

About Managed Long-Term Care

- Managed long-term care (MLTC) helps people who are chronically ill or have disabilities and who need health and long-term care services, such as home care or adult day health care, stay in their homes and communities as long as possible.
- All MLTC plans arrange and pay for the following health and long-term care services (as long as they are medically necessary):
 - Care management
 - Home care
 - Dental services
 - Personal care
 - Non-emergency transportation to receive medically necessary services
 - Home delivered meals
 - Personal emergency response system
 - Social day care and adult day health care
 - Nursing home care and more.

For a full list of covered services, please see http://www.health.ny.gov/health_care/managed_care/mltc/coverservices.htm

- Additional covered services are different depending on the plan you choose. Some MLTC plans pay for hospital stays and doctor visits.

Important Numbers

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

**New York State
Department of Health
MLTC Complaint Hotline
1-866-712-7197**

Copies of this guide are also available at:

http://www.health.ny.gov/health_care/managed_care/mltc/consumer_guides/

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**Department
of Health**

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



Choosing a managed long-term care (MLTC) plan that meets your health needs is an important decision. This brochure will help you make that decision by providing information about the quality of care offered by the different plans and people's opinions about the care and the services the plans provide.

Each of the MLTC plans presented covers the same base set of services, with certain plans covering additional services. To be eligible for any plan, you must meet certain age, health-status, and living arrangement requirements.

Managed Long-Term Care Plans in New York City

	Website	Member Services Phone Number	Bronx	Kings	New York	Queens	Richmond
Partial Capitation							
Aetna Better Health	www.aetnabetterhealth.com	1-855-456-9126	•	•	•	•	•
ArchCare Community Life	www.archcare.org	1-855-467-9351	•	•	•	•	•
Centers Plan for Healthy Living	www.centersplan.com	1-855-270-1600	•	•	•	•	•
Empire BCBS HealthPlus MLTC	https://mss.empireblue.com/ny/home.html	1-855-800-4683	•	•	•	•	•
Fidelis Care at Home	www.fideliscare.org	1-800-688-7422	•	•	•	•	•
Hamaspik Choice	www.hamaspikchoice.org	1-855-552-4642	•	•	•	•	•
Homefirst MLTC	www.elderplan.org	1-866-386-4177	•	•	•	•	•
MetroPlusHealth MLTC	www.metroplus.org	1-855-355-6582	•	•	•	•	•
RiverSpring at Home	https://riverspringathome.org	1-800-370-3600	•	•	•	•	•
Senior Health Partners	www.healthfirst.org/senior-health-partners-plan	1-866-585-9280	•	•	•	•	•
Senior Whole Health MLTC	https://www.molinahealthcare.com/members/ny/en-us/mem/Swh/swh.aspx	1-877-353-0185	•	•	•	•	•
VillageCareMAX	www.villagecaremax.org	1-800-469-6292	•	•	•	•	•
VNS Health MLTC	www.vnshealthplans.org	1-888-867-6555	•	•	•	•	•
Program of All-Inclusive Care for the Elderly (PACE)							
ArchCare Senior Life	www.archcare.org	1-866-263-9083	•	•	•	•	•
CenterLight PACE	www.centerlighthealthcare.org	1-833-252-2737	•	•	•	•	•
Medicaid Advantage Plus (MAP)							
Centers Plan MAP	www.centersplan.com	1-833-274-5627	•	•	•	•	•
Elderplan MAP	www.elderplan.org	1-866-360-1934	•	•	•	•	•
Empire BCBS HealthPlus MAP	https://mss.empireblue.com/ny/home.html	1-855-593-0908	•	•	•	•	•
Hamaspik MAP	www.hamaspikchoice.org	1-855-552-4642	•	•	•	•	•
Healthfirst CompleteCare	www.healthfirst.org	1-866-463-6743	•	•	•	•	•
MetroPlusHealth Ultracare	www.metroplus.org	1-866-986-0356	•	•	•	•	•
RiverSpring MAP	https://riverspringmap.org	1-800-362-2266	•	•	•	•	•
Senior Whole Health MAP	https://www.molinahealthcare.com/members/ny/en-us/mem/Swh/Medicare/swh.aspx	1-877-353-0185	•	•	•	•	•
VillageCareMAX Total Advantage	www.villagecaremax.org	1-800-469-6292	•	•	•	•	•
VNS Health Total	www.vnshealthplans.org	1-855-282-4642	•	•	•	•	•
Wellcare Fidelis MAP	www.fideliscare.org	1-800-247-1447	•	•	•	•	•
Fully Integrated Duals Advantage (FIDA)							
Partners Health Plan IDD	www.phpcares.org	1-855-747-5483	•	•	•	•	•

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

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

Health Plan

Health Plan	Preventive Care			Quality of Life	Satisfaction with Care				Stability or Improvement				Overall Rating	
	Prevention	Patient Safety	Advance Directives		Rating of Health Plan	Rating of Regular Visiting Nurse	Rating of Care Manager	Timeliness of Aide	ADL Stable or Improved	Pain Intensity Stable or Improved	Shortness of Breath Stable or Improved	Urinary Continence Stable or Improved		
Partial Capitation														
Aetna Better Health	★★★	★★★	★★★	★★★★	★★	★★★	★★★	★★★	★★★	★★★	★★★★★	★★★★	★★★	★★★★
ArchCare Community Life	★	★★	★★★	★★	★★★	★★★	★	★★★★	★★★★	★★★	★★★★	★★★	★★★	★★
Centers Plan for Healthy Living	★★★★	★★★★	★★★	★★★★★	★	★★★	★★	★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Empire BCBS HealthPlus MLTC	★★★★★	★★★★	★★★	★★★★	★★	★★★	★★★★	★★★	★	★	★	★	★	★★
Extended MLTC	★★	★★★★★	★★	★★★★	★★★	★★★	★★★★	★★★★	★★★★	★★★★★	★★★★	★★★★	★★★	★★★★★
Fidelis Care at Home	★	★	★★★★	★★★	★★★	★★	★	★★★	★★★★	★	★★★	★★★★★	★★★★★	★★
Hamaspik Choice	★★★★	★★★	★★	★★★★	★★★	★★★	★★★	★★	★★	★	★	★★	★★	★★
Homefirst MLTC	★★	★★★★★	★★★★	★★★★★	★★★	★★★	★★★★	★★★★	★★★	★★★★	★	★	★	★★★★
MetroPlus Health MLTC	★★★	★★★	★★★	★★★	★★★	★	★	★★★	★★★	★★★★	★★★★	★★★★	★★★	★★★
Montefiore Diamond Care MLTC	★★★	★★★	★★★	★★	★★★★★	★	★★★	★★★	★★	★★	★★	★★	★★★	★★
RiverSpring at Home	★★★	★★★★★	★★★	★★	★★★★	★★★★★	★★★★★	★★★★	★★★★	★★★★	★★★★	★★★	★★★★★	★★★★★
Senior Health Partners	★	★★★	★★★★	★★★	★★★	★★	★★	★★★★	★★	★★	★★★★	★★★	★★★	★★
Senior Whole Health MLTC	★★★★★	★★★★	★	★★★★	★	★★★	★★★	★★★★★	★	★★★	★★★★	★★★★	★★★★	★★★
VillageCareMAX	★★★★★	★★★	★★	★★★	★	★★★	★★★	★★★	★★★	★★★★	★★★★★	★★★	★★★	★★★
VNS Health MLTC	★★★★	★★★★★	★★★	★★★★★	★	★★★	★★★	★★★★	★	★★★★★	★★★★	★★★★	★★★★	★★★★
Program of All-Inclusive Care for the Elderly (PACE)														
ArchCare Senior Life	★★★★	★★★	★★★	★★★	★★	★★★	★★★	★★★	★★★	★★★★★	★★★★	★★★★	★★★★	★★★★
CenterLight PACE	★★★★	★★★★★	★★★★	★★★★	★	★★★	★	★★★	★★	★	★★★★★	★	★★★	★★★
Medicaid Advantage Plus (MAP)														
Centers Plan MAP	★★★	★★★	★★★★★	★★★★	★★★★	★★	★★★	★★★	★★★	★★★★	★★★★	★★★★	★★★★	★★★★
Elderplan MAP	★★★	★★★★	★★★★	★★★★	★★★★	★★★	★★★★	★★★★	★★	★★★	★★	★	★★	★★★
Hamaspik MAP	★★★★	★★★	★	★★★	★★★	★	★	★★★	★★★	★★	★★	★★	★★★	★
Healthfirst CompleteCare	★	★★	★★★★	★★	★★★★	★★	★★	★★★	★	★	★★★	★	★	★
RiverSpring MAP	★★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★★	★★★	★★★
Senior Whole Health MAP	★★★	★★★	N/A	★★★★	N/A	N/A	N/A	N/A	★★	★★★	★★★	★★★	★★★	★★★
VillageCareMAX Total Advantage	★★★★	★★★	★★	★★★★	★	★★★	★★★★	★★★	★★★	★	★★★	★	★★	★★
VNS Health Total	★★★★★	★★★★★	★★★★★	★★★★	★★★★	★★★	★★★	★★★★	★★	★★★★	★★★★	★★★★	★★★★	★★★★★
Wellcare Fidelis MAP	★★★	★★★	★★★	★★★	★★★★	★★	★★★	★★★★	★★★	★★★	★★★	★★★	★★★★	★★★

N/A Not able to report performance due to small numbers.

Plan performance data are not available for AgeWell New York Advantage Plus, Empire BCBS HealthPlus MAP and MetroPlusHealth UltraCare due to small numbers. Plan performance data are not available for Partners Health Plan IDD.

Ratings are based on a comparison of plan rates to statewide averages. **Quality** ratings are from information submitted by the Managed Long-Term Care Plans. **Member Satisfaction** ratings, Advance Directives, and one component within the Quality of Life domain are from a Department of Health survey.

The measures used in the MLTC Consumer Guides represent some, but not all of the measures collected from health plans through the Uniform Assessment System for New York (UAS-NY) and the member satisfaction survey. For additional information about the individual measures used in each area, and other quality of care measures, please see the NYSDOH website (https://www.health.ny.gov/health_care/managed_care/mltc/reports.htm) or the Managed Long-Term Care Performance Data: Beginning 2014 documentation available on Health Data NY (HDNY) (<https://health.data.ny.gov/Health/Managed-Long-Term-Care-Performance-Data-Beginning-/cmqt-68bp>).