Partners Health Plan

Support Broker and FI Information Session

6.27.24

Info Session Agenda

- **How is the way people with disabilities receive services is evolving?**

- **Who Can Join Partners Health Plan (PHP)?**

- **About the Support Team**

- **Plan membership and benefits**

- **Self-Direction at PHP**

- **How to become a member**

The PHP Vision: PHP, as a trusted partner and advocate for people with developmental disabilities and their families, strives to help our members achieve their life goals, improve their personal health and fully participate in their communities of choice.

Please submit your questions throughout the presentation using the Q&A function, and your questions will be read aloud and answered during the Q&A portions of the information session.

If a question cannot be answered during the info session, we will contact you directly and/or include information in the session follow-up resources.

At **Partners Health Plan (PHP)** we know that getting the **medical** and **disability services** people need and want can be difficult and confusing.

PHP is here to help!

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The way people with disabilities receive services is evolving.

A group of leaders in the field, along with self-advocates and families, gathered together to create a health plan that…

…is **knowledgeable** and **supportive** of the needs of people with intellectual and developmental disabilities

…is the **first offering** like it anywhere in the nation

…is a **non-profit organization** working to provide our members more options, with better support

…is a plan that offers **holistic coordination of care**, with coverage for Developmental Disability services in addition to all Medical, Behavioral Health, Pharmacy, & LTSS (Longterm services and supports)

PHP PARTNERS HEALTH PLAN IS ABOUT

- **helping people with disabilities and the families and caregivers who support them**

- **teamwork, communication and integration**
- **support you can count on**
- *YOU*

PARTNERS HEALTH PLAN

To join PHP's FIDA IDD Plan, an individual must:

- be **over the age of 21**
- have **Medicaid and Medicare** (parts A & B)
- be eligible for **NY State OPWDD waiver services - 1915 (c)**
- live within **one of the following counties:** Nassau, Suffolk, Richmond, Kings, Queens, Bronx, NY/Manhattan, Westchester or Rockland

The PHP Mission: PHP is committed to person-centered care planning that provides support to assist our members in accessing the highest quality healthcare and services, promoting good health and wellness, improving quality of life and supporting each member to live the life they choose.

Q&A

The Support Team

A member's circle of support will include:

- **A PHP Clinical Team Leader**
  (Licensed Social Worker or Licensed Registered Nurse)

- **A PHP Care Manager**
  (Bachelor's Degree-level professional, experienced in the I/DD Field)

- **Their Family**
  (Parents and Siblings for example)

- **Their Providers** (Doctors, Therapists, House Manager, or Self Direction Broker for example)

- **Any other Team members they request** (The team will assist members in designing a Life Plan that integrates preventive and wellness services, medical and behavior healthcare, personal safeguards and habilitation to support your personal choices.)

MEMBERS are the center and focus of team meetings and are involved in the decisions and supports you receive.

Plan Membership

In addition to having a two-person Care Team to coordinate and integrate services, PHP will also provide coverage for services such as:

- **OPWDD Waiver services** (Residential, Day Habilitation, Community Habilitation, Respite, Supported Employment, Self Direction)
- **Medical** (primary care, podiatry, cardiology)
- **Pharmacy** (prescription medication needs, including home delivery)
- **Dental** (exams and cleanings)
- **Vision** (exams and glasses)

- **Audiology** (exams and hearing aids)
- **Durable Medical Equipment** (wheelchairs, canes, and shower chairs)
- **Behavioral Health** (psychology and social work services)
- **Preventative Health Screenings** (annual flu shots and periodic mammograms)
- **Long Term Supports** (in home personal care)

Care Team will assist in determining and authorizing the services members need and desire.

PHP Members and their circle of support have access to a digital online PORTAL, promoting timely and quality communication

PHP PARTNERS HEALTH PLAN

- **Free transportation** to and from medical and other important appointments may be included
- ***$200 every month to** helps you pay for over-the-counter (OTC) items, healthy food, utilities, and more.
- **Up to $400 per year** in reimbursement of gym / fitness expenses.
- **Telemedicine** and Telehealth supports
- **Access to a 24-Hour** Nurse Advice Hotline
- **Wearable Personal Emergency Response** (PERS) devices, for support in the community
- **There are no deductibles or co-pays** for services or medications
- There are **no fees to members**
- **PHP coordinates** with most 3rd party health insurances

*PHP Provides qualified members $150 a month to purchase healthy food, personal care and other over-the-counter (OTC) items, and $50 a month to help pay for utilities.

A complete list of benefits and limitations can be referenced in our Participant Handbook and benefits are reviewed annually. Updates may occur January 1st of each year

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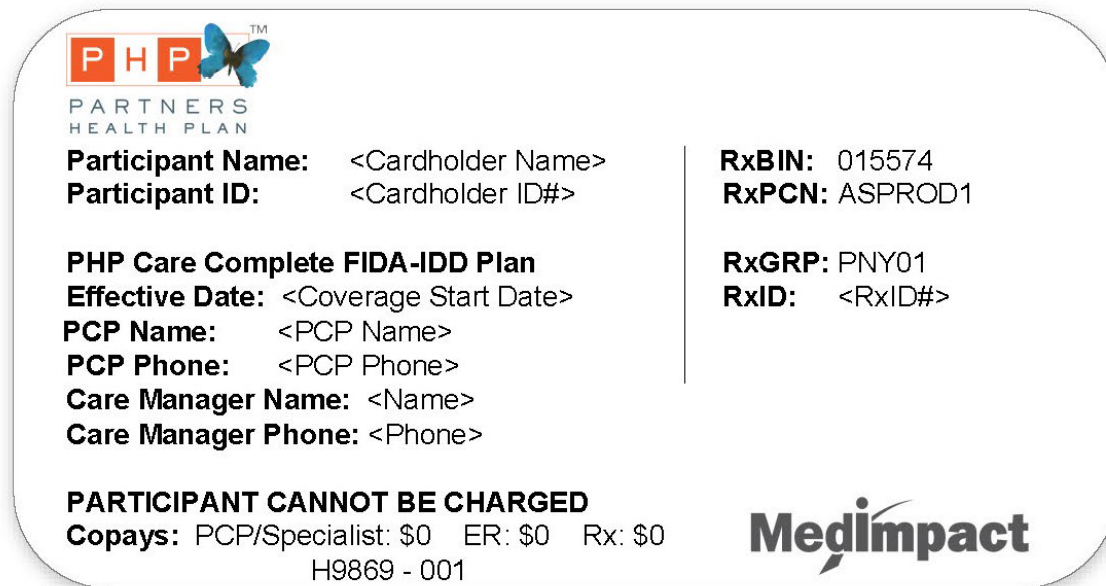
- **Access to an expansive network** of doctors, specialists and other providers. No referrals required to see in-network providers

- **Expedited Home-care Services** (CDPAS/PCA)and **expedited access to new wheelchairs and repairs**, and other durable medical equipment needs

- A select list of services require pre-authorization. Though **many services are approved and authorized by the interdisciplinary support team and PHP Care Management**

- Since it is so important that we listen to what our members and their advocates have to say, all are invited to **participate in our Participant Advisory Committee or Feedback Sessions**

- **Access to Choose Health**, a wellness and incentive program. Members completing two healthcare goals a year can receive a reward.

- **Access to our Medication Review Program.** This program supports members with periodic reviews of current medication regimens by a clinical pharmacist, ensuring safety

We strive for our members to maintain their best overall health and wellness, through pro-active approaches and integrated coordination.

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PHP PARTNERS HEALTH PLAN

Maintaining Medicaid and Medicare eligibility is required

Front of Model Participant ID Card

Participant Name: <Cardholder Name>
Participant ID: <Cardholder ID#>

PHP Care Complete FIDA-IDD Plan
Effective Date: <Coverage Start Date>
PCP Name: <PCP Name>
PCP Phone: <PCP Phone>
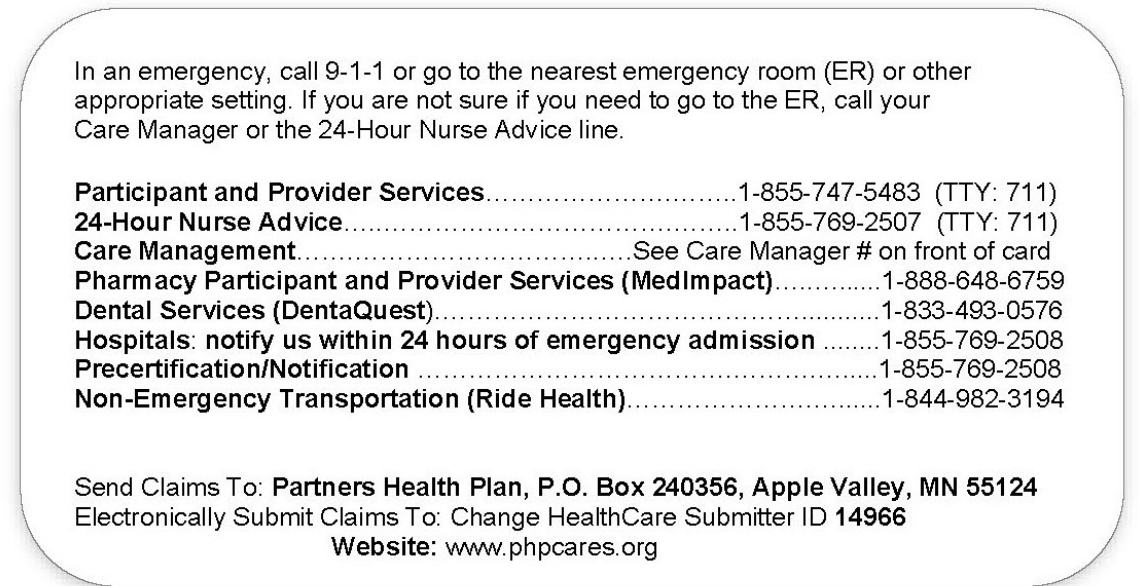**Care Manager Name:** <Name>
Care Manager Phone: <Phone>

PARTICIPANT CANNOT BE CHARGED
Copays: PCP/Specialist: $0   ER: $0   Rx: $0
H9869 - 001

RxBIN: 015574
RxPCN: ASPROD1

RxGRP: PNY01
RxID: <RxID#>

MedImpact

Back of Model Participant ID Card

In an emergency, call 9-1-1 or go to the nearest emergency room (ER) or other appropriate setting. If you are not sure if you need to go to the ER, call your Care Manager or the 24-Hour Nurse Advice line.

Participant and Provider Services.............................1-855-747-5483 (TTY: 711)
24-Hour Nurse Advice..1-855-769-2507 (TTY: 711)
Care Management......................................See Care Manager # on front of card
Pharmacy Participant and Provider Services (MedImpact).............1-888-648-6759
Dental Services (DentaQuest)...1-833-493-0576
Hospitals: notify us within 24 hours of emergency admission 1-855-769-2508
Precertification/Notification 1-855-769-2508
Non-Emergency Transportation (Ride Health)...........................1-844-982-3194

Send Claims To: **Partners Health Plan, P.O. Box 240356, Apple Valley, MN 55124**
Electronically Submit Claims To: Change HealthCare Submitter ID **14966**
Website: www.phpcares.org

PHP Members utilize one ID Card for medical appointments and medication fills.

Q&A

Self-Direction at PHP

PHP is committed to supporting its members in Self-Direction. PHP members can combine the benefits of their no-cost health insurance with Self-Direction to reach their goals!

When an individual who already self-directs joins PHP,
they keep the supports and services you already have,
and gain even more benefits.

☑

Bring your Support Broker, Fiscal Intermediary and budget with you!
Continue to work with your Self-Direction team and keep the services and supports you already have.

☑

Continue Care Management Support
You will have a Care Manager that will continue to support your goals through the Life Plan process, and work with your Support Broker and Fiscal Intermediary to get the services and support you want.

Self-Direction at PHP

Partners Health Plan (PHP) works hard to make budget and service approvals fast and easy, so Support Brokers and other staff are compensated in a timely manner.

Under Partners Health Plan, PHP Members who self-direct and their Support Brokers enjoy:

Fast Enrollment in Self-Direction
Partners Health Plan approves Self-Direction program enrollment for members.

Fast Budget & Startup Fee Approval
PHP can approve Medicaid funded self-directed Services.

Fast Spending & Compensation
Because PHP approves the Medicaid portion of a budget, members can begin spending on those services right away, and brokers and FIs can bill their services sooner.

Fast Amendment Approvals
It can be fast and easy to make Medicaid cost neutral amendments to a budget – PHP's amendment approvals can be done in as few as 10 business days.

- **Enrollment in PHP's FIDA-IDD PLAN is voluntary.**

- **Every day is open enrollment!** Enrollments processed before the 20th of each month will result in coverage effective the 1st of the following month.

- **During the initial transition there is a 90-day Continuity of Care Period.** All new members can continue to see their current providers, even if out-of-network. For Behavioral Health services, the Continuity of Care Period is 2 Years.

- **Enrollment is completed by contacting NY Medicaid Choice**. A representative is ready to assist!

ENROLL TODAY! Call New York Medicaid Choice

1-844-343-2433 TTY 1-888-329-1541

Monday - Friday 8:00 AM to 8:00 PM , Saturday, 10:00 AM to 6:00 PM
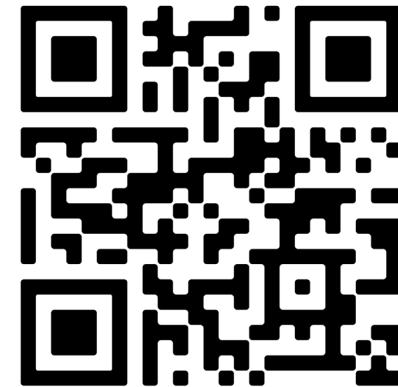
PHPCARES.ORG

Q&A

Thank you for joining us!

Stay tuned for invitations to upcoming Support Broker trainings and information sessions.

Visit our website for more information about Self-Direction with Partners Health Plan, and for other helpful resources for Support Brokers and Fiscal Intermediaries, as well as a contact form for you to complete if you support someone that could benefit from joining Partners Health Plan.

YOUR PLAN, Your Way

PHP CARE COMPLETE (MEDICARE-MEDICAID PLAN)

PHPCARES.ORG

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 Partners Health 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.

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.

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