

## About Managed Long-Term Care

- Managed long-term care (MLTC) helps people who are chronically ill or have disabilities and who need health and long-term care services, such as home care or adult day health care, stay in their homes and communities as long as possible.
- All MLTC plans arrange and pay for the following health and long-term care services (as long as they are medically necessary):
  - Care management
  - Home care
  - Dental services
  - Personal care
  - Non-emergency transportation to receive medically necessary services
  - Home delivered meals
  - Personal emergency response system
  - Social day care and adult day health care
  - Nursing home care and more.

For a full list of covered services, please see [http://www.health.ny.gov/health\\_care/managed\\_care/mltc/coverservices.htm](http://www.health.ny.gov/health_care/managed_care/mltc/coverservices.htm)

- Additional covered services are different depending on the plan you choose. Some MLTC plans pay for hospital stays and doctor visits.

## Important Numbers

If you have a problem with your health plan, call:

New York State  
Department of Health  
MLTC Complaint Hotline  
**1-866-712-7197**

This guide is also available at:

[http://www.health.ny.gov/health\\_care/managed\\_care/mltc/consumer\\_guides/](http://www.health.ny.gov/health_care/managed_care/mltc/consumer_guides/)

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Department  
of Health

# A Consumer's Guide to **Managed Long-Term Care** in Western New York



**Choosing a managed long-term care (MLTC) plan** that meets your health needs is an important decision. This brochure will help you make that decision by providing information about the quality of care offered by the different plans and people’s opinions about the care and the services the plans provide.

Each of the MLTC plans presented covers the same base set of services, with certain plans covering additional services. To be eligible for any plan, you must meet certain age, health-status, and living arrangement requirements.

## Managed Long-Term Care Plans in Western New York

	Website	Member Services Phone Number	Allegany	Cattaraugus	Chautauqua	Chemung	Erie	Genesee	Livingston	Monroe	Niagara	Ontario	Orleans	Schuyler	Seneca	Steuben	Wayne	Wyoming	Yates
<b>Partial Capitation</b>																			
Centers Plan for Healthy Living	<a href="http://www.centersplan.com">www.centersplan.com</a>	1-855-270-1600					•				•								
Elderwood Health Plan	<a href="http://www.elderwoodhealthplan.com">www.elderwoodhealthplan.com</a>	1-866-843-7526					•	•		•	•		•					•	
Fallon Health Weinberg	<a href="http://www.fallonweinberg.org">www.fallonweinberg.org</a>	1-866-882-8185					•												
Fidelis Care	<a href="http://www.fideliscare.org">www.fideliscare.org</a>	1-888-343-3547	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
iCircle	<a href="http://www.icirclecny.org">www.icirclecny.org</a>	1-844-424-7253	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Kalos Health	<a href="http://www.kaloshealth.org">www.kaloshealth.org</a>	1-800-894-2464			•		•	•		•	•		•						
Nascentia Health Options	<a href="http://www.nascentiahealthoptions.org">www.nascentiahealthoptions.org</a>	1-888-477-4663	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
VNS Health MLTC	<a href="http://www.vnshealthplans.org">www.vnshealthplans.org</a>	1-855-282-4642					•			•									
<b>Program of All-Inclusive Care for the Elderly (PACE)</b>																			
Catholic Health – LIFE	<a href="http://www.chsbuffalo.org">www.chsbuffalo.org</a>	1-716-819-5433					•												
Complete Senior Care	<a href="http://www.hanci.com">www.hanci.com</a>	1-716-285-8248									•								
ElderONE	<a href="http://www.elderone.org">www.elderone.org</a>	1-855-457-4636								•		•					•		
Fallon Health Weinberg-PACE	<a href="http://www.fallonweinberg.org">www.fallonweinberg.org</a>	1-855-665-1113					•												
Total Senior Care	<a href="http://www.totalseniorcare.org">www.totalseniorcare.org</a>	1-866-939-8613	•	•	•														
<b>Medicaid Advantage Plus (MAP)</b>																			
Centers Plan MAP	<a href="http://www.centersplan.com">www.centersplan.com</a>	1-855-270-1600									•								
Fidelis Care MAP	<a href="http://www.fideliscare.org">www.fideliscare.org</a>	1-888-343-3547	•	•		•	•				•		•	•	•	•		•	•

Not every plan may be accepting new enrollment. Please call the plan member services phone number listed above to confirm availability.

# A Consumer's Guide to Managed Long-Term Care in Western New York

**More stars** mean **better** health plan performance with 5 stars being the best.

## Health Plan

Health Plan	Preventive Care			Quality of Life*	Satisfaction with Care				Stability or Improvement				Overall Rating
	Prevention	Patient Safety*	Advance Directives		Rating of Health Plan	Rating of Regular Visiting Nurse	Rating of Care Manager	Timeliness of Aide	ADL Stable or Improved**	Pain Intensity Stable or Improved**	Shortness of Breath Stable or Improved**	Urinary Continence Stable or Improved**	
Partial Capitation													
Centers Plan for Healthy Living	★★★★★	★★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	—	—	—	—	★★★★★
Elderwood Health Plan	★	★★	★★★★	★★	★★★★★	★★★★	★★★★	★★★★	—	—	—	—	★★★
Fallon Health Weinberg	★	★★	★★	★★	★★★★	★★★	★★★	★★★	—	—	—	—	★
Fidelis Care	★	★	★★★★★	★★★★	★★★★	★★★	★★	★★★	—	—	—	—	★★
iCircle	★★	★	★	★★	★★★★	★★★	★★★★	★★	—	—	—	—	★
Kalos Health	★★★★	★★	★★	★★	★	★	★★	★★	—	—	—	—	★
Nascentia Health Options	★	★	★★	★★	★★★★	★★	★★★★	★★★★	—	—	—	—	★
VNS Health MLTC	★★★★	★★	★★★★★	★★★★	★	★	★★	★★★	—	—	—	—	★★
Program of All-Inclusive Care for the Elderly (PACE)													
Catholic Health – LIFE	★★★★	★★★★	★★★★	★★	★★★★	★★★★★	★★★★	★★★★	—	—	—	—	★★★★
Complete Senior Care	★★★★	★★★★	N/A	★★	★	N/A	N/A	N/A	—	—	—	—	★★
ElderONE	★★★★	★★★★	★★★★★	★★	★	★★★★	★	★★	—	—	—	—	★★
Medicaid Advantage Plus (MAP)													
No MAP plans with sufficient data in this region	—	—	—	—	—	—	—	—	—	—	—	—	—

\*Due to the pandemic related moratorium on reassessments, some Preventative Care and Quality of Life measures cannot be risk adjusted and crude rates are reported. Risk adjustment of these measures will return for the 2023 MLTC Consumer Guides.

\*\*Due to the pandemic related moratorium on reassessments, Stability or Improvement quality area measures cannot be calculated for the 2022 enrollment period. The measure results will return for the 2023 MLTC Consumer Guides.

**N/A** Not able to report performance due to small numbers.

Plan performance data are not available for Fallon Health Weinberg-PACE, Total Senior Care, Centers Plan MAP, and Fidelis Care MAP due to small numbers.

Ratings are based on a comparison of plan rates to statewide averages. **Quality** ratings are from information submitted by the Managed Long-Term Care Plans. **Member Satisfaction** ratings, Advance Directives, and one component within the Quality of Life domain are from a Department of Health survey.

The measures used in the MLTC Consumer Guides represent some, but not all of the measures collected from health plans through the Uniform Assessment System for New York (UAS-NY) and the member satisfaction survey. For additional information about the individual measures used in each area, and other quality of care measures, please see the NYSDOH website ([https://www.health.ny.gov/health\\_care/managed\\_care/mltc/reports.htm](https://www.health.ny.gov/health_care/managed_care/mltc/reports.htm)) or the Managed Long-Term Care Performance Data- Beginning 2014 documentation available on Health Data NY (HDNY) (<https://health.data.ny.gov/Health/Managed-Long-Term-Care-Performance-Data-Beginning-/cmqt-68bp>).