remediated 06/03/2024 |
| D3.VIII.9 Corrective action plan | |
| No | |



D3.VIII.1 Intervention type: Corrective action plan

29 / 40

D3.VIII.2 Plan performance issue **D3.VIII.3 Plan name**
PNDS Network
Adequacy Focused
Survey
VNS Health MLTC

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 4/17/2024

Sanction details

| | |
|----------------------------------------------|----------------------------------------------------------------|
| D3.VIII.5 Instances of non-compliance | D3.VIII.6 Sanction amount |
| 1 | \$0 |
| D3.VIII.7 Date assessed | D3.VIII.8 Remediation date non-compliance was corrected |
| 08/08/2023 | |

Yes, remediated 04/17/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

30 / 40

D3.VIII.2 Plan performance issue

PNDS Network Adequacy Focused Survey

D3.VIII.3 Plan name

VNA Homecare Options LLC (dba Nascentia Health Options)

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 6/3/2024

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 06/03/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

31 / 40

D3.VIII.2 Plan performance issue

PNDS Network Adequacy Focused Survey

D3.VIII.3 Plan name

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, CAP accepted 4/17/2024

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 04/17/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

32 / 40

D3.VIII.2 Plan performance issue

PNDS Network Adequacy Focused Survey

D3.VIII.3 Plan name

Extended MLTC, LLC (7/31/23)

D3.VIII.4 Reason for intervention

PNDS Network Adequacy Focused Survey Deficiencies - SOD issued 8/8/2023, No CAP required

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

08/08/2023

D3.VIII.8 Remediation date non-compliance was corrected

No, no remediation

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

33 / 40

D3.VIII.2 Plan performance issue

Complaint Survey

D3.VIII.3 Plan name

HealthFirst Health Plan Inc. (dba Senior Health Partners)

D3.VIII.4 Reason for intervention

Complaint Survey Deficiencies - SOD issued 10/16/2023, CAP accepted 3/14/2024

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

10/16/2023

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 03/14/2024

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Corrective action plan

34 / 40

D3.VIII.2 Plan performance issue

Focused Survey

D3.VIII.3 Plan name

Fallon Health Weinberg, Inc. (12/31/23)

D3.VIII.4 Reason for intervention

Focused Survey Deficiencies - SOD issued 3/25/2024, CAP under review

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$0

D3.VIII.7 Date assessed

03/25/2024

D3.VIII.8 Remediation date non-compliance was corrected

Remediation in progress

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Fine

35 / 40

D3.VIII.2 Plan performance issue

D3.VIII.3 Plan name

Encounter Data
Submission

EverCare Choice Inc (dba Elant)

D3.VIII.4 Reason for intervention

failure to submit timely encounter data pursuant to SSL 364j

Sanction details

D3.VIII.5 Instances of non-compliance

2

D3.VIII.6 Sanction amount

\$13,299.41

D3.VIII.7 Date assessed

10/01/2023

D3.VIII.8 Remediation date non-compliance was corrected

No, no remediation

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Fine

36 / 40

D3.VIII.2 Plan performance issue

Encounter Data
Submission

D3.VIII.3 Plan name

Fallon Health Weinberg, Inc. (12/31/23)

D3.VIII.4 Reason for intervention

failure to submit time encounter data pursuant to SSL 364j

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$5,025.59

D3.VIII.7 Date assessed

12/01/2023

D3.VIII.8 Remediation date non-compliance was corrected

No, no remediation

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Fine

37 / 40

| | |
|-----------------------------------------|----------------------------|
| D3.VIII.2 Plan performance issue | D3.VIII.3 Plan name |
| Encounter Data Submission | MetroPlus Health Plan Inc. |

D3.VIII.4 Reason for intervention

failure to submit time encounter data pursuant to SSL 364j

Sanction details

D3.VIII.5 Instances of non-compliance
2

D3.VIII.6 Sanction amount
\$26,650.80

D3.VIII.7 Date assessed
10/01/2023

D3.VIII.8 Remediation date non-compliance was corrected
No, no remediation

D3.VIII.9 Corrective action plan
No



Complete

D3.VIII.1 Intervention type: Fine

38 / 40

| | |
|-----------------------------------------|----------------------------|
| D3.VIII.2 Plan performance issue | D3.VIII.3 Plan name |
| Encounter Data Submission | Prime Health Choice LLC |

D3.VIII.4 Reason for intervention

failure to submit time encounter data pursuant to SSL 364j

Sanction details

D3.VIII.5 Instances of non-compliance
2

D3.VIII.6 Sanction amount
\$5,379.22

D3.VIII.7 Date assessed
10/01/2023

D3.VIII.8 Remediation date non-compliance was corrected
No, no remediation

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Fine

39 / 40

D3.VIII.2 Plan performance issue

Encounter Data Submission

D3.VIII.3 Plan name

VNA Homecare Options LLC (dba Nascentia Health Options)

D3.VIII.4 Reason for intervention

failure to submit time encounter data pursuant to SSL 364j

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$56,023.71

D3.VIII.7 Date assessed

12/01/2023

D3.VIII.8 Remediation date non-compliance was corrected

No, no remediation

D3.VIII.9 Corrective action plan

No



Complete

D3.VIII.1 Intervention type: Fine

40 / 40

D3.VIII.2 Plan performance issue

Encounter Data Submission

D3.VIII.3 Plan name

Village Sr Services Corp (dba VillageCare Max)

D3.VIII.4 Reason for intervention

failure to submit time encounter data pursuant to SSL 364j

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$102,962.23

D3.VIII.7 Date assessed

D3.VIII.8 Remediation date non-compliance was corrected

10/01/2023

No, no remediation

D3.VIII.9 Corrective action plan

No

Topic X. Program Integrity

| Number | Indicator | Response |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D1X.1 | <p data-bbox="313 107 711 176">Dedicated program integrity staff</p> <p data-bbox="313 201 711 390">Report or enter the number of dedicated program integrity staff for routine internal monitoring and compliance risks. Refer to 42 CFR 438.608(a)(1)(vii).</p> | <p data-bbox="760 107 1247 134">Centers Plan for Healthy Living LLC</p> <p data-bbox="760 163 776 191">4</p> <p data-bbox="760 268 1190 296">Elder Plan, Inc. (dba Homefirst)</p> <p data-bbox="760 325 776 352">8</p> <p data-bbox="760 430 1252 457">Elderserve Health (dba RiverSpring)</p> <p data-bbox="760 487 776 514">5</p> <p data-bbox="760 592 1230 619">ErieNiagara MLTCP Inc (dba Kalos)</p> <p data-bbox="760 648 776 676">2</p> <p data-bbox="760 753 1190 781">EverCare Choice Inc (dba Elant)</p> <p data-bbox="760 810 800 837">1.5</p> <p data-bbox="760 915 1057 942">Hamaspik Choice Inc.</p> <p data-bbox="760 972 776 999">2</p> <p data-bbox="760 1077 1307 1146">HealthFirst Health Plan Inc. (dba Senior Health Partners)</p> <p data-bbox="760 1173 792 1201">90</p> <p data-bbox="760 1278 1235 1348">Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)</p> <p data-bbox="760 1377 776 1404">9</p> <p data-bbox="760 1482 1235 1509">Icircle Services of the Finger Lakes</p> <p data-bbox="760 1539 776 1566">7</p> <p data-bbox="760 1644 1127 1671">MetroPlus Health Plan Inc.</p> <p data-bbox="760 1701 792 1728">40</p> <p data-bbox="760 1806 1224 1875">Niagara Adv Health Plan LLC (dba Elderwood)</p> <p data-bbox="760 1904 776 1932">2</p> <p data-bbox="760 2009 1317 2079">NY Quality Healthcare Corp. (dba Fidelis Care)</p> |

Prime Health Choice LLC

5

Senior Network Health LLC

9

Senior Whole Health of NY

4.5

Village Sr Services Corp (dba VillageCare Max)

4

VNA Homecare Options LLC (dba Nascentia Health Options)

3

VNS Health MLTC

3

Aetna Better Health, Inc.

2.18

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

How many program integrity investigations were opened by the plan during the reporting year?

113

Elder Plan, Inc. (dba Homefirst)

32

Elderserve Health (dba RiverSpring)

27

ErieNiagara MLTCP Inc (dba Kalos)

N/A

EverCare Choice Inc (dba Elant)

31

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

21

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

41

Icircle Services of the Finger Lakes

99

MetroPlus Health Plan Inc.

17

Niagara Adv Health Plan LLC (dba Elderwood)

6

NY Quality Healthcare Corp. (dba Fidelis Care)

76

Prime Health Choice LLC

0

Senior Network Health LLC

9

Senior Whole Health of NY

84

Village Sr Services Corp (dba VillageCare Max)

30

VNA Homecare Options LLC (dba Nascentia Health Options)

10

VNS Health MLTC

156

Aetna Better Health, Inc.

9

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1X.3

Ratio of opened program integrity investigations to enrollees

What is the ratio of program integrity investigations opened by the plan in the past year to the average number of

Centers Plan for Healthy Living LLC

2.14:1,000

Elder Plan, Inc. (dba Homefirst)

individuals enrolled in the plan per month during the reporting year (i.e., average member months)? Express this as a ratio per 1,000 beneficiaries.

1.42:1,000

Elderserve Health (dba RiverSpring)

1.6:1,000

ErieNiagara MLTCP Inc (dba Kalos)

0:1,000

EverCare Choice Inc (dba Elant)

41.84:1,000

Hamaspik Choice Inc.

0:1,000

HealthFirst Health Plan Inc. (dba Senior Health Partners)

2.3:1,000

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

41:1,000

Icircle Services of the Finger Lakes

35.98:1,000

MetroPlus Health Plan Inc.

0:1,000

Niagara Adv Health Plan LLC (dba Elderwood)

3.36:1,000

NY Quality Healthcare Corp. (dba Fidelis Care)

3.41:1,000

Prime Health Choice LLC

0:1,000

Senior Network Health LLC

0:1,000

Senior Whole Health of NY

3.12:1,000

Village Sr Services Corp (dba VillageCare Max)

1.4:1,000

VNA Homecare Options LLC (dba Nascentia Health Options)

2.15:1,000

VNS Health MLTC

0.7:1,000

Aetna Better Health, Inc.

1.65:1,000

Montefiore HMO LLC (12/31/23)

0:1,000

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0:1,000

Extended MLTC, LLC (7/31/23)

0:1,000

Fallon Health Weinberg, Inc. (12/31/23)

0:1,000

D1X.4

Count of resolved program integrity investigations

How many program integrity investigations were resolved by the plan during the reporting year?

Centers Plan for Healthy Living LLC

91

Elder Plan, Inc. (dba Homefirst)

31

Elderserve Health (dba RiverSpring)

ErieNiagara MLTCP Inc (dba Kalos)

N/A

EverCare Choice Inc (dba Elant)

31

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

98

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

37

Icircle Services of the Finger Lakes

76

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

5

NY Quality Healthcare Corp. (dba Fidelis Care)

64

Prime Health Choice LLC

0

Senior Network Health LLC

N/A

Senior Whole Health of NY

Village Sr Services Corp (dba VillageCare Max)

8

VNA Homecare Options LLC (dba Nascentia Health Options)

10

VNS Health MLTC

159

Aetna Better Health, Inc.

11

Montefiore HMO LLC (12/31/23)

N/A

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

N/A

Extended MLTC, LLC (7/31/23)

N/A

Fallon Health Weinberg, Inc. (12/31/23)

N/A

D1X.5**Ratio of resolved program integrity investigations to enrollees**

What is the ratio of program integrity investigations resolved by the plan in the past year to the average number of individuals enrolled in the plan per month during the reporting year (i.e., average member months)? Express this as a ratio per 1,000 beneficiaries.

Centers Plan for Healthy Living LLC

1.72:1,000

Elder Plan, Inc. (dba Homefirst)

1.37:1,000

Elderserve Health (dba RiverSpring)

1.125:1,000

ErieNiagara MLTCP Inc (dba Kalos)

0:1,000

EverCare Choice Inc (dba Elant)

41.84:1,000

Hamaspik Choice Inc.

0:1,000

HealthFirst Health Plan Inc. (dba Senior Health Partners)

10.78:1,000

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

37:1,000

Icircle Services of the Finger Lakes

46.88:1,000

MetroPlus Health Plan Inc.

0:1,000

Niagara Adv Health Plan LLC (dba Elderwood)

2.8:1,000

NY Quality Healthcare Corp. (dba Fidelis Care)

2.87:1,000

Prime Health Choice LLC

0:1,000

Senior Network Health LLC

0:1,000

Senior Whole Health of NY

8.5:1,000

Village Sr Services Corp (dba VillageCare Max)

0.4:1,000

VNA Homecare Options LLC (dba Nascentia Health Options)

2.15:1,000

VNS Health MLTC

0.7:1,000

Aetna Better Health, Inc.

2.01:1,000

Montefiore HMO LLC (12/31/23)

0:1,000

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0:1,000

Extended MLTC, LLC (7/31/23)

0:1,000

Fallon Health Weinberg, Inc. (12/31/23)

0:1,000

D1X.6

Referral path for program integrity referrals to the state

What is the referral path that the plan uses to make program integrity referrals to the state? Select one.

Centers Plan for Healthy Living LLC

Makes some referrals to the SMA and others directly to the MFCU

Elder Plan, Inc. (dba Homefirst)

Makes some referrals to the SMA and others directly to the MFCU

Elderserve Health (dba RiverSpring)

Makes some referrals to the SMA and others directly to the MFCU

ErieNiagara MLTCP Inc (dba Kalos)

Makes some referrals to the SMA and others directly to the MFCU

EverCare Choice Inc (dba Elant)

Makes some referrals to the SMA and others directly to the MFCU

Hamaspik Choice Inc.

Makes some referrals to the SMA and others directly to the MFCU

HealthFirst Health Plan Inc. (dba Senior Health Partners)

Makes some referrals to the SMA and others directly to the MFCU

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

Makes referrals to the State Medicaid Agency (SMA) only

Icircle Services of the Finger Lakes

Makes some referrals to the SMA and others directly to the MFCU

MetroPlus Health Plan Inc.

Makes referrals to the Medicaid Fraud Control Unit (MFCU) only

Niagara Adv Health Plan LLC (dba Elderwood)

Makes some referrals to the SMA and others directly to the MFCU

NY Quality Healthcare Corp. (dba Fidelis Care)

Makes referrals to the SMA and MFCU concurrently

Prime Health Choice LLC

Makes referrals to the SMA and MFCU concurrently

Senior Network Health LLC

Makes referrals to the Medicaid Fraud Control

Unit (MFCU) only

Senior Whole Health of NY

Makes referrals to the SMA and MFCU concurrently

Village Sr Services Corp (dba VillageCare Max)

Makes some referrals to the SMA and others directly to the MFCU

VNA Homecare Options LLC (dba Nascentia Health Options)

Makes some referrals to the SMA and others directly to the MFCU

VNS Health MLTC

Makes some referrals to the SMA and others directly to the MFCU

Aetna Better Health, Inc.

Makes referrals to the SMA and MFCU concurrently

Montefiore HMO LLC (12/31/23)

Makes referrals to the SMA and MFCU concurrently

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

Makes referrals to the SMA and MFCU concurrently

Extended MLTC, LLC (7/31/23)

Makes referrals to the State Medicaid Agency (SMA) only

Fallon Health Weinberg, Inc. (12/31/23)

Makes referrals to the State Medicaid Agency (SMA) only

D1X.7

Count of program integrity referrals to the state

Enter the total number of program integrity referrals made during the reporting year.

Centers Plan for Healthy Living LLC

Not applicable

Elder Plan, Inc. (dba Homefirst)

Not applicable

Elderserve Health (dba RiverSpring)

Not applicable

ErieNiagara MLTCP Inc (dba Kalos)

Not applicable

EverCare Choice Inc (dba Elant)

Not applicable

Hamaspik Choice Inc.

Not applicable

HealthFirst Health Plan Inc. (dba Senior Health Partners)

Not applicable

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

Not applicable

Icircle Services of the Finger Lakes

Not applicable

MetroPlus Health Plan Inc.

0

Niagara Adv Health Plan LLC (dba Elderwood)

Not applicable

NY Quality Healthcare Corp. (dba Fidelis Care)

Not applicable

Prime Health Choice LLC

Not applicable

Senior Network Health LLC

0

Senior Whole Health of NY

Not applicable

Village Sr Services Corp (dba VillageCare Max)

Not applicable

VNA Homecare Options LLC (dba Nascentia Health Options)

Not applicable

VNS Health MLTC

Not applicable

Aetna Better Health, Inc.

Not applicable

Montefiore HMO LLC (12/31/23)

Not applicable

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

Not applicable

Extended MLTC, LLC (7/31/23)

Not applicable

Fallon Health Weinberg, Inc. (12/31/23)

Not applicable

D1X.7

Count of program integrity referrals to the state

Enter the count of program integrity referrals that the plan made to the state in the past

Centers Plan for Healthy Living LLC

Not applicable

Elder Plan, Inc. (dba Homefirst)

year. Enter the count of referrals made.

Not applicable

Elderserve Health (dba RiverSpring)

Not applicable

ErieNiagara MLTCP Inc (dba Kalos)

Not applicable

EverCare Choice Inc (dba Elant)

Not applicable

Hamaspik Choice Inc.

Not applicable

HealthFirst Health Plan Inc. (dba Senior Health Partners)

Not applicable

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

0

Icircle Services of the Finger Lakes

Not applicable

MetroPlus Health Plan Inc.

Not applicable

Niagara Adv Health Plan LLC (dba Elderwood)

Not applicable

NY Quality Healthcare Corp. (dba Fidelis Care)

Not applicable

Prime Health Choice LLC

Not applicable

Senior Network Health LLC

Not applicable

Senior Whole Health of NY

Not applicable

Village Sr Services Corp (dba VillageCare Max)

Not applicable

VNA Homecare Options LLC (dba Nascentia Health Options)

Not applicable

VNS Health MLTC

Not applicable

Aetna Better Health, Inc.

Not applicable

Montefiore HMO LLC (12/31/23)

Not applicable

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

Not applicable

Extended MLTC, LLC (7/31/23)

0

Fallon Health Weinberg, Inc. (12/31/23)

0

D1X.7

Count of program integrity referrals to the state

Enter the count of program integrity referrals that the plan made to the state in the past year. Enter the count of unduplicated referrals.

Centers Plan for Healthy Living LLC

Not applicable

Elder Plan, Inc. (dba Homefirst)

Not applicable

Elderserve Health (dba RiverSpring)

Not applicable

ErieNiagara MLTCP Inc (dba Kalos)

Not applicable

EverCare Choice Inc (dba Elant)

Not applicable

Hamaspik Choice Inc.

Not applicable

HealthFirst Health Plan Inc. (dba Senior Health Partners)

Not applicable

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

Not applicable

Icircle Services of the Finger Lakes

Not applicable

MetroPlus Health Plan Inc.

Not applicable

Niagara Adv Health Plan LLC (dba Elderwood)

Not applicable

NY Quality Healthcare Corp. (dba Fidelis Care)

8

Prime Health Choice LLC

2

Senior Network Health LLC

Not applicable

Senior Whole Health of NY

Village Sr Services Corp (dba VillageCare Max)

Not applicable

VNA Homecare Options LLC (dba Nascentia Health Options)

Not applicable

VNS Health MLTC

Not applicable

Aetna Better Health, Inc.

11

Montefiore HMO LLC (12/31/23)

0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0

Extended MLTC, LLC (7/31/23)

Not applicable

Fallon Health Weinberg, Inc. (12/31/23)

Not applicable

D1X.7**Count of program integrity referrals to the state**

Enter the count of program integrity referrals that the plan made to the state in the past year. Enter the count of referrals made to the SMA and the MFCU in aggregate.

Centers Plan for Healthy Living LLC

34

Elder Plan, Inc. (dba Homefirst)

1

Elderserve Health (dba RiverSpring)

19

ErieNiagara MLTCP Inc (dba Kalos)

0

EverCare Choice Inc (dba Elant)

1

Hamaspik Choice Inc.

0

HealthFirst Health Plan Inc. (dba Senior Health Partners)

3

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

Not applicable

Icircle Services of the Finger Lakes

45

MetroPlus Health Plan Inc.

Not applicable

Niagara Adv Health Plan LLC (dba Elderwood)

2

NY Quality Healthcare Corp. (dba Fidelis Care)

Not applicable

Prime Health Choice LLC

Not applicable

Senior Network Health LLC

Not applicable

Senior Whole Health of NY

Not applicable

Village Sr Services Corp (dba VillageCare Max)

VNA Homecare Options LLC (dba Nascentia Health Options)

10

VNS Health MLTC

9

Aetna Better Health, Inc.

Not applicable

Montefiore HMO LLC (12/31/23)

Not applicable

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

Not applicable

Extended MLTC, LLC (7/31/23)

Not applicable

Fallon Health Weinberg, Inc. (12/31/23)

Not applicable

D1X.8**Ratio of program integrity referral to the state**

What is the ratio of program integrity referrals listed in indicator D1.X.7 made to the state during the reporting year to the number of enrollees? For number of enrollees, use the average number of individuals enrolled in the plan per month during the reporting year (reported in indicator D1.I.1). Express this as a ratio per 1,000 beneficiaries.

Centers Plan for Healthy Living LLC

0.64:1,000

Elder Plan, Inc. (dba Homefirst)

0.04:1,000

Elderserve Health (dba RiverSpring)

1.125:1,000

ErieNiagara MLTCP Inc (dba Kalos)

0:1,000

EverCare Choice Inc (dba Elant)

1.35:1,000

Hamaspik Choice Inc.

0:1,000

HealthFirst Health Plan Inc. (dba Senior Health Partners)

0.33:1,000

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

4.43:1,000

Icircle Services of the Finger Lakes

79.17:1,000

MetroPlus Health Plan Inc.

0:1,000

Niagara Adv Health Plan LLC (dba Elderwood)

3.57:1,000

NY Quality Healthcare Corp. (dba Fidelis Care)

0.36:1,000

Prime Health Choice LLC

0:1,000

Senior Network Health LLC

0:1,000

Senior Whole Health of NY

2.6:1,000

Village Sr Services Corp (dba VillageCare Max)

0.4:1,000

VNA Homecare Options LLC (dba Nascentia Health Options)

2.15:1,000

VNS Health MLTC

0.04:1,000

Aetna Better Health, Inc.

2.01:1,000

Montefiore HMO LLC (12/31/23)

0:1,000

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

0:1,000

Extended MLTC, LLC (7/31/23)

0:1,000

Fallon Health Weinberg, Inc. (12/31/23)

0:1,000

D1X.9a:

Plan overpayment reporting to the state: Start Date

What is the start date of the reporting period covered by the plan's latest overpayment recovery report submitted to the state?

Centers Plan for Healthy Living LLC

04/01/2023

Elder Plan, Inc. (dba Homefirst)

04/01/2023

Elderserve Health (dba RiverSpring)

04/01/2023

ErieNiagara MLTCP Inc (dba Kalos)

04/01/2023

EverCare Choice Inc (dba Elant)

04/01/2023

Hamaspik Choice Inc.

04/01/2023

HealthFirst Health Plan Inc. (dba Senior Health Partners)

04/01/2023

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

04/01/2023

Icircle Services of the Finger Lakes

04/01/2023

MetroPlus Health Plan Inc.

04/01/2023

Niagara Adv Health Plan LLC (dba Elderwood)

04/01/2023

NY Quality Healthcare Corp. (dba Fidelis Care)

04/01/2023

Prime Health Choice LLC

04/01/2023

Senior Network Health LLC

04/01/2023

Senior Whole Health of NY

04/01/2023

Village Sr Services Corp (dba VillageCare Max)

04/01/2023

VNA Homecare Options LLC (dba Nascentia Health Options)

04/01/2023

VNS Health MLTC

04/01/2023

Aetna Better Health, Inc.

04/01/2023

Montefiore HMO LLC (12/31/23)

04/01/2023

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

04/01/2023

Extended MLTC, LLC (7/31/23)

04/01/2023

Fallon Health Weinberg, Inc. (12/31/23)

04/01/2023

D1X.9b:

Plan overpayment reporting to the state: End Date

What is the end date of the reporting period covered by the plan's latest overpayment recovery report submitted to the state?

Centers Plan for Healthy Living LLC

03/31/2024

Elder Plan, Inc. (dba Homefirst)

03/31/2023

Elderserve Health (dba RiverSpring)

03/31/2024

ErieNiagara MLTCP Inc (dba Kalos)

03/31/2024

EverCare Choice Inc (dba Elant)

03/31/2024

Hamaspik Choice Inc.

03/31/2024

HealthFirst Health Plan Inc. (dba Senior Health Partners)

03/31/2024

**Anthem HP, LLC (dba Empire BCBS
HealthPlus MLTC)**

03/31/2024

Icircle Services of the Finger Lakes

03/31/2024

MetroPlus Health Plan Inc.

03/31/2024

**Niagara Adv Health Plan LLC (dba
Elderwood)**

03/31/2024

**NY Quality Healthcare Corp. (dba Fidelis
Care)**

03/31/2024

Prime Health Choice LLC

03/31/2024

Senior Network Health LLC

03/31/2024

Senior Whole Health of NY

03/31/2024

**Village Sr Services Corp (dba VillageCare
Max)**

03/31/2024

**VNA Homecare Options LLC (dba Nascentia
Health Options)**

03/31/2024

VNS Health MLTC

03/31/2024

Aetna Better Health, Inc.

03/31/2024

Montefiore HMO LLC (12/31/23)

03/31/2024

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

03/31/2024

Extended MLTC, LLC (7/31/23)

03/31/2024

Fallon Health Weinberg, Inc. (12/31/23)

03/31/2024

D1X.9c:

Plan overpayment reporting to the state: Dollar amount

From the plan's latest annual overpayment recovery report, what is the total amount of overpayments recovered?

Centers Plan for Healthy Living LLC

\$0

Elder Plan, Inc. (dba Homefirst)

\$326,249.24

Elderserve Health (dba RiverSpring)

\$0

ErieNiagara MLTCP Inc (dba Kalos)

\$0

EverCare Choice Inc (dba Elant)

\$585,065.79

Hamaspik Choice Inc.

-\$49,443.56

HealthFirst Health Plan Inc. (dba Senior Health Partners)

\$0

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

\$0

Icircle Services of the Finger Lakes

\$0

MetroPlus Health Plan Inc.

\$110,551.10

Niagara Adv Health Plan LLC (dba Elderwood)

\$0

NY Quality Healthcare Corp. (dba Fidelis Care)

\$32,454.63

Prime Health Choice LLC

\$0

Senior Network Health LLC

N/A

Senior Whole Health of NY

\$932,594

Village Sr Services Corp (dba VillageCare Max)

\$489,747.93

VNA Homecare Options LLC (dba Nascentia Health Options)

\$0

VNS Health MLTC

\$1,078,424.33

Aetna Better Health, Inc.

\$0

Montefiore HMO LLC (12/31/23)

\$0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

\$0

Extended MLTC, LLC (7/31/23)

\$0

Fallon Health Weinberg, Inc. (12/31/23)

\$0

D1X.9d:

Plan overpayment reporting to the state: Corresponding premium revenue

What is the total amount of premium revenue for the corresponding reporting period (D1.X.9a-b)? (Premium revenue as defined in MLR reporting under 438.8(f)(2))

Centers Plan for Healthy Living LLC

\$2,607,722,931

Elder Plan, Inc. (dba Homefirst)

\$864,609,528

Elderserve Health (dba RiverSpring)

\$940,942,591.42

ErieNiagara MLTCP Inc (dba Kalos)

\$0

EverCare Choice Inc (dba Elant)

\$47,052,259

Hamaspik Choice Inc.

\$96,395,904

HealthFirst Health Plan Inc. (dba Senior Health Partners)

\$546,913,043

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

\$1,082,599,200.41

Icircle Services of the Finger Lakes

\$143,379,568.58

MetroPlus Health Plan Inc.

\$74,226,078.48

Niagara Adv Health Plan LLC (dba Elderwood)

\$41,252,378

NY Quality Healthcare Corp. (dba Fidelis Care)

\$915,671,602.90

Prime Health Choice LLC

\$20,798,334

Senior Network Health LLC

\$0

Senior Whole Health of NY

\$1,104,330,549

Village Sr Services Corp (dba VillageCare Max)

\$805,096,622.70

VNA Homecare Options LLC (dba Nascentia Health Options)

\$150,357,347

VNS Health MLTC

\$1,509,735,089

Aetna Better Health, Inc.

\$336,872,897

Montefiore HMO LLC (12/31/23)

\$0

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

\$0

Extended MLTC, LLC (7/31/23)

\$0

Fallon Health Weinberg, Inc. (12/31/23)

\$0

D1X.10

Changes in beneficiary circumstances

Select the frequency the plan reports changes in beneficiary circumstances to the state.

Centers Plan for Healthy Living LLC

Daily

Elder Plan, Inc. (dba Homefirst)

Monthly

Elderserve Health (dba RiverSpring)

Daily

ErieNiagara MLTCP Inc (dba Kalos)

Promptly when plan receives information about the change

EverCare Choice Inc (dba Elant)

Monthly

Hamaspik Choice Inc.

Daily

HealthFirst Health Plan Inc. (dba Senior Health Partners)

Daily

Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)

Monthly

Icircle Services of the Finger Lakes

Daily

MetroPlus Health Plan Inc.

Daily

Niagara Adv Health Plan LLC (dba Elderwood)

Weekly

NY Quality Healthcare Corp. (dba Fidelis Care)

Weekly

Prime Health Choice LLC

Monthly

Senior Network Health LLC

Monthly

Senior Whole Health of NY

Daily

Village Sr Services Corp (dba VillageCare Max)

Monthly

VNA Homecare Options LLC (dba Nascentia Health Options)

Daily

VNS Health MLTC

Weekly

Aetna Better Health, Inc.

Daily

Montefiore HMO LLC (12/31/23)

Promptly when plan receives information about the change

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

Promptly when plan receives information about the change

Extended MLTC, LLC (7/31/23)

Promptly when plan receives information about the change

Topic XI: ILOS

⚠ Beginning December 2025, this section must be completed by states that authorize ILOS. Submission of this data before December 2025 is optional.

If ILOSs are authorized for this program, report for each plan: if the plan offered any ILOS; if “Yes”, which ILOS the plan offered; and utilization data for each ILOS offered. If the plan offered an ILOS during the reporting period but there was no utilization, check that the ILOS was offered but enter "0" for utilization.

| Number | Indicator | Response |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D4XI.1 | <p data-bbox="310 100 610 132">ILOSs offered by plan</p> <p data-bbox="310 153 651 254">Indicate whether this plan offered any ILOS to their enrollees.</p> | <p data-bbox="760 100 1247 132">Centers Plan for Healthy Living LLC</p> <p data-bbox="760 153 1208 195">No ILOSs were offered by this plan</p> <p data-bbox="760 260 1192 296">Elder Plan, Inc. (dba Homefirst)</p> <p data-bbox="760 317 1208 359">No ILOSs were offered by this plan</p> <p data-bbox="760 422 1252 457">Elderserve Health (dba RiverSpring)</p> <p data-bbox="760 478 1208 520">No ILOSs were offered by this plan</p> <p data-bbox="760 583 1235 619">ErieNiagara MLTCP Inc (dba Kalos)</p> <p data-bbox="760 640 1208 682">No ILOSs were offered by this plan</p> <p data-bbox="760 745 1192 781">EverCare Choice Inc (dba Elant)</p> <p data-bbox="760 802 1208 844">No ILOSs were offered by this plan</p> <p data-bbox="760 907 1057 942">Hamaspik Choice Inc.</p> <p data-bbox="760 963 1208 1005">No ILOSs were offered by this plan</p> <p data-bbox="760 1068 1305 1136">HealthFirst Health Plan Inc. (dba Senior Health Partners)</p> <p data-bbox="760 1157 1208 1199">No ILOSs were offered by this plan</p> <p data-bbox="760 1262 1235 1329">Anthem HP, LLC (dba Empire BCBS HealthPlus MLTC)</p> <p data-bbox="760 1350 1208 1392">No ILOSs were offered by this plan</p> <p data-bbox="760 1455 1235 1491">Icircle Services of the Finger Lakes</p> <p data-bbox="760 1512 1208 1554">No ILOSs were offered by this plan</p> <p data-bbox="760 1617 1127 1652">MetroPlus Health Plan Inc.</p> <p data-bbox="760 1673 1208 1715">No ILOSs were offered by this plan</p> <p data-bbox="760 1778 1224 1845">Niagara Adv Health Plan LLC (dba Elderwood)</p> <p data-bbox="760 1866 1208 1908">No ILOSs were offered by this plan</p> <p data-bbox="760 1971 1317 2045">NY Quality Healthcare Corp. (dba Fidelis Care)</p> |

No ILOSs were offered by this plan

Prime Health Choice LLC

No ILOSs were offered by this plan

Senior Network Health LLC

No ILOSs were offered by this plan

Senior Whole Health of NY

No ILOSs were offered by this plan

Village Sr Services Corp (dba VillageCare Max)

No ILOSs were offered by this plan

VNA Homecare Options LLC (dba Nascentia Health Options)

No ILOSs were offered by this plan

VNS Health MLTC

No ILOSs were offered by this plan

Aetna Better Health, Inc.

No ILOSs were offered by this plan

Montefiore HMO LLC (12/31/23)

No ILOSs were offered by this plan

Catholic Managed Long Term Care, Inc. (dba Archcare Community Life) (12/31/23)

No ILOSs were offered by this plan

Extended MLTC, LLC (7/31/23)

No ILOSs were offered by this plan

Fallon Health Weinberg, Inc. (12/31/23)

No ILOSs were offered by this plan

Section E: BSS Entity Indicators

Topic IX. Beneficiary Support System (BSS) Entities

Per 42 CFR 438.66(e)(2)(ix), the Managed Care Program Annual Report must provide information on and an assessment of the operation of the managed care program including activities and performance of the beneficiary support system. Information on how BSS entities support program-level functions is on the Program-Level BSS page.

| Number | Indicator | Response |
|--------------|-----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EIX.1 | BSS entity type What type of entity performed each BSS activity? Check all that apply. Refer to 42 CFR 438.71(b). | Ombudsman Program Other, specify – contracted entity Enrollment Broker (NY Medicaid Choice) Enrollment Broker Technical Assistance Center (TAC) State Government Entity |
| EIX.2 | BSS entity role What are the roles performed by the BSS entity? Check all that apply. Refer to 42 CFR 438.71(b). | Ombudsman Program Enrollment Broker/Choice Counseling Beneficiary Outreach LTSS Complaint Access Point LTSS Grievance/Appeals Education LTSS Grievance/Appeals Assistance Review/Oversight of LTSS Data Enrollment Broker (NY Medicaid Choice) Enrollment Broker/Choice Counseling Technical Assistance Center (TAC) Beneficiary Outreach LTSS Complaint Access Point |