



This is a summary of health services covered by PHP Care Complete FIDA-IDD Plan for 2017. This is only a summary. Please read the Participant Handbook for the full list of benefits.

- ❖ Partners Health Plan is a managed care plan that contracts with Medicare and the New York State Department of Health (Medicaid) to provide benefits to Participants through the Fully Integrated Duals Advantage for individuals with Intellectual and Developmental Disabilities (FIDA-IDD) Demonstration.
- ❖ It is for people with both Medicare and Medicaid and who meet other eligibility requirements for the FIDA-IDD Demonstration.
- ❖ Under PHP Care Complete FIDA-IDD Plan you can get your Medicare and Medicaid services in one managed care plan called a FIDA-IDD Plan. A PHP Care Complete FIDA-IDD Plan Care Manager will help manage your care needs.
- ❖ This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Participant Handbook.
- ❖ Limitations and restrictions may apply. For more information, call PHP Care Complete FIDA-IDD Plan Participant Services or read the PHP Care Complete FIDA-IDD Plan Participant Handbook. This means that you need to follow certain rules to have PHP Care Complete FIDA-IDD Plan pay for your services.
- ❖ The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.
- ❖ Benefits may change on January 1 of each year.
- ❖ You can get this information for free in other languages. Call 1-855-747-5483 and 711 for TTY/TDD users during the hours of 8 AM to 8 PM, seven days a week. The call is free.
- ❖ You can get this information for free in other formats, such as large print, braille, or audio. Call 1-855-747-5483 and 711 for TTY users during the hours of 8 AM to 8 PM, seven days a week. The call is free.
- ❖ You can get this information for free in other languages. Call 1-855-747-5483, and 711 for TTY users, during the hours of 8:00 am to 8:00 pm, 7 days a week. The call is free.



If you have questions, please call PHP Care Complete FIDA-IDD Plan at 1-855-747-5483, 8 AM to 8 PM, seven days a week. TTY users, call 711. The call is free. **For more information**, visit www.phpcares.org.

PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

- ❖ Puede obtener esta información gratis en Español. Llame a Servicios del Participante al 1-855-747-5483 durante las horas de 8:00 am a 8:00pm, 7 días de la semana. Usuarios de TTY llamar al 711. La llamada es gratuita.
- ❖ Lei puo ottenere questi informazioni in Italiano gratuitamente. Chiama il Servizio Partecipanti a 1-855-747-5483 durante il periodo da 8AM a 8PM, 7 giorni alla settimana. TTY utilizzatori dovressi chiamare 711. La chiamata è gratis.
- ❖ Ou ka jwenn enfòmasyon sa a pou gratis nan kreyòl ayisyen. Rele sèvis patisipan nan 1-855-747-5483 les heures de 8:00 je pou 8:00 pm, 7 jou nan semenn nan. Utilisateurs TTY ta dwe rele 711. Apèl gratis.
- ❖ Вы можете получить эту информацию бесплатно на русском языке. Звоните в Отдел обслуживания участников плана по телефону 1-855-747-5483 с 8:00 утра до 8:00 вечера, 7 дней в неделю. Пользователи TTY звоните по телефону 711. Звонок бесплатный.
- ❖ 您可免費獲得到以上的中文資訊，請致電參與者服務電話 1-855-747-5483，辦公時間為上午8時到下午8時，每週7天。聽力語言殘障服務專線(TTY)用戶請撥打711。該電話為免付費通話。
- ❖ 한국어로 된 정보를 무료로 얻을 수 있습니다. 주 7일 오전 8시에서 오후 8시 사이에 1-855-747-5483 번(TTY 사용자는 711번)으로 문의해 주십시오. 통화는 무료입니다.
- ❖ The State of New York has created a participant ombudsman program called the Independent Consumer Advocacy Network (ICAN) to provide Participants free, confidential assistance on any services offered by PHP Care Complete FIDA-IDD Plan. ICAN may be reached toll-free at 1-844-614-8800 (TTY users call 711, then follow the prompts to dial 844-614-8800) or online at icannys.org.



If you have questions, please call PHP Care Complete FIDA-IDD Plan at 1-855-747-5483, 8 AM to 8 PM seven days a week. TTY users call 711. The call is free. **For more information**, visit www.phpcares.org.

PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

The following chart lists frequently asked questions.

Frequently Asked Questions (FAQ)	Answers
What is a Fully Integrated Duals Advantage for individuals with Intellectual and Developmental Disabilities (FIDA-IDD) Plan?	A Fully Integrated Duals Advantage for individuals with Intellectual and Developmental Disabilities (FIDA-IDD) Plan is an organization made up of doctors, hospitals, pharmacies, providers of long-term services, developmental disability service providers, and other providers. It also has Care Managers and Interdisciplinary Teams to help you plan and manage all your providers and services. They all work together to provide the care you need. PHP Care Complete FIDA-IDD Plan is a FIDA-IDD Plan that provides benefits of Medicaid and Medicare to Participants in the FIDA-IDD Demonstration.



If you have questions, please call PHP Care Complete FIDA-IDD Plan at 1-855-747-5483, 8 AM to 8 PM seven days a week. TTY users call 711. The call is free. **For more information**, visit www.phpcares.org.

PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

Frequently Asked Questions (FAQ)	Answers
What is a PHP Care Complete FIDA-IDD Plan Care Manager and Interdisciplinary Team (IDT)?	<p>A PHP Care Complete FIDA-IDD Plan Care Manager is one main person that you may contact. This person helps manage all your providers and services and makes sure you get what you need. This person is part of your Interdisciplinary Team (IDT), which also includes:</p> <ul style="list-style-type: none">▪ You and your caregiver/guardian or designee(s);▪ Your primary providers of Developmental Disability services, who have knowledge of your desired outcomes and service needs;▪ Additional individuals, including:<ul style="list-style-type: none">○ Your Primary Care Provider (PCP) or a designee from your PCP's office (or practice) who has clinical experience and knowledge of your needs;○ Your Behavioral Health (BH) Professional, if you have one, or a designee from your BH Professional's office (or practice) who has clinical experience and knowledge of your needs;○ Your home care aide(s), or a designee with clinical experience from the home care agency who has knowledge of your needs, if you are getting home care and approve the home care aide/designee's participation on the IDT;○ A clinical representative from your Intermediate Care Facility (ICF), if getting ICF care; and○ Other providers either as you or your caregiver/guardian or designee ask for or as recommended by the IDT members as necessary for adequate care planning and approved by you or designee.
What are long-term services and supports?	<p>Long-term services and supports are help for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing facility or hospital.</p>
Is Self-Direction an option for me?	<p>If you are enrolled in the Office for People With Developmental Disabilities Home and Community Based Services 1915(c) waiver, you have the option to self-direct certain developmental disability services and supports.</p>



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PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

Frequently Asked Questions (FAQ)	Answers
Can I direct my own care or hire my own aides?	You have the right to choose to direct your own care by selecting Consumer Directed Personal Assistance Services (CDPAS). Through CDPAS, you can hire your own aides and make other decisions about how to get services.
Will I get the same Medicare and Medicaid benefits in PHP Care Complete FIDA-IDD Plan that I get now?	<p>You will get your covered Medicare and Medicaid benefits directly from PHP Care Complete FIDA-IDD Plan. You will work with a team of providers who will help determine what services will best meet your needs. This means that some of the services you get now may change. You will get almost all of your covered Medicare and Medicaid benefits directly from PHP Care Complete FIDA-IDD Plan, but you will get Hospice Services the same way you do now, outside of the plan.</p> <p>When you enroll in PHP Care Complete FIDA-IDD Plan, you and your Interdisciplinary Team (IDT) will work together to develop a Life Plan (LP) to address your health and support needs. When you first enroll in PHP Care Complete FIDA-IDD Plan, you can keep seeing your doctors and getting your current services for 90 days, or until your LP is complete, whichever is later. However, you can choose to begin getting services in accordance with your approved Life Plan prior to 90 days. When you join our plan, if you are taking any Medicare Part D prescription drugs that PHP Care Complete FIDA-IDD Plan does not normally cover, you can get a temporary supply. We will help you get another drug or get an exception for PHP Care Complete FIDA-IDD Plan to cover your drug, if medically necessary.</p>



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PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

Frequently Asked Questions (FAQ)	Answers
Can I go to the same doctors I see now?	<p>Often that is the case. If your providers (including doctors, therapists, developmental disability service providers and pharmacies) work with PHP Care Complete FIDA-IDD Plan and have a contract with us, you can keep going to them. Providers with an agreement with us are “in-network.” You must use the providers in PHP Care Complete FIDA-IDD Plan’s network, unless PHP Care Complete FIDA-IDD Plan or your IDT has authorized you to see an out-of-network provider. If you need urgent or emergency care or out-of-area dialysis services, you can use providers outside of PHP Care Complete FIDA-IDD Plan.</p> <p>To find out if your doctors and service providers are in the plan’s network, call Participant Services or read PHP Care Complete FIDA-IDD Plan’s Provider and Pharmacy Directory.</p> <p>If PHP Care Complete FIDA-IDD Plan is new for you, you can continue seeing the doctors and service providers you go to now for 90 days or until your Life Plan is complete, whichever is later. However, you can choose to begin getting services in accordance with your approved Life Plan prior to 90 days.</p> <p>If you currently get behavioral health services, your Interdisciplinary Team (IDT) will review your current episode of care to decide if you can continue the services with the same provider you see now. If they or PHP Care Complete FIDA-IDD Plan decide you can see the same provider you see now, you will be able to see that provider for 24 months following your enrollment in PHP Care Complete FIDA-IDD Plan.</p>
What happens if I need a service but no one in PHP Care Complete FIDA-IDD Plan’s network can provide it?	<p>Most services will be provided by our network providers. If you need a service that cannot be provided within our network, PHP Care Complete FIDA-IDD Plan will pay for the cost of an out-of-network provider.</p>
Where is PHP Care Complete FIDA-IDD Plan available?	<p>The service area for this plan includes: Bronx, Kings / Brooklyn, Nassau, New York, Queens, Richmond, Rockland, Suffolk and Westchester Counties, New York. You must live in one of these counties to join the plan.</p>



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PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

Frequently Asked Questions (FAQ)	Answers
Do I pay a monthly amount (also called a premium) under PHP Care Complete FIDA-IDD Plan?	You will not pay any monthly premiums to PHP Care Complete FIDA-IDD Plan for your coverage. You also will not have any copays or other costs when you get care from network providers.
What is prior authorization?	<p>Prior authorization means that you must get approval from PHP Care Complete FIDA-IDD Plan or your Interdisciplinary Team (IDT) before you can get a specific service, item, or drug or before you can see an out-of-network provider. PHP Care Complete FIDA-IDD Plan may not cover the service, item, or drug if you don't get approval from PHP Care Complete FIDA-IDD Plan or your IDT. A small number of services require prior authorization by a specialist and not by PHP Care Complete FIDA-IDD Plan or your IDT. Please refer to Chapter 4 of your Participant Handbook for more information. PHP Care Complete FIDA-IDD Plan can also provide you with a list of services or procedures that require you to get prior authorization from a provider other than your IDT.</p> <p>Some services do not require any prior authorization, such as emergency or urgently needed care, out-of-area dialysis services, primary care provider visits, and women's health specialist services. For the full list of services that do not require prior authorization, please see Chapter 4 of your Participant Handbook or call PHP Care Complete FIDA-IDD Plan.</p>
What is a referral?	A referral means that your Primary Care Provider gives you approval to see a provider other than your Primary Care Provider. Referrals are not necessary in PHP Care Complete FIDA-IDD Plan and will not be required. However, prior authorization rules must be followed.



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PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

Frequently Asked Questions (FAQ)	Answers
Who should I contact if I have questions or need help?	<p>If you have general questions or questions about our plan, services, service area, billing, or Participant ID Cards, please call PHP Care Complete FIDA-IDD Plan Participant Services:</p> <p>CALL 1-855-747-5483</p> <p>Calls to this number are free. The hours are from 8 AM to 8 PM, seven days a week.</p> <p>Participant Services also has free language interpreter services available for people who do not speak English.</p> <p>TTY 711</p> <p>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</p> <p>Calls to this number are free. The hours are from 8 AM to 8 PM, seven days a week.</p> <p>If you have questions about your health, please call the Nurse Advice Call line:</p> <p>CALL 1-855-769-2507</p> <p>Calls to this number are free. The Nurse Advice Call line is available 24 hours a day, seven days a week.</p> <p>TTY 711</p> <p>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</p> <p>Calls to this number are free. The Nurse Advice Call line TTY is available 24 hours a day, seven days a week.</p>



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PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

The following chart is a quick overview of what services you may need, your costs and rules about the benefits.

Health need or problem	Services you may need	Your costs for <u>in-network</u> providers	Limitations, exceptions, & benefit information (rules about benefits)
You want to see a doctor	Visits to treat an injury or illness	\$0	
	Wellness visits, such as a physical	\$0	
	Transportation to a doctor's office	\$0	
	Specialist care	\$0	
	Care to keep you from getting sick, such as flu shots	\$0	
	"Welcome to Medicare" preventive visit (one time only)	\$0	
You need medical tests	Lab tests, such as blood work	\$0	
	X-rays or other pictures, such as CAT scans	\$0	Prior authorization by your IDT or PHP Care Complete FIDA-IDD Plan may be required.
	Screening tests, such as tests to check for cancer	\$0	



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PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

Health need or problem	Services you may need	Your costs for <u>in-network</u> providers	Limitations, exceptions, & benefit information (rules about benefits)
You need drugs to treat your illness or condition	Generic drugs (no brand name)	\$0 for a 30 day supply.	There may be limitations on the types of drugs covered. Please see PHP Care Complete FIDA-IDD Plan's List of Covered Drugs (Drug List) for more information.
	Brand name drugs	\$0 for a 30 day supply.	There may be limitations on the types of drugs covered. Please see PHP Care Complete FIDA-IDD Plan's List of Covered Drugs (Drug List) for more information.
You need drugs to treat your illness or condition (continued)	Over-the-counter drugs	\$0	PHP Care Complete FIDA-IDD Plan covers some OTC drugs when they are written as prescriptions by your provider. Please see PHP Care Complete FIDA-IDD Plan's List of Covered Drugs (Drug List) for more information.
	Medicare Part B prescription drugs	\$0	Part B drugs include drugs given by your doctor in his or her office, some oral cancer drugs, and some drugs used with certain medical equipment. Read the Participant Handbook for more information on these drugs.
You need therapy after a stroke or accident	Occupational, physical, or speech therapy	\$0	
You need emergency care	Emergency room services	\$0	Emergency room services are covered whether you are in or outside of PHP Care Complete FIDA-IDD Plan's service area. No prior authorization is required for these services.



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PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

Health need or problem	Services you may need	Your costs for <u>in-network</u> providers	Limitations, exceptions, & benefit information (rules about benefits)
	Ambulance services	\$0	Urgent care services are covered whether you are in or outside of PHP Care Complete FIDA-IDD Plan's service area. No prior authorization is required for these services.
	Urgent care	\$0	
You need hospital care	Hospital stay	\$0	
	Doctor or surgeon care	\$0	
You need help getting better or have special health needs	Rehabilitation services	\$0	Prior authorization by your IDT or PHP Care Complete FIDA-IDD Plan may be required.
	Medical equipment for home care	\$0	Prior authorization by your IDT or PHP Care Complete FIDA-IDD Plan may be required.
	Skilled nursing care	\$0	Prior authorization by your IDT or PHP Care Complete FIDA-IDD Plan may be required.
You need eye care	Eye exams	\$0	
	Glasses or contact lenses	\$0	
You need dental care	Dental check-ups	\$0	
You need hearing/auditory services	Hearing screenings	\$0	
	Hearing aids	\$0	
You have a chronic condition, such as diabetes or heart disease	Services to help manage your disease	\$0	
	Diabetes supplies and services	\$0	
You have a mental health condition	Mental or behavioral health services	\$0	



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PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

Health need or problem	Services you may need	Your costs for <u>in-network</u> providers	Limitations, exceptions, & benefit information (rules about benefits)
You have a substance abuse problem	Substance abuse services	\$0	Prior authorization by your IDT or PHP Care Complete FIDA-IDD Plan may be required.
You need long-term mental health services	Inpatient care for people who need mental health care	\$0	
You need durable medical equipment (DME)	Wheelchairs	\$0	Prior authorization by your IDT or PHP Care Complete FIDA-IDD Plan may be required.
	Canes	\$0	
	Crutches	\$0	
	Walkers	\$0	
	Oxygen	\$0	Prior authorization by your IDT or PHP Care Complete FIDA-IDD Plan may be required.
You need help living at home	Home services, such as cleaning or housekeeping	\$0	Prior authorization by your IDT or PHP Care Complete FIDA-IDD Plan may be required.
	Personal care assistant (You may be able to employ your own assistant. Call Participant Services for more information.)	\$0	Prior authorization by your IDT or PHP Care Complete FIDA-IDD Plan may be required.
	Home health care services	\$0	Prior authorization by your IDT or PHP Care Complete FIDA-IDD Plan may be required.
	Services to help you live on your own	\$0	Prior authorization by your IDT or PHP Care Complete FIDA-IDD Plan may be required.
	Adult day services or other support services	\$0	Prior authorization by your IDT or PHP Care Complete FIDA-IDD Plan may be required.
You need a place to live with people available to help you	Intermediate Care Facility	\$0	Prior authorization by your IDT or PHP Care Complete FIDA-IDD Plan may be required.



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PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

Waiver services that PHP Care Complete FIDA-IDD Plan covers

In addition, individuals enrolled in the Office for People With Developmental Disabilities Home and Community Based Services 1915(c) waiver program can get the services listed below. Call Participant Services or read the Participant Handbook to find out about other covered waived services.

Other services covered by PHP Care Complete FIDA-IDD Plan	Your costs for <u>in-network</u> providers
Community Habilitation	\$0
Day Habilitation - Group	\$0
Day Treatment	\$0
Pathway to Employment	\$0
Prevocational Services	\$0
Respite	\$0
Self-directed Services	\$0
Supervised / Supportive IRAs	\$0
Supported Employment (SEMP)	\$0

Benefits covered outside of PHP Care Complete FIDA-IDD Plan

This is not a complete list. Call Participant Services to find out about other services not covered by PHP Care Complete FIDA-IDD Plan but available through Medicare or Medicaid.

Benefits covered outside of PHP Care Complete FIDA-IDD Plan	
Hospice Services – covered by Medicare Fee-for-Service	
Free-standing Birth Center Services – covered by Medicaid Fee-for-Service	



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PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

Services that PHP Care Complete FIDA-IDD Plan, Medicare, and Medicaid do not cover

This is not a complete list. Call Participant Services to find out about other excluded services.

Other services not covered by PHP Care Complete FIDA-IDD Plan or Medicare or Medicaid	
Acupuncture	
Assisted Living	
Plastic or Reconstructive Surgery	



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PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

Your rights as a Participant of the plan

As a Participant of PHP Care Complete FIDA-IDD Plan, you have certain rights. You can exercise these rights without being punished. You can also use these rights without losing your services from PHP Care Complete FIDA-IDD Plan. We will tell you about your rights at least once a year. For more information on your rights, please read the Participant Handbook. This is not a complete list of all your rights. Your rights include, but are not limited to, the following:

- **You have a right to respect, fairness, and dignity.** This includes the right to:
 - Get covered services without concern about race, ethnicity, national origin, religion, gender, age, mental or physical disability, sexual orientation, genetic information, ability to pay, or ability to speak English
 - Get information in other formats (e.g., large print, braille, audio)
 - Be free from any form of restraint or seclusion
 - Not be billed by network providers
 - Have your questions and concerns answered completely and courteously
 - Freely apply your rights without any negative effect on the way PHP Care Complete FIDA-IDD Plan or your provider treats you
- **You have the right to get information about your health care.** This includes information on treatment and your treatment options. This information should be in a format you can understand. These rights include getting information on:
 - Description of the services we cover
 - How to get services
 - How much services will cost you
- **You have the right to make decisions about your care, including refusing treatment.** This includes the right to:
 - Names of providers and care managers
 - Choose a Primary Care Provider (PCP) and you can change your PCP at any time
 - Participate in Interdisciplinary Team meetings about your care
 - Get your covered services and drugs quickly
 - Know about all treatment options, no matter what they cost or whether they are covered
 - Refuse treatment, even if your doctor advises against it
 - Stop taking medicine
 - Ask for a second opinion. PHP Care Complete FIDA-IDD Plan will pay for the cost of your second opinion visit
 - Create and apply an advance directive, such as a living will or health care proxy
- **You have the right to timely access to care that does not have any communication or physical access barriers.** This includes the right to:
 - Get medical care timely



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PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

- Get in and out of a health care provider's office. This means barrier free access for people with disabilities, in accordance with the Americans with Disabilities Act
- Have interpreters to help with communication with your doctors and your health plan
- **You have the right to seek emergency and urgent care when you need it.** This means you have the right to:
 - Get emergency services without prior approval in an emergency
 - See an out of network urgent or emergency care provider, when necessary
- **You have a right to confidentiality and privacy.** This includes the right to:
 - Ask for and get a copy of your medical records in a way that you can understand and to ask for your records to be changed or corrected
 - Have your personal health information kept private
 - Direct your own care or hire your own aides through Consumer-Directed Personal Assistance Services
- **You have the right to make complaints about your covered services or care.** This includes the right to:
 - File a complaint or grievance against us or our providers
 - Get a detailed reason for why services were denied

For more information about your rights, you can read the PHP Care Complete FIDA-IDD Plan Participant Handbook. If you have questions, you can also call PHP Care Complete FIDA-IDD Plan Participant Services.



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PHP Care Complete FIDA-IDD Plan: **Summary of Benefits**

If you have a complaint or think we should cover something we denied

- If you have a complaint or think PHP Care Complete FIDA-IDD Plan should cover something we denied, call PHP Care Complete FIDA-IDD Plan at 1-855-747-5483. You may be able to appeal our decision.
- For questions about grievances (complaints) and appeals, you can read Chapter 9 of the PHP Care Complete FIDA-IDD Plan Participant Handbook. You can also call PHP Care Complete FIDA-IDD Plan Participant Services at the number at the bottom of this page.
- Additionally, you can get help from the Independent Consumer Advocacy Network (ICAN). ICAN can give you free, confidential assistance on any services offered by PHP Care Complete FIDA-IDD Plan, including any problems getting quality care. ICAN may be reached at 1-844-614-8800 (TTY users, call 711) or online at icannys.org.
- Contact PHP Care Complete FIDA-IDD Plan's Participant Services if you have a complaint, grievance or an appeal.

If you suspect fraud

- Most health care professionals and organizations that provide services are honest. Unfortunately, there may be some who are dishonest.
- If you think a doctor, hospital or other pharmacy is doing something wrong, please contact us.
 - Call us at PHP Care Complete FIDA-IDD Plan Participant Services. Phone numbers are on the cover of this summary.
 - Or, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.



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