

# PEOPLE HELPING PEOPLE



PHP CARE COMPLETE FIDA-IDD  
(MEDICARE AND MEDICAID PLAN)

NEWSLETTER

VOLUME II  
ISSUE II

## WELCOME TO THE PHP NEWSLETTER!

WE'RE HERE TO BRIGHTEN UP YOUR DAY WITH SOME INSPIRING STORIES,  
HIGHLIGHTS ON OUR AMAZING MEMBERS & STAFF, SOME EDUCATIONAL HEALTH  
TIPS, UPDATES ON TECHNOLOGY, AND MUCH MORE.



# Let's Celebrate!



You saw those numbers right, we reached 1000 members (and counting) this quarter! We couldn't have done it without you, so we thank you all for your endless support and the way you have believed in us since day one.

## **\*Important Announcement\***

Moving forward, we will only be sending out an annual printed copy of the newsletter. If you would like to continue receiving the quarterly e-newsletter, please email [newsletter@phpcares.org](mailto:newsletter@phpcares.org), sign up at <http://phpcares.org/events-news/newsletter>, or leave your name, email, and home address for a requested printed copy at (646) 844-4020 ext. 1025

## 2018 Disability Pride Parade



We had an amazing time at the Disability Pride Parade! This was our first time participating, and we were so grateful to be a part of such an incredible day filled with passion, love, and celebration.

# A Letter From the CEO

Partners Health Plan (PHP) has been in business for two and a half years. I am extremely proud to be a part of the PHP Team and remain excited at how the plan has evolved. We have enrolled over 1,000 members while maintaining quality and our commitment to improving the lives of individuals who have intellectual and developmental disabilities. In fact, PHP has grown to be one of the top 3 FIDA plans in the State and with our commitment to excellence, and the collaboration with our providers and families, PHP will soon be the largest FIDA plan in NYC.

Two years ago, very few agencies or individuals knew of PHP or what we offered. We have focused our efforts on enhancing the plan, sharing information, meeting with families and community organizations, and ensuring that PHP will be here for our members today and in the future. Here at PHP, we look at everyone as a unique member and provide the services and tools that are specific to the individual and necessary to properly manage their care.

As we grow, we invite you to continue to learn more about who we are and how we can assist agencies and improve the lives of our members. We are patient centered and have developed several new and exciting programs such as the Pharmacy Management program, Telemedicine pilot, and the anticipated new Medicaid Only line of business to name a few. We realize the need to engage the member, family, community and providers to continue to grow and thrive. We are all better when we work together! Enjoy the rest of your Summer!

Best Regards,



Vallencia Lloyd  
Chief Operations Officer  
Interim CEO



# Member Satisfaction



Happiness is one of the most vital parts of who we are at PHP. We make it a point to keep anyone involved with what we have created happy. That is why we issued a satisfaction survey to current PHP members as well as those who have been enrolled for at least 6 months in 2017. We asked what they thought about PHP, their doctors, access to care, their service and well-being.

Below are examples of where we scored the highest out of those who participated in the survey:



- 89% said their doctors were great at always listening carefully
- 98% said their personal doctor always explained things in a way that was easy to understand.
- 85% said their Care Team always listened and were helpful
- 91% have awareness of Care Manager/Care Team
- 81% created a Life Plan they were satisfied with

The vast majority of PHP members who returned a survey indicated that they often feel happy. Additionally, feelings of feeling safe, loved and calm were also common.

*\*The satisfaction survey was administered by an independent research company to ensure it was both confidential and unbiased.\**

## Health & Wellness 101



Some summer tips to help keep you healthy and happy the rest of this summer entering the Fall season!

- Drink plenty of fluids.
- Apply sunscreen everyday with SPF 30 or higher, even on cloudy days.
- Wear light-colored, light-weight clothing. Use hats and sunscreen for additional protection.
- Stay out of the direct sun, seek shaded or air-conditioned areas such as libraries or malls.
- Being outdoors earlier in the morning is better for air quality and shade.
- Mosquitoes are most active in the summer months. Be sure to use bug spray daily.

\*Information obtained from the NYS Department of Health

# Straight from the Stethoscope



*Medical Directors Column from Stephan Deutsch*

Reflecting on the last 16 months, I am extremely happy about many things that have transpired thus far in my tenure at Partners Health Plan (PHP). PHP members have very complex lives, histories and medical needs. It is impossible to treat them like your average HMO member, so we created programs and systems that make allowances for the fact that each PHP member is unique:



1. **PHP's Clinical Pharmacy Program** monitors the types of medications members are using and assures that the combination of those drugs doesn't have harmful effects on our members.
2. **PHP's Telemedicine Program** (a collaboration with StationMD) provides residential members with direct physician assessments where they live, at night and on the weekends, to avoid unnecessary emergency room visits,
3. **PHP's Member profile** contains a member's complete medical history starting from a year prior to joining PHP. It is updated monthly and is available to providers through our portal. Having current medical information for each member is critically important to deal with new symptoms and urgent and emergent situations.

I am concentrating on additional solutions that will improve the health and longevity of all PHP members. Our priorities are proactively managing diseases like high blood pressure and diabetes. Aggressively screening for breast cancer, prostate cancer and others, while offering rewards programs to members that are actively involved in maintaining their health. These are important reasons why managed care can be a positive for all individuals, including those that have an Intellectual or Developmental Disabilities.

Here at PHP we see all members as unique and give them the services and tools necessary to properly manage their care.



Dr. Deutsch

Chief Medical Officer

## ChooseHealth

This year to date, over **300 members** of PHP are eligible for a reward!



**\* Please remember that if you receive a postcard in the mail, you must send it back in order to claim your prize! \***

Questions about **ChooseHealth**? Visit our website at [phpcares.org/choosehealth](http://phpcares.org/choosehealth) for more information.

# On Your Mark, Get Set... Market!



Marketing is a very active department at PHP, and covers 9 counties from Suffolk to Rockland. We have the job of meeting prospective members in the community and educating them and/or their families about the benefits of being enrolled in Partners Health Plan (PHP). We also attend events throughout the community and at DDROs so that we can meet more people and spread the news about PHP. You will find PHP Marketing staff at all types of events...from the Disability Pride Parade in NYC to local DD Council Meetings.



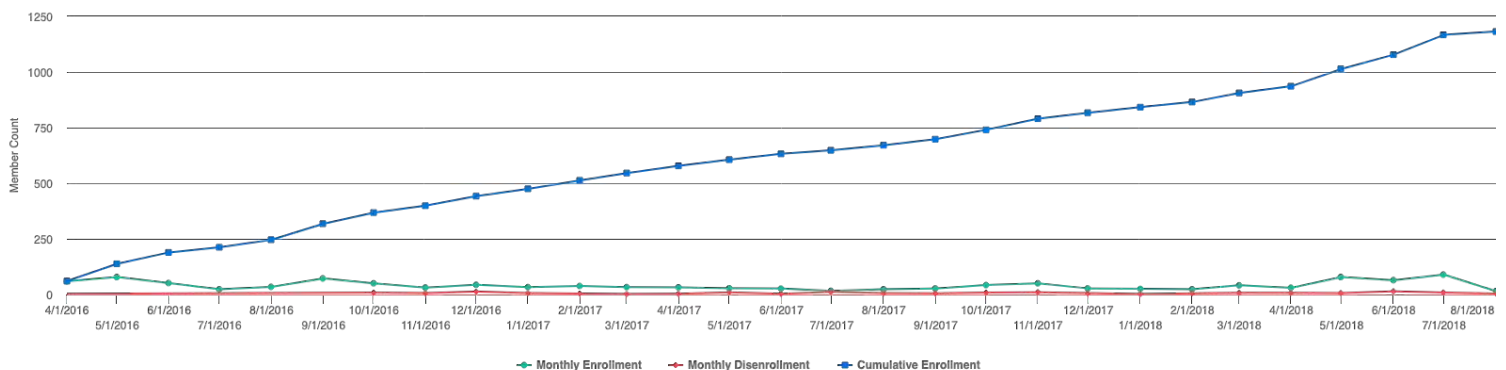
*(From left to right: David (Westchester/Rockland region), Annrose (NYC region), Malik (Director of Marketing and Enrollment), Christiane (Long Island Region), and not pictured is Josephine (NYC Region)).*

All marketing representatives are being licensed by NYS Department of Insurance. We speak English, Spanish, Creole, French and Tagalog. Marketing walks everyone through the process, explaining benefits, checking doctors and facilitating a call to NY Medicaid Choice to assure that anyone who wants to enroll has the opportunity.

When someone we enroll has an issue or a question, the Marketing Department is extremely responsive in helping them resolve it. We are proud to say that enrollment has quadrupled in the last few months and disenrollment remains under 2%.

PHP Marketing has spent countless hours over the last few months explaining the difference between PHP and the CCO's (Care Coordination Organizations). A lot of people still don't know that PHP is an alternative to CCO for those who are dual eligible.

Chances are that you might have already met one of us, but if not, we would love to get to know you!



*Our growth since the beginning of PHP.*

# You've Got A Friend In Me



Brian (right) has a big interest in cars and has always wanted to attend the NY Auto Show at Jacob Javits Center. Daquan, his Care Coordinator, went to the show with him! As you can tell by the smiles, they had a pretty amazing time.

## The PAL Program



Four members involved with The PAL Program were very interested in hip-hop classes, but none were offered in the Westchester region. Dance Connection in New Rochelle created a class specifically for them, and they performed in a recital! Be sure to check out the video at our YouTube page!



The PAL Program has teamed up with Best Buddies International NYC for multiple events this summer. We love to work with other people who share the same mission as us. This night we watched a movie overlooking the Manhattan skyline at Hudson Piers!



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WE CAN DO BETTER. TOGETHER.

## WHO WE ARE

PHP, a not-for-profit organization offering Medicaid- and Medicare-covered benefits to eligible residents of New York City and its surrounding counties (i.e., Nassau, Suffolk, Rockland, and Westchester), was founded by long-time providers of supports and services to people with IDD and their families. Instead of the long-standing practice of providing “one size fits all” services to people with IDD, PHP is a mission-driven, person-centered organization dedicated to assisting individuals in pursuing the lives they choose.

PHP’s five founding partners, New York’s Downstate AHRCs and ARCs, have over six decades of successful experience in delivering services and making resources available to support individuals with IDD.

*A visual and audio version of the newsletter is available on our YouTube page at <http://bit.ly/PartnersHealthPlan!>*

