HERE'S WHAT MEMBERS ARE SAYING...

**JUDY**

I was able to get a job with support from PHP. I am a strong self-advocate and I sit on PHP's Participant Advisory Committee (PAC) to help make sure the needs of their members are the top priority.

**BRIAN**

My wheelchair would barely go a week without a different part breaking. It was so bad that I had to carry parts with me, just in case. I joined PHP because my wheelchair needed repairs. After enrolling in the plan, my chair was repaired in 19 days.

**SEAN**

Before enrolling in PHP, it was challenging to get out in the community to make new friends. Thanks to my care team and PHP's Pal Program, I am now a part of a local bowling league. I have met so many new friends.

**IRVIN**

Prior to PHP, I would often miss important medical appointments because my mother was unable to help me up and down the stairs of our home. I now have the ability to arrange my own transportation, which includes assistance in and out of the house. It has provided a sense of freedom and overwhelming relief.
HERE'S WHAT FAMILIES ARE SAYING...

MARTIN, FATHER

"PHP HAS MADE A POSITIVE CHANGE FOR MY DAUGHTER, AMY. THEY'VE HELPED TO ELIMINATE DUPLICATE SERVICES AND UNNECESSARY VISITS, AS THE CARE MANAGER COORDINATES HOLISTIC CARE. BETTER STILL IS HER PARTICIPATION IN THE PAL PROGRAM, EXCLUSIVELY OFFERED BY PHP, WHICH IS GETTING HER OUT INTO THE LOCAL COMMUNITY DOING THINGS SHE ENJOYS!"

DOLORES, MOTHER

"I CONSIDER IT TO BE A GREAT PLAN AND I'M HAPPY THAT WE MADE THE CHANGE. THE CARE TEAM IS EXTREMELY HELPFUL. THEY GET BACK TO ME AND DOUBLE CHECK THAT EVERYTHING IS ALRIGHT. IT'S GIVEN KENNETH MORE THAN HE ORIGINALLY RECEIVED AT HIS PREVIOUS PLAN."

JANICE, MOTHER

"WE HAVE GOOD COMMUNICATION AND A RESPONSIVE CARE TEAM. ALL OF MY DAUGHTER'S NEEDS AND SUPPORTS ARE MET, AND WE ARE BOTH VERY HAPPY."
"PARTNERS HEALTH PLAN HAS CREATED A CARE MANAGEMENT MODEL FOR INDIVIDUALS WITH I/DD. IT’S UNIQUE, AND IS A FORWARD-THINKING MODEL THAT HAS SUCCESSFULLY INTRODUCED CONCEPTS AROUND SUPPORTING A PERSON’S LIFE IN ALL WAYS. I LOVE HOW PHP IS BUILDING PARTNERSHIPS WITH A VARIETY OF PROVIDERS AND OTHER SUPPORT SYSTEMS TO ENSURE THAT THE PERSON’S PHYSICAL, MENTAL, AND SOCIAL HEALTH ARE AS VIBRANT AS POSSIBLE."

-CEO OF AHRC NYC, MARCO DAMIANI

"AHRC NASSAU HAS SEVERAL HUNDRED PEOPLE WHO ARE ENROLLED AS MEMBERS OF PHP. BETWEEN THEIR UNIQUE PROGRAMS AND DEDICATED STAFF, THEY GUARANTEE THAT PEOPLE WILL RECEIVE HIGH QUALITY SUPPORTS AND SERVICES IN THIS ERA OF CHANGE. IT HAS BEEN A VERY REWARDING AND SATISFYING ENGAGEMENT BETWEEN OUR TWO ORGANIZATIONS."

-EXECUTIVE DIRECTOR OF AHRC NASSAU, STANFORT PERRY

"PHP AND CITIZENS HAVE DEVELOPED A PARTNERSHIP THAT ALLOWS US TO WORK EFFICIENTLY AND EFFECTIVELY. PHP’S CARE TEAM AND FINANCE SUPPORT STAFF, IN COLLABORATION WITH THE MEMBER, FISCAL INTERMEDIARY, BROKER AND CIRCLE OF SUPPORT, HAVE AUTHORIZED SERVICES AND PUSHED THROUGH BUDGET APPROVALS WITH EASE."

-SELF DIRECTED SERVICES FISCAL INTERMEDIARY, ROBERTA ROMANO

"PARTNERS HEALTH PLAN HAS CREATED A CARE MANAGEMENT MODEL FOR INDIVIDUALS WITH I/DD. IT’S UNIQUE, AND IS A FORWARD-THINKING MODEL THAT HAS SUCCESSFULLY INTRODUCED CONCEPTS AROUND SUPPORTING A PERSON’S LIFE IN ALL WAYS. I LOVE HOW PHP IS BUILDING PARTNERSHIPS WITH A VARIETY OF PROVIDERS AND OTHER SUPPORT SYSTEMS TO ENSURE THAT THE PERSON’S PHYSICAL, MENTAL, AND SOCIAL HEALTH ARE AS VIBRANT AS POSSIBLE."

-CEO OF AHRC NYC, MARCO DAMIANI
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.

TO ENROLL IN PHP CARE COMPLETE FIDA-IDD (MEDICARE-MEDICAID PLAN), CALL NY MEDICAID CHOICE:

1-844-343-2433 (TTY: 1-888-329-1541)

Monday through Friday, 8:30am to 8:00pm and Saturday, 10:00am to 6:00pm.

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.