WELCOME TO THE PHP NEWSLETTER!

WE’RE HERE TO BRIGHTEN UP YOUR DAY WITH SOME INSPIRING STORIES, HIGHLIGHTS ON INCREDIBLE MEMBERS OF PHP, SOME EDUCATIONAL HEALTH TIPS, UPDATES ON TECHNOLOGY, AND MUCH MORE.
A Letter From the CEO

Dear Members, Families, Staff, Sponsors, Supporters, and Advocates:

Happy New Year! I am thrilled to be writing to you all in my second year as CEO at Partners Health Plan (PHP). As these exciting and rapidly changing times continue to develop with PHP at the forefront, I am proud to say that our membership has grown to over 1,600.

We have a great and committed team at PHP. Each person is dedicated to helping improve the lives of our members. We are working on many innovations in services and technologies to give people more options and control over how their services are used to meet their life goals. We recognize how needed it is in the community and are working hard to make sure that you can live your life to the fullest.

We maintain a continuous quality improvement focus so we can help make sure each member has the best services and achieves the best outcomes in all areas of their lives.

In 2020, we look forward to increased opportunities for our members, their families and trusted providers to give us input into how PHP can best help meet their needs. I hope you enjoy this edition of our newsletter. Please follow us on social media so you can learn more about PHP and the ways we are helping members meet their goals and enrich their lives.

Thank you for your continued support!

Best Regards,

Kerry A. Delaney

Kerry A. Delaney

YOU SPOKE, WE HEARD!

INTRODUCING A NEW ADDITION TO THE PAL PROGRAM...
The PAL Program is still here for you! PAL Social is a new way for members of PHP to meet each other. Every month a new event will be posted within each region that any member of PHP has the option to RSVP to. They will be posted on our website at phpcares.org/pal-program/pal-social

Email palsocial@phpcares.org or call 646-980-5238 for any questions or more information.

The PAL Program helps to link members of PHP to the things they love in the community, as well as people who share those interests. There are currently over 70 members of PHP involved in the program.

Mickey & Karen were matched through Best Buddies. They spend every other week together exploring NYC and have become great friends!

Christina loves crafts, and wanted to share this with others. The PAL Program found a free course offered by the local library where she can share these interests with others once a month.

Harrison & Devon were matched through Best Buddies and have been spending every weekend together. They spend days exploring Brooklyn and talk all of the time!
Improved DME (Durable Medical Equipment) Process

PHP continues to work hard for our members. To reflect our dedication, we recently re-engineered our DME process to make your experience better than ever, resulting in quicker deliveries of your critical items. Our DME Department has become a truly integrated one-stop shop working on your behalf to meet all your DME needs: from assisting with paperwork through communicating with physicians and DME vendors, to making sure all requested items are delivered promptly to your doors. We are here to make the ordering process a satisfying and pleasant experience for you!

For all DME needs please fax your request to (646) 948-1027 or email us at DME@phpcares.org. You can also contact us by phone at (646) 455-1594, for TTY use 711. We are here to help you!

Get the most out of your pharmacy benefits!

Did you know that PHP has partnered with Alliance Rx Walgreens Prime to provide home-delivered maintenance medications to PHP members with chronic illnesses? Take advantage of having up to a three-month supply of your medications conveniently delivered right to your front door by registering with Alliance Rx Walgreens Prime. Registration is easy! Simply complete the form on our website or call 1-800-489-2197!

For more information, visit: https://www.phpcares.org/find-providers-formulary/fida-idd/formulary/
PHP is happy to congratulate all members who reached their 2019 ChooseHealth goals! Remember to send in your reward selection post card for our 2019 program by April 30, 2020 to get your reward!

Remind me, what’s ChooseHealth again? It’s a wellness and rewards program PHP launched in 2018 in order to reward members for completing two healthcare goals every year and to inspire them to stay healthy.

For 2020, we decided to add an additional goal – eye exams! Complete 2 of the 4 healthcare goals and PHP will send you a postcard to select a reward. Use the provider search tool on our website or contact PHP Care Complete FIDA-IDD Plan Participant Services at 1-855-747-5483 to locate a vision provider in your area.

2020 Health Care Goals: Flu Shot, Dental Checkup, Eye Exam, and Preventive Screenings – Mammogram, Colorectal Cancer Screening, PAP

Rewards: T-Shirt, Tote Bag, Backpack, or $10 CVS Gift Card

Didn’t meet your goals in 2019? Don’t worry – you have a chance to meet these goals in 2020! Check out https://www.phpcares.org/participants/choosehealth-rewards-program/ for more information.

Did you know?

PHP offers a 24/7 Nurse hotline! You can call 1-855-769-2507 any time of the day to get advice from a nurse for any health-related topic!

New York City offers ‘Culture Pass’! This includes free admission to dozens of cultural institutions throughout the city as long as you have a public library card to NYC, Queens, or Brooklyn! You can get a pass at culturepass.nyc.

Avid reader? Good news! You can browse from a huge selection of books at dev.openlibrary.org to get your 2020 reading list started.

*Stay tuned for a PAL Social book club!
HIGHLIGHTS OF 2019

Disability Pride Parade 2019

This was our second year participating in the NYC Disability Pride Parade! It’s always so amazing to see the streets filled with excitement and pride for being exactly who you are. At PHP, we are always proud to represent such an incredible community, and this is one of our favorite events to be a part of.

AHRC Nassau Walk 2019

We also love to participate in the AHRC Nassau Walk every year! It’s so fun to see members of PHP throughout the day, and we are proud to support AHRC Nassau, one of our founding agencies.
Stay tuned for our upcoming spotlight on a very talented member of PHP, Willie! He plays piano for us, shows us the beautiful studio he works in, and talks a lot about the incredible life he has lived. Email newsletter@phpcares.org to be added to the email list so you can get the video right to your inbox!

Prior to moving into his new apartment, Willie lived alone. After joining PHP, Willie’s Care Team worked with him to ascertain what his ideal living situation would be and where he would consider moving to. Once Willie’s desires were determined, his Care Team worked to find options that could match Willie’s unique wants and needs.

As this process moved along, the care team found the perfect home for Willie, with the added bonus of reconnecting him with friends from decades gone by. Over the next few months, Willie and his Care Team made deliberate plans for the move to go smoothly. During and after this endeavor, Willie’s Care Team has stayed in close touch with Willie and his supports to ensure that he is living his best life.

Willie’s Care Team
(Eric, Willie, Pat)

Would you like to be a part of the next Partners Health Plan newsletter or have a great story to share about your experience? Email newsletter@phpcares.org!
YOUR PLAN, YOUR WAY

WHO WE ARE

Partners Health Plan is 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), PHP is committed to person-centered care planning that provides support which assists 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.

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!