

FREQUENTLY ASKED QUESTIONS



Q - WHAT IS PARTNERS HEALTH PLAN? (PHP Care Complete FIDA-IDD Medicare-Medicaid Plan)

Partners Health Plan is a person-centered health plan, created to specifically support people who have intellectual and developmental disabilities. Existing Medicaid and Medicare benefits are provided through an integrated benefit design that includes a dedicated Care Coordination team to address each individual's medical, behavioral, long-term services, and social needs.



Q - WHAT DOES FIDA-IDD MEAN?

Fully Integrated **D**uals **A**dvantage plan, specializing in serving members with **I**ntellectual and **D**evelopmental **D**isabilities.



Q - WHO IS ELIGIBLE TO JOIN THE PLAN?

Individuals who...

- Are over the age of 21.
- Have active Medicaid and Medicare. (PHP can help you apply if needed.)
- Are eligible for OPWDD (Office for People with Developmental Disabilities) Waiver services.
- Reside in our service area (Currently 9 Counties: Rockland, Westchester, Bronx, Manhattan, Queens, Brooklyn, Staten Island, Nassau and Suffolk).



Q - WHY SHOULD I ENROLL INTO PHP CARE COMPLETE FIDA-IDD PLAN?

With PHP you will gain a comprehensive and integrated support plan that coordinates all of your health needs and OPWDD Waiver services. Our two-person Care Coordination team will support you in obtaining appropriate person-centered services such as medical, vision, and medication. We also offer other benefits such as Durable Medical Equipment, Telehealth, Self-Direction, Home Care, Community Habilitation, transportation, and much more. Your PHP team will coordinate and communicate with you, your family, and all of your providers (Doctors, Residence, Day Program, Community Habilitation, etc.) to ensure quality healthcare and services.



Q - IS ENROLLMENT IN PHP MANDATORY?

No. Enrollment is not required to maintain your current level of service. Joining the plan is voluntary and you can disenroll at any time.



Q - HOW MUCH DOES THE PHP CARE COMPLETE FIDA-IDD PLAN COST?

There are zero out of pocket expenses for members. There are \$0 deductibles, \$0 co-payments, and no annual premiums.



Q - WHAT IF I HAVE THIRD PARTY INSURANCE AND I AM ENROLLED WITH PHP?

PHP will coordinate benefits with most third party insurances.



Q - WILL I LOSE MY MEDICARE AND MEDICAID WHEN I JOIN PHP?

No. Enrollment in PHP does not affect your eligibility for Medicare or Medicaid. You will still get them and use your PHP Participant ID Card to access your FIDA-IDD benefits and services.

***You can continue to use your New York State benefit card for food stamps.*

FREQUENTLY ASKED QUESTIONS



Q - WHAT WILL HAPPEN WITH MY CURRENT CARE MANAGER?

PHP will help to transition you from your current Care Manager (CCO) to a two-person Care Coordination team. Each PHP member receives support from a Clinical Care Manager and a Care Coordinator. Clinical Care Managers are either Licensed RNs or Licensed Social Workers.

*** People who reside in an ICF (Intermediate Care Facility) gain a Clinical Care Manager and keep their QIDP within the ICF.*



Q - DO I HAVE TO USE THE PHP NETWORK OF PROVIDERS?

Yes. PHP has over 26,000 providers in our network. We have contracted a panel of quality providers and continue to expand our network.

***PHP acknowledges the importance of Continuity of Care therefore, during the initial transition phase new members can continue seeing their current providers, even if they are not in network, for the first 90 days. For behavioral health services we offer up to 2 years of Continuity of Care.*



Q - WHAT IS AN OMBUDSMAN?

An Ombudsman is an independent service that offers free assistance to individuals enrolled in our plan. The ombudsman can support members as needed in accessing care, understanding and exercising rights and responsibilities, and appealing adverse decisions made by the plan.



Q - DOES PHP PROMOTE SOCIALIZATION AND COMMUNITY INVOLVEMENT?

Yes! PHP offers the PAL Program which links people who have similar interests in the community to members of PHP. Our PAL Social Program helps to bring members of PHP together for activities.



Q - HOW DO I ENROLL?

You can call NY Medicaid Choice **1-844-343-2433** (TTY 1-888-329-1541) to either enroll by phone or request a meeting with an Outreach Associate to discuss the benefits of PHP. Call today to see if our plan is right for you.

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.

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.