

PARTNERSHIP IN CARE (PIC) MEMBER HANDBOOK

Revised October 2023

This handbook will tell you how to use your MetroPlusHealth
Partnership in Care plan.

Please put this handbook where you can find it when you need it.

HERE'S WHERE TO FIND INFORMATION YOU WANT

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HIV Special Needs Plan Member Handbook

WELCOME to MetroPlusHealth Partnership in Care Health Plan's HIV Special Needs Plan

We are glad that you enrolled in MetroPlusHealth Partnership in Care. MetroPlusHealth Partnership in Care is an HIV Special Needs Plan, or SNP, approved by the New York State Department of Health to serve Medicaid members with HIV/AIDS and their children as well as adults and children who are homeless. We are a special health care plan with providers who have a lot of experience treating persons with HIV/AIDS. People with HIV are living longer, healthier lives, thanks to new and more effective treatments. We want you and your health care team to work together to keep you as healthy as possible.

This handbook will be your guide to the full range of health care services available to you. We want to be sure you get off to a good start as a new member of MetroPlusHealth Partnership in Care. In order to get to know you better, we will get in touch with you in the next two weeks. You can ask us any questions you have, or get help making appointments. If you want to speak with us sooner, just call us at 800.303.9626. You can also visit our website at www.metroplus.org to get more information about MetroPlusHealth Partnership in Care.

HOW SPECIAL NEEDS PLANS WORK

The Plan, Our Providers, and You

You may have heard about the changes in health care. Many consumers get their health benefits through managed care, which provides a central medical home for your care. Many counties in New York State, including New York City, offer a choice of managed care health plans.

- As an HIV SNP member, you will have the benefits available in regular Medicaid, plus you get the special care and support you need. You and your health care team will work together to make sure you enjoy the best physical and emotional health possible. You can get special services for healthy living, such as nutrition classes and help to stop smoking. If you are HIV positive, we can get you other services that will help you manage your HIV infection.
- **Your children** can also join the plan, whether the child is HIV infected or not. Your partners who do NOT have HIV/AIDS may not join an HIV SNP. Children and adults who are homeless can also join the plan.
- MetroPlusHealth Partnership in Care has a contract with the New York State Department of Health to meet the health care needs of people with Medicaid. In turn, we choose a group of health care providers to help us meet your needs. These doctors and specialists, hospitals, clinics, labs, case managers, and other health care facilities make up our **provider network**. You will find a list in our provider directory. If you do not have a provider directory, call Member Services at 800.303.9626 to get a copy or visit our website at metroplus.org.

Member Services: 800.303.9626

TTY: 711

Behavioral Health Crisis: 866.728.1885

- When you join MetroPlusHealth Partnership in Care, one of our providers will take care of you. Most of the time that person will be your **Primary Care Provider (PCP)**. Only providers who are experienced in treating HIV disease can be Primary Care Providers for members with HIV. You may also choose a Mental Health or Substance Use Disorder practitioner as your PCP. If you need to have a test, see another specialist, or go into the hospital, your Primary Care Provider will arrange it.
- Your Primary Care Provider is available to you every day, day and night. If you need to speak to him or her after hours or weekends, leave a message and how you can be reached. Your Primary Care Provider will get back to you as soon as possible. Even though your Primary Care Provider is your main source for health care, in some cases, you can self-refer to certain doctors for some services. See page 13 for details.
- If you are HIV positive, we will send you to providers and hospitals that have lots of experience in treating HIV/AIDS. You will also be able to use the following health provider groups that are in our provider network:
 - Designated AIDS Centers (DACs): Hospitals which have experience treating persons with HIV/AIDS;
 - Maternal/ Pediatric HIV Specialized Care Centers: Providers which give complete care for HIV infected mothers and their children;
 - HIV Primary Care Programs: Primary care with special attention to keeping you healthy;
 - Drug Treatment and Primary Care: Drug treatment providers at the same location as HIV and primary care services; and
 - Specialty Care.
- MetroPlusHealth Partnership in Care offers new services to members who qualify, to help you get and stay healthy, and help with recovery. These services are called Behavioral Health Home and Community Based Services (BH HCBS). BH HCBS can help you:
 - Find housing
 - Live independently
 - Return to school
 - Find a job
 - Get help from people who have been there
 - Manage stress
 - Prevent crises

Four (4) Adult BH HCBS have transitioned to Community Oriented Recovery and Empowerment (CORE). See pages 10 and 27 of this Handbook for more information about these services and how to get them.

- MetroPlusHealth Partnership in Care members who qualify for BH HCBS and CORE services will also have a Health Home Care Manager who will work with all your physical and behavioral health providers to pay special attention to your whole health care needs. The Health Home Care Manager will help make sure you get the medical, behavioral health and social services you may need, such as help to get housing and food assistance.
- You may be using your Medicaid card to get behavioral health service that is now available through MetroPlusHealth Partnership in Care. To continue getting this service, you must have an assessment. This will help create your care plan. To find out if a service you already get is now provided by MetroPlusHealth Partnership in Care, contact Member Services at 800.303.9626.
- You may be restricted to certain plan providers if you are:
 - getting care from several doctors for the same problem
 - getting medical care more often than needed
 - using prescription medicine in a way that may be dangerous to your health
 - allowing someone other than yourself to use your plan ID card

Confidentiality

We respect your right to privacy. MetroPlusHealth Partnership in Care recognizes the trust needed between you, your family, your doctors and other care providers. MetroPlusHealth Partnership in Care will never give out your medical or behavioral health history or HIV status without your written approval. The only persons that will have your clinical information will be MetroPlusHealth Partnership in Care, your Primary Care Provider, your HIV SNP Care Coordinator or Case Manager, your Health Home Care Manager, and other providers who give you care and your authorized representative. Referrals to such providers will always be discussed with you in advance by your Primary Care Provider and/or HIV SNP Care Coordinator or Health Home Care Manager. MetroPlusHealth Partnership in Care staff have been trained in keeping strict member confidentiality.

HOW TO USE THIS HANDBOOK

- This handbook will tell you how your new health care plan will work and how you can get the most from MetroPlusHealth Partnership in Care. This handbook is your guide to health and wellness services. It tells you the steps to take to make the plan work for you.
- The first several pages will tell you what you need to know right away. The rest of the handbook can wait until you need it. Use it for reference or check it out a bit at a time. When you have a question, check this handbook or call our Member Services Department at 800.303.9626. You can also call the New York Medicaid Choice Helpline at 800.505.5678.

HELP FROM MEMBER SERVICES

There is someone to help you at Member Services:
Monday through Saturday, 8am - 8pm, and Saturday, 9am - 5pm
Call us toll free: 800.303.9626

If you are hearing impaired (have a hearing problem) and can get to a TDD/TTY machine, please call us toll free at: **711**.

If you have a vision problem and would like to use a Braille handbook or a recorded (audio) handbook, call Member Services.

If you need medical help after business hours, on weekends or holidays, call the MetroPlusHealth Partnership in Care 24-Hour Health Care Hotline toll-free at **800.442.2560**

For Behavioral Health Crisis call our Hotline toll-free at 866.728.1885

- You can call Member Services to get help **any time you have a question**. You may call us to choose or change your Primary Care Provider (*PCP for short*), to ask about benefits and services, to get help with referrals, to replace a lost ID card, to report that you are pregnant, the birth of a new baby or ask about any change that might affect you or your family's benefits.

Your Family's Care

- If you are HIV positive **and if you are or become pregnant**, you and your baby will need special medical care as early as possible. You could pass HIV to your baby during pregnancy, childbirth, or through breast milk. It is important that you, your doctors and other care providers work together so you can have a healthy baby. You can improve your own health and reduce your baby's chance of being infected with HIV by taking special medicine while you are pregnant. Be sure you call us for early prenatal care and take good care of yourself.
- Almost all the time, your child will become part of MetroPlusHealth Partnership in Care on the day he or she is born. This will happen unless your child is in a group that cannot join managed care. You should call us right away if you become pregnant and let us help you to choose your baby's doctor and meet with the doctor before the baby is born to discuss the baby's care.

Member Services: 800.303.9626

TTY: 711

Behavioral Health Crisis: 866.728.1885

- **Your children** can also join the plan, whether the child is HIV infected or not. Your partners who do NOT have HIV/AIDS may only join an HIV SNP if they are homeless.
- We offer **free sessions** to explain our health plan and how we can best help you. It's a great time for you to ask questions and meet other members. If you'd like to come to one of the sessions, call us to find a time and place that are best for you.
- **If you do not speak English**, we can help. We want you to know how to use your health care plan, no matter what language you speak. Just call us and we will find a way to talk to you in your own language. We have a group of people who can help. We will also help you find a PCP (Primary Care Provider) who can speak to you in your language.
- **For people with disabilities:** If you use a wheelchair, or are blind, or have trouble hearing or understanding, call us if you need extra help. We can tell you if a particular provider's office is wheelchair accessible or is equipped with special communications devices. Also, we have services like:
 - TTY/TDD machine (Our TTY phone number is 711).
 - Information in large print
 - Case management
 - Help in making or getting to appointments
 - Names and addresses of providers who specialize in your disability
- **If you or your child are getting care in your home now**, your nurse or attendant may not know you have joined our plan. **Call us right away** to make sure your home care does not stop unexpectedly.

YOUR HEALTH PLAN ID CARD

After you enroll, we will send you a **Welcome Letter**. Your MetroPlusHealth ID card should arrive within 14 days after your enrollment date. Your card has your PCP's (Primary Care Provider's) name and phone number on it. It will also have your Client Identification Number (CIN). If anything is wrong on your MetroPlusHealth ID card, call us right away. Your ID card does not show that you have HIV or AIDS, Medicaid or that MetroPlusHealth Partnership in Care is a special type of health plan.

Carry your ID card at all times and show it each time you go for care. If you need care before the card comes, your Welcome Letter is proof that you are a MetroPlusHealth Partnership in Care member. You should also keep your Medicaid benefit card. You will need your Medicaid card to get services that MetroPlusHealth Partnership in Care does not cover.

PART 1: First Things You Should Know

HOW TO CHOOSE YOUR PRIMARY CARE PROVIDER (PCP)

- You may have already picked your PCP (Primary Care Provider). **If you have not chosen a PCP for you and your family, you should do so right away.** If you do not choose a doctor within 30 days, we will choose one for you. Each family member can have a different PCP, or you can choose one PCP to take care of the whole family. If you are HIV positive, an HIV Specialist will be your primary care provider. You may also choose to receive PCP services through a Behavioral Health clinic. Member Services (800.303.9626) can check to see if you already have a PCP or help you choose a PCP.
- You can access your Provider Directory online at www.metroplus.org. The Provider Directory lists all of the doctors, clinics, hospitals, labs, and others who work with MetroPlusHealth Partnership in Care. It lists the address, phone, and special training of the doctors. The provider directory will show which doctors and providers are taking new patients. You should call their offices to make sure that they are taking new patients at the time you choose a PCP. You can also request a copy of the Provider Directory for the County where you live or for the County where you want to see a provider on the MetroPlusHealth Partnership in Care web site metroplus.org or by calling Member Services at 800.303.9626.

You may want to find a doctor that:

- you have seen before,
 - understands your health problems,
 - is taking new patients,
 - can speak to you in your language,
 - is easy to get to,
 - is at a clinic you go to.
- Women can also choose one of our OB/GYN doctors for with women's health care.
 - We also contract with several FQHCs (Federally Qualified Health Centers). All FQHCs give primary and specialty care. Some consumers want to get their care from FQHCs because the centers have a long history in the neighborhood. Maybe you want to try them because they are easy to get to. You should know that you have a choice. You can choose one of our providers. Or you can sign up with a PCP in one of the FQHCs that we work with, listed below. Just call Member Services (800.303.9626) for help.

A listing of available FQHCs can be found in your Provider Directory on pages 19-23.

- In almost all cases, your doctors will be MetroPlusHealth Partnership in Care providers. There are four instances when you can still **see another provider that you had before you joined MetroPlusHealth Partnership in Care**. In these cases, your provider must agree to work with MetroPlusHealth Partnership in Care. You can continue to see your provider if:

- You are more than 3 months pregnant when you join MetroPlusHealth Partnership in Care

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TTY: 711

Behavioral Health Crisis: 866.728.1885

and you are getting prenatal care. In that case, you can keep your provider until after your delivery through post-partum care.

- At the time you join MetroPlusHealth Partnership in Care, you have a life-threatening disease or condition that gets worse with time. In that case, you can ask to keep your provider for up to 60 days.
 - At the time you join MetroPlusHealth Partnership in Care, you are being treated for a Behavioral Health condition. In most cases, you can still go to the same provider. Some people may have to choose a provider that works with the health plan. Be sure to talk to your provider about this change. MetroPlusHealth Partnership in Care will work with you and your provider to make sure you keep getting the care you need.
 - At the time you join MetroPlusHealth Partnership in Care, regular Medicaid paid for your home care and you need to keep getting that care for at least 120 days. In that case, you can keep your same home care agency, nurse or attendant, and the same amount of home care, for at least 90 days. MetroPlusHealth Partnership in Care must tell you about any changes to your home care before the changes take effect.
- **If you have another long-lasting illness** besides your HIV/AIDS, your HIV specialist Primary Care Physician and care coordinator will work with the other specialist to manage your care.
 - If you need to, you can **change your PCP** in the first 30 days after your first appointment with your PCP. After that, you can change once every six months without cause, or more often if you have a good reason. You can also change your OB/GYN or a specialist to which your PCP has referred you.
 - If your **provider leaves** MetroPlusHealth Partnership in Care, we will tell you within 5 days from when we know about this. If you wish, you may be able to see that provider *if* you are more than three months pregnant or if you are receiving ongoing treatment for a condition. If you are pregnant, you may continue to see your doctor through post-partum care. If you are seeing a doctor regularly for a special medical problem, you may continue your present course of treatment for up to 90 days. Your doctor must agree to work with MetroPlusHealth Partnership in Care during this time. If any of these conditions apply to you, check with your PCP or call Member Services at 800.303.9626.

CARE AND BENEFITS COORDINATION

Care and Benefits Coordination is a unique feature available to ALL members of HIV SNPs. MetroPlusHealth Partnership in Care is responsible for providing and coordinating your Medicaid benefit package services. We are also responsible for coordinating services not directly provided by MetroPlusHealth Partnership in Care. This includes such services as:

- Housing services
- Supportive Services
- Community-based case management

Member Services: 800.303.9626

TTY: 711

Behavioral Health Crisis: 866.728.1885

HEALTH HOME CARE MANAGEMENT

MetroPlusHealth Partnership in Care is responsible for providing and coordinating your physical health care and behavioral health services. We use Health Homes to coordinate services for members who qualify. It is your choice if you want to join a Health Home, and we encourage eligible members to join a Health Home for your Care management.

MetroPlusHealth Partnership in Care can help you enroll with a Health Home that will assign your personal Health Home Care Manager. Your Health Home Care Manager can help you make appointments, help you get social services, and keep track of your progress.

Your Health Home is responsible for giving you an assessment to see what Behavioral Health Home and Community Based Services you may need. Using the assessment, you and your Health Home Care Manager will work together to make a Plan of Care that is designed especially for you.

You do not need the New York State Eligibility Assessment to get Community Oriented Recovery and Empowerment (CORE) Services. You can get a CORE service if it is recommended for you by a Licensed Practitioner of the Healing Arts (LPHA). The qualified provider may want to discuss your diagnosis and needs before making a recommendation for one or more CORE services to meet your needs and goals.

Your Health Home Care Manager can:

- Work with your PCP and other providers to coordinate all of your care;
- Work with the people you trust, like family members or friends, to help you plan and get your care;
- Support you getting social services, like SNAP (food stamps) and other social service benefits;
- Develop a plan of care with you to help identify your needs and goals;
- Perform an assessment to determine your social service needs;
- Help with appointments with your PCP and other providers;
- Help managing ongoing medical issues like diabetes, asthma, and high blood pressure;
- Help you find services to help with weight loss, healthy eating, exercise and to stop smoking;
- Support you during treatment;
- Identify resources you need that are located in your community;
- Help you with finding or applying for stable housing;
- Help you safely return home after a hospital stay; and
- Make sure you get follow up care, medications and other needed services.

Your Health Home Care Manager will be in touch with you right away to find out what care you need and to help you with appointments. Your Health Home Care Manager or someone from your Health Home provider is available to you 24 hours a day, 7 days a week. You can contact Member Services at 800.303.9626. If you need to talk to someone after hours, Sundays, or during holidays, call 855.371.9228. If you are in crisis, call 866.728.1885.

Member Services: 800.303.9626

TTY: 711

Behavioral Health Crisis: 866.728.1885

REGULAR AND HIV HEALTH CARE

- Your health care will include regular check-ups for all your health care needs. If you are HIV positive, your doctor can prescribe medicines that help control HIV and other treatments to keep you well. We provide help in choosing the best combination of drug treatment and advice when you need to change certain drugs. We provide referrals to hospitals or specialists. We want new members to see his or her Primary Care Provider for a first medical visit soon after enrolling in MetroPlusHealth Partnership in Care. This will give you a chance to talk with your Primary Care Provider about your past health issues, the medicines you take, and any questions that you have.

Day or night, your PCP is only a phone call away. Be sure to call your PCP whenever you have a medical question or concern. If you call after hours or weekends, leave a message and where or how you can be reached. Your PCP will call you back as quickly as possible. Remember, your PCP knows you and knows how the health plan works.

- You can call MetroPlusHealth Partnership in Care at 800.303.9626, if you have questions about getting services or if for some reason you cannot reach your Primary Care Provider. If you need medical help after business hours, on weekends or holidays, call the MetroPlus Partnership in Care 24-Hour Health Care Hotline toll-free at **800.442.2560**. **For Behavioral Health Crisis call our Hotline toll-free at 866.728.1885.**
- Your care must be **medically necessary** - the services you get must be needed:
 - to prevent, or diagnose and correct what could cause more suffering, or
 - to deal with a danger to your life, or
 - to deal with a problem that could cause illness, or
 - to deal with something that could limit your normal activities.
- Your PCP will take care of most of your health care needs. You should have an appointment to see your PCP. If ever you can't keep an appointment, call to let your PCP know.
- As soon as you choose a PCP, call to make a first appointment. If you can, prepare for your first appointment. Your PCP will need to know as much about your medical history as you can tell him or her. Make a list of your medical background, any problems you have now, any medications you are taking, and the questions you want to ask your PCP. In most cases, your first visit should be within four weeks of your joining the plan. If you have the need for treatment over the coming weeks, make your first appointment in the first week of joining MetroPlusHealth Partnership in Care. If you have one, your Health Home Care Manager can help you make and get ready for your first appointment.
- **If you need care before your first appointment**, call your PCP's office to explain your concern. He or she will give you an earlier appointment for this concern. (You should still keep your first appointment to discuss your medical history and ask questions.)

- Use the following list as a guide for the longest time you may have to wait after you ask for an appointment. Your Care Manager can also help you make or get appointments:
 - urgent care: within 24 hours
 - non-urgent sick visits: within 3 days
 - routine, preventive care: within 4 weeks
 - first pre-natal visit: within 3 weeks during 1st trimester (2 weeks during 2nd, 1 week during 3rd)
 - first newborn visit: within 48 hours of hospital discharge
 - first family planning visit: within 2 weeks
 - well child care: 4 weeks
 - follow-up visit after mental health/substance use ER or inpatient visit: 5 days
 - non-urgent mental health or substance use specialist visit: within 1 week
 - adult baseline and routine physicals: within 4 weeks

- When you enroll, MetroPlusHealth Partnership in Care staff will work with you to find out what services you may need or want, including case management. MetroPlusHealth Partnership in Care staff will help find a case management provider for you and assist you in making the first contact. Once you have a case manager we will work together with them to coordinate your care and service needs. If you already have a case manager, we will work with them to coordinate your care and service needs.

BEHAVIORAL HEALTH CARE AND HOME AND COMMUNITY BASED SERVICES (BH HCBS) and COMMUNITY ORIENTED RECOVERY AND EMPOWERMENT (CORE) SERVICES

Behavioral health care includes mental health and substance use treatment services. You have access to services that can help you with emotional health. You can also get help with alcohol or other substance use issues.

If you need help to support your living in your home or the community, MetroPlusHealth Partnership in Care provides additional services, called Behavioral Health Home and Community Based Services (BH HCBS) and Community Oriented Recovery and Empowerment (CORE) services. Because CORE Services are easier to get than BH HCBS, New York State has transitioned these services from BH HCBS.

These services can help you stay out of the hospital and live in the community. Some services can help you reach life goals for employment, school, or for other areas of your life you may like to work on. To be eligible for BH HCBS, you will need to get an assessment. To find out more, call us at 800.303.9626 or ask your Care Manager about these services.

The four (4) Adult BH HCBS transitioned to CORE services will help you improve access to services and use the expertise of clinicians and rehabilitation practitioners to support the eligibility and intake process. CORE services require the recommendation of a Licensed Practitioner of the Healing Arts (LPHA). These services can help you reach your personal and health goals when you have mental health and/or addiction needs.

Member Services: 800.303.9626

TTY: 711

Behavioral Health Crisis: 866.728.1885

The four new CORE services are:

Psychosocial Rehabilitation (PSR)

This service helps with life skills, like:

- making social connections,
- finding or keeping a job,
- starting or returning to school, and
- using community resources.

Community Psychiatric Support and Treatment (CPST)

This service helps you manage symptoms through counseling and clinical treatment.

Empowerment Services – Peer Supports

This service connects you to peer specialists who have gone through recovery. You will get support and assistance with learning how to:

- live with health challenges and be independent,
- help you make decisions about your own recovery, and
- find natural supports and resources.

Family Support and Training (FST)

This service gives your family and friends the information and skills to help and support you.

To find out more, call us at 800.303.9626 or ask your Care Manager about these services. See page 31 of this Handbook for more information about these services and how to get them.

HOW TO GET SPECIALTY CARE AND REFERRALS

- If you need care that your PCP cannot give, he or she will REFER you to a specialist who can. If your PCP refers you to another doctor, we will pay for your care. Most of these specialists are MetroPlusHealth Partnership in Care providers. Talk with your PCP to be sure you know how referrals work.
- If you think the specialist does not meet your needs, talk to your PCP. Your PCP can help you if you need to see a different specialist.
- There are some treatments and services that your PCP must ask MetroPlusHealth Partnership in Care to approve *before* you can get them. Your PCP will be able to tell you what they are.
- If you are having trouble getting a referral you think you need, contact Member Services at 1-800-303-9626.
- If we do not have a specialist in our provider network who can give you the care you need, we will get you the care you need from a specialist outside our plan. This is called an **out-of-network referral**. Your PCP or plan provider must ask MetroPlusHealth Partnership in Care

Member Services: 800.303.9626

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for approval *before* you can get an out-of-network referral. If your PCP or plan provider refers you to a provider who is not in our network, you are not responsible for any of the costs except any co-payments as described in this handbook.

- Sometimes we may not approve an out-of-network referral because we have a provider in MetroPlusHealth Partnership in Care that can treat you. If you think our plan provider does not have the right training or experience to treat you, you can ask us to check if your out-of-network referral is medically needed. You will need to ask for a **plan appeal**. See page 50 to find out how.
- Sometimes, we may not approve an out-of-network referral for a specific treatment because you asked for care that is not very different from what you can get from MetroPlusHealth Partnership in Care's provider. You can ask us to check if your out-of-network referral for the treatment you want is medically needed. You will need to ask for a **plan appeal**. See Page 50 to find out how.
- If you need to see a specialist for ongoing care, your PCP may be able to refer you for a specified number of visits or length of time (a **standing referral**). If you have a standing referral, you will not need a new referral for each time you need care.
- *If you have a long-term disease or a disabling illness that gets worse over time*, your PCP may be able to arrange for:
 - your specialist to act as your PCP;
 - a referral to a care center that specializes in the treatment of your illness.

GET THESE SERVICES FROM OUR PLAN *WITHOUT* A Referral

Women's Health Care

You do not need a referral from your PCP to see one of our providers IF:

- you are pregnant, or
- you need OB/GYN services, or
- you need family planning services, or
- you want to see a mid-wife, or
- you need to have a breast or pelvic exam.

Family Planning

- You can get the following family planning services: advice about birth control, birth control prescriptions, male and female condoms, pregnancy tests, sterilization, or an abortion. During your visits for these things, you can also get tests for sexually transmitted infections, a breast cancer exam or a pelvic exam.
- *You do not need a referral* from your PCP to get these services. In fact, you can choose where to get these services. You can use your **MetroPlusHealth Partnership in Care ID card** to see one of our family planning providers. Check the plan's Provider Directory or call Member Services for help in finding a provider.
- Or, you can use your **Medicaid card** if you want to go to a doctor or clinic outside our plan. Ask your PCP or Member Services 800.303.9626 for a list of places to go to get these services. You can also call the New York State Growing Up Healthy Hotline at 800.522.5006 for the names of family planning providers near you.

HIV and STI screening

Everyone should know their HIV status. HIV and sexually transmitted infection screenings are part of your regular health care.

- You can get an HIV or STI test any time you have an office or clinic visit.
- You can get an HIV or STI test any time you have family planning services. You do not need a referral from your PCP (primary care provider). Just make an appointment with any family planning provider. If you want an HIV or STI test, but *not as part of a family planning service*, your PCP can provide or arrange it for you.
- Or, if you'd rather not see one of our MetroPlusHealth Partnership in Care providers, you can use your Medicaid card to see a family planning provider outside MetroPlusHealth Partnership in Care. For help in finding either a plan provider or a Medicaid provider for family planning services call Member Services at 800.303.9626.

Member Services: 800.303.9626

TTY: 711

Behavioral Health Crisis: 866.728.1885

- Everyone should talk to their doctor about having an HIV test. To get free HIV testing or testing where your name isn't given, call 800.541.AIDS (English) or 800.233.SIDA (Spanish).

Some tests are “rapid tests,” and the results are ready while you wait. The provider who gives you the test will explain the results and arrange for follow up care if needed. You will also learn how to protect your partner. If your test is negative, we can help you learn to stay that way.

HIV Testing

- You can get HIV testing as part of your regular medical care. Your provider can give you an HIV test or give you a prescription for a test any time you have an office or clinic visit that is not an emergency.
- You can visit an HIV testing site in the community. For information, call the New York State HIV Hotline at 800.872.2777 or 800.541.AIDS (2437). For Spanish 800.233.SIDA (7432) and TDD 800.369.AIDS (2437).
- You can get HIV testing any time you have family planning services. You do not need a referral from your PCP (primary care provider). Just make an appointment with any family planning provider. If you want HIV testing and counseling but *not as part of a family planning service*, your PCP can provide or arrange it for you.
- Or, if you'd rather not see one of our MetroPlusHealth Partnership in Care providers, you can use your Medicaid card to see a family planning provider outside MetroPlusHealth Partnership in Care. For help in finding either a plan provider or a Medicaid provider for family planning services call Member Services at 800.303.9626.

If you need HIV treatment after the testing service, your PCP will help you get follow-up care. If your test is negative, we can help you learn to stay that way.

Partner Notification

If you are HIV positive, the PartNer Assistance Program (PNAP) can help you find the best way to let your partners know they need to have an HIV test. Your PNAP counselor will help you decide which way of telling your partners is the best and safest for you. If telling your partner will seriously affect the health or safety of you or someone close to you, talk to your PNAP counselor about your choices. To learn more about PNAP, ask your Case Manager or call 800.541.AIDS (2437), or in New York City, 212.693.1419. If your partner is upset or angry call the New York State Domestic Violence Hotline at 800.842.6906.

HIV Prevention Services

Many HIV prevention services are available to you. We will talk with you about any activities that might put you or others at risk of transmitting HIV or getting sexually transmitted diseases. We can help you learn how to protect yourself. Both MetroPlusHealth Partnership in Care staff and referrals to community-based groups will help you with activities to keep you and your loved ones

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healthy. We can also help you get free male and female condoms and clean syringes. If you are HIV positive, we can help you inform partners of your HIV status (see PartNer Assistance Program above). We can help you talk to your family and friends and help them understand HIV and AIDS and how to get treatment. If you need help talking about your HIV status with future partners, MetroPlusHealth Partnership in Care staff will assist you. We can even help you talk to your children about HIV.

Eye Care

The covered service includes the needed services of an ophthalmologist, optometrist, and an ophthalmic dispenser and includes an eye exam for the prescription of eyeglasses once every two years, or more often if medically needed. Enrollees diagnosed with diabetes may self-refer for a dilated eye (retinal) examination once in any twelve (12) month period. You just choose one of our participating providers.

New eyeglasses, with Medicaid approved frames, are usually provided once every two years. Eyeglasses may be prescribed when the correction or vision change is at least .50 diopter. If you choose to use your own frame instead of selecting a Medicaid approved frame, we will not cover payment for your frame. New lenses may be ordered more often, if, for example, your vision changes rapidly due to a cataract condition, or progressive myopic condition. If you break your glasses, they can be repaired. Lost eyeglasses or broken eyeglasses that can't be fixed will be replaced with the same prescription and style of frames. If you need to see an eye specialist for care of an eye disease or defect, your PCP will refer you.

Behavioral Health (Mental Health and Substance Use)

We want to help you get the mental health and substance use services that you may need.

If at any time you think you need help with mental health or substance use, you can see any behavioral health provider that accepts Medicaid to see what services you may need. This includes services like clinic and detox services. **You do not need a referral from your PCP.**

Smoking Cessation

You can get medication, supplies, and counseling if you want help to quit smoking. You do not need a referral from your PCP to get these services.

Maternal Depression Screening

If you are pregnant and think you need help with depression, you can get a screening to see what services you may need. You do not need a referral from your PCP. You can get a screening for depression during pregnancy and for up to a year after your delivery.

Emergencies

You are always covered for emergencies. In New York State, an emergency means a medical or behavioral condition:

- that comes on all of a sudden, and
- has pain or other symptoms.

An emergency would make a person with an average knowledge of health be afraid that someone will suffer serious harm to body parts or functions or serious disfigurement without care right away.

Emergency Services means health care procedures, treatments, or services needed to evaluate or stabilize an Emergency Medical Condition including psychiatric stabilization and medical detoxification from drugs or alcohol.

Examples of an emergency are:

- a heart attack or severe chest pain
- bleeding that won't stop or a bad burn
- broken bones
- trouble breathing / convulsions / loss of consciousness
- when you feel you might hurt yourself or others
- if you are pregnant and have signs like pain, bleeding, fever, or vomiting
- drug overdose
- serious dysfunction of any bodily organ
- impairment of bodily functions

Examples of **non-emergencies** are: colds, sore throat, upset stomach, minor cuts and bruises, or sprained muscles.

Non-emergencies might also be family issues, a breakup, or wanting to use alcohol or other drugs. These may feel like an emergency, but they are not a reason to go to the emergency room.

If you have an emergency, here's what to do:

- *If you believe you have an emergency, call 911* or go to the emergency room. You do not need MetroPlusHealth Partnership in Care or your PCP's approval before getting emergency care, and you are not required to use our hospitals or doctors.
- *If you're not sure, call your PCP* or MetroPlusHealth Partnership in Care.

Tell the person you speak with what is happening. Your PCP or MetroPlusHealth Partnership in Care representative will:

- tell you what to do at home, or

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- tell you to come to the PCP’s office,
 - tell you about community services you can get, like 12-step meetings or a shelter, or
 - tell you to go to the nearest emergency room.
- **You can also contact MetroPlusHealth Partnership in Care Member Services at 800.303.9626, 24 hours a day/7 days a week, if you are in crisis or need help with a mental health or drug use situation.**
 - *If you are out of the area* when you have an emergency:
 - Go to the nearest emergency room or call 911.
 - Call MetroPlusHealth Partnership in Care as soon as you can (within 48 hours if you can).

Remember

You do not need prior approval for emergency services

Use the emergency room only if you have a **TRUE EMERGENCY**.

The Emergency Room should **NOT** be used for problems like flu, sore throats, or ear infections.

If you have questions, call your PCP or our plan at 800.303.9626.

Behavioral Health Crisis Services Phone Number 855.371.9228

Urgent Care

You may have an injury or an illness that is not an emergency but still needs prompt care.

- This could be a child with an earache who wakes up in the middle of the night and won’t stop crying.
- It could be the flu or if you need stitches.
- It could be a sprained ankle, or a bad splinter you can’t remove.

You can get an appointment for an urgent care visit for the same or next day. If you are at home or away, call your PCP any time, day or night. If you cannot reach your PCP, call us at 800.303.9626. Tell the person who answers what is happening. They will tell you what to do.

Care Outside of the United States

If you travel outside of the United States, you can get urgent and emergency care only in the District of Columbia, Puerto Rico, the Virgin Islands, Guam, the Northern Mariana Islands and American Samoa. If you need medical care while in any other country (including Canada and Mexico), you will have to pay for it.

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WE WANT TO KEEP YOU HEALTHY

Besides the regular checkups and the shots you and your family need, here are some other services we provide and ways to keep you in good health:

- HIV treatment education
- Peer support
- Staying on schedule with your medication
- HIV/AIDS support groups
- Harm reduction/Needle exchange
- Alternative Therapies
- Pre-natal and Baby Care
- Pre-natal care and nutrition
- Breast feeding and baby care
- Dental/Oral Health
- HIV Prevention
- Managing Asthma
- Exercise programs
- Alternative therapies
- Skin care
- HIV prevention
- Prevention for Positives
- HIV specific services, such as Permanency Planning
- Stop-smoking classes
- Pre-natal care and nutrition
- Grief / Loss support
- Breast feeding and baby care
- Stress management
- Weight control
- Cholesterol control
- Diabetes counseling and self-management training
- Asthma counseling and self-management training
- Sexually Transmitted Infection (STI) Testing & Protecting Yourself from STIs
- Domestic Violence Services
- Classes for you and your family

Call Member Services at 800.303.9626 or visit our website at metroplus.org to find out more and get a list of upcoming classes.

Part 2: Your Benefits and Plan Procedures

The rest of this handbook is for your information when you need it. It lists the covered and the non-covered services. If you have a complaint, the handbook tells you what to do. The handbook has other information you may find useful. Keep this handbook handy for when you need it.

BENEFITS

Special Needs Plans provide a number of services you get in addition to those you get with regular Medicaid or other Medicaid managed care plans. We will provide or arrange for most services that you will need.

You can get a few services, however, without going through your PCP. These include emergency care; family planning; HIV testing; mobile crisis services; and specific self-referral services, including those you can get from within MetroPlusHealth Partnership in Care, and some where you can choose to go to any Medicaid provider of the service.

SERVICES COVERED BY OUR PLAN

You must get these services from the providers who are in our plan. All services must be medically or clinically necessary and provided or referred by your PCP (primary care provider). Please call our Member Services department at 800.303.9626 if you have any questions or need help with any of the services below.

Regular and HIV Medical Care

- office visits with your PCP
- access to HIV Primary Care Programs
- referrals to specialists
- access to combination therapies
- eye / hearing exams
- help staying on schedule with medicines
- coordination of care and benefits

Preventive Care

- HIV education and risk reduction
- referral to CBOs for supportive care
- well-baby care
- well-child care
- regular check-ups
- shots for children from birth through childhood
- access to Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services for enrollees from birth until age 21 years
- access to free needles and syringes
- smoking cessation counseling

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Maternity Care

- access to special HIV Centers for mothers and children (if you are HIV positive)
- pregnancy care
- doctors/mid-wife and hospital services
- access to antiretroviral therapy for mother and baby
- newborn nursery care
- screening for depression during pregnancy and up to a year after delivery

Home Health Care (must be medically needed and arranged by MetroPlusHealth Partnership in Care)

- one medically necessary post-partum home health visit, additional visits as medically necessary for high-risk women
- at least 2 visits to high-risk infants (newborns)
- other home health care visits as needed and ordered by your PCP/specialist

Personal Care/Home Attendant/Consumer Directed Personal Assistance Services (CDPAS)

- Must be medically needed and arranged by MetroPlusHealth Partnership in Care
- Personal Care/Home Attendant - Help with bathing, dressing, and feeding, and help preparing meals and housekeeping.
- CDPAS – Help with bathing, dressing, and feeding, help preparing meals and housekeeping, plus home health aide and nursing. This is provided by an aide chosen and directed by you.
- If you want more information, contact MetroPlusHealth Partnership in Care at 800.303.9626.

Personal Emergency Response System (PERS)

- This is an item you wear in case you have an emergency and need help.
- To qualify and get this service, you must be receiving personal care/home attendant services.
- Must be medically needed and arranged by MetroPlusHealth Partnership in Care.

Adult Day Health Care

- Must be recommended by your Primary Care Provider (PCP) and arranged by MetroPlusHealth Partnership in Care.
- Provides health education, nutrition, nursing, and social services, help with daily living, rehabilitative therapy, pharmacy services, plus referrals for dental and other specialty care.

AIDS Adult Day Health Care

- Must be recommended by your Primary Care Provider (PCP) and arranged by MetroPlusHealth Partnership in Care.
- Provides general medical and nursing care, substance use supportive services, mental health supportive services, individual and group nutritional services, as well as, structured socialization, recreational and wellness/health promotion activities.

Therapy for Tuberculosis

- This is help with taking your medication for TB and follow-up care.

Hospice Care

- Hospice helps patients and their families with their special needs that come during the final stages of illness and after death.
- Must be medically needed and arranged by MetroPlusHealth Partnership in Care.
- Provides support services and some medical services to patients who are ill and expect to live for one year or less.
- You can get these services in your home or in a hospital or nursing home.
- For children under age twenty-one (21), medically needed services to treat the illness are also covered.

If you have any questions about these services, you can call Member Services at 800.303.9626.

Dental Care

MetroPlusHealth Partnership in Care Health Plan believes that providing you with good dental care is important to your overall health care. We offer dental care through a contract with DentaQuest, an expert in providing high quality dental services; or we offer dental care through contracts with individual dentists who are experts in providing high quality dental services. Covered services include regular and routine dental services such as preventive dental check-ups, cleanings, X-rays, fillings, and other services to check for any changes or abnormalities that may require treatment and/or follow-up care for you. *You do not need a referral from your PCP to see a dentist!*

How to Get Dental Services:

You need to choose a primary care dentist. MetroPlusHealth Partnership in Care uses DentaQuest to provide dental services. DentaQuest has participating dentists who specialize in general dentistry, pediatric dentistry, oral surgery, and gum disease. Call DentaQuest at 844.284.8819 to choose a primary care dentist. You can obtain a listing of participating dentists online at metroplus.org, or upon request by calling MetroPlusHealth Partnership in Care Member Services at 800-303-9626. If you do not choose a dentist, one will be chosen for you. You can always change your dentist. Call your current dentist to ask if he/she participates with DentaQuest.

- If you need to find a dentist or change your dentist, please call DentaQuest at 844.284.8819, or please call MetroPlusHealth Partnership in Care at 800.303.9626. Member Services Representatives are there to help you. Many speak your language or have a contract with Language Line Services.
- Show your Member ID card to access dental benefits. You will not receive a separate dental ID card. When you visit your dentist, you should show your plan ID card.

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- You can also go to a dental clinic that is run by an academic dental center without a referral. Call Member Services at 800.303.9626 if you need help in locating an academic dental center clinic.

Orthodontic Care

MetroPlusHealth Partnership in Care will cover braces for children up to age 21 who have a severe problem with their teeth, such as: can't chew food due to severely crooked teeth, cleft palate, or cleft lip.

Vision Care

- Services of an ophthalmologist, ophthalmic dispenser, and optometrist
- Coverage for contact lenses, polycarbonate lenses, artificial eyes, and/or replacement of lost or destroyed glasses, including repairs, when medically necessary. Artificial eyes are covered as ordered by a plan provider
- Eye exams, generally every two years, unless medically needed more often
- Glasses, with new pair of Medicaid-approved frames every two years, or more often if medically needed
- Low-vision exam and vision aids ordered by your doctor
- Specialist referrals for eye diseases or defects

Hospital Care

Access to Designated AIDS Center Hospitals

- inpatient care
- outpatient care
- lab, X-ray, other tests

Emergency Care

- Emergency care services are procedures, treatments or services needed to evaluate or stabilize an emergency.
- After you have received emergency care, you may need other care to make sure you remain in stable condition. Depending on your need, you may be treated in the Emergency Room, in an inpatient hospital room, or in another setting. This is called **Post Stabilization Services**.
- For more about Emergency services, see page 19.

Specialty Care

Includes the services of other practitioners, including:

- physical therapist
- occupational and speech therapists
- audiologist

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- midwives
- cardiac rehabilitation
- other non-HIV specialty care
- cardiology
- dermatology
- endocrinology (diabetes)
- gastroenterology
- neurology
- ophthalmology
- pain management

To learn more about these services, call Member Services at 800.303.9626.

Residential Health Care Facility Care (Nursing Home)

- includes short term, or rehab, stays and long-term care;
- must be ordered by a physician and authorized by MetroPlusHealth Partnership in Care;
- covered nursing home services include medical supervision, 24-hour nursing care, assistance with daily living, physical therapy, occupational therapy, and speech-language pathology.

If you are in need of long-term placement in a nursing home, New York State of Health must determine if you meet certain Medicaid income requirements. MetroPlusHealth Partnership in Care and the nursing home can help you apply.

You must get this care from a nursing home that is in MetroPlusHealth Partnership in Care’s provider network. If you choose a nursing home outside of MetroPlusHealth Partnership in Care’s network, you may have to transfer to another plan. Call New York Medicaid Choice at 800.505.5678 for help with questions about nursing home providers and plan networks.

Call 800.303.9626 for help finding a nursing home in our network.

BEHAVIORAL HEALTH CARE

Behavioral health care includes mental health and substance use (alcohol and drugs) treatment and rehabilitation services. All of our members have access to services to help with emotional health, or to help with alcohol or other substance use issues. These services include:

Adult Mental Health Care

- Psychiatric services
- Psychological services
- Inpatient and outpatient mental health treatment
- Injections for behavioral health related conditions
- Rehab services if you are in a community home or in family-based treatment
- Individual and group counseling through Office of Mental Health (OMH) clinics

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Adult Outpatient Mental Health Care

- Continuing Day Treatment (CDT)
- Partial Hospitalization (PH)

Adult Outpatient Rehabilitative Mental Health Care

- Assertive Community Treatment (ACT)
- Personalized Recovery Oriented Services (PROS)

Adult Mental Health Crisis Services

- Comprehensive Psychiatric Emergency Program (CPEP) including extended observation bed
- Crisis intervention services
 - Mobile Crisis and Telephonic Crisis Services
- Crisis Residential Programs
 - Residential Crisis Support: This is a program for people who are age 18 or older with symptoms of emotional distress. These symptoms cannot be managed at home or in the community without help.
 - Intensive Crisis Residence: This is a treatment program for people who are age 18 or older who are having severe emotional distress.

Substance Use Disorder Services

- Crisis Services
 - Medically Managed Withdrawal Management
 - Medically Supervised Withdrawal Management (Inpatient/Outpatient)
- Inpatient addiction treatment services (hospital or community-based)
- Residential addiction treatment services
 - Stabilization in Residential Setting
 - Rehabilitation in Residential Setting
 - Reintegration in Residential Setting
- Outpatient addiction treatment services
 - Intensive Outpatient Treatment
 - Outpatient Rehabilitation Services
 - Outpatient Withdrawal Management
 - Medication Assisted Treatment
- Opioid Treatment Programs (OTP)

Gambling Disorder Treatment Provided by Office of Addiction Services and Supports (OASAS) Certified Programs

MetroPlusHealth covers Gambling Disorder Treatment provided by Office of Addiction Services and Supports (OASAS) certified programs.

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You can get Gambling Disorder Treatment:

- face-to-face; or
- through telehealth.

If you need Gambling Disorder Treatment, you can get them from an OASAS outpatient program or if necessary, an OASAS inpatient or residential program.

You do not need a referral from your primary care provider (PCP) to get these services. If you need help finding a provider, please call MetroPlusHealth Member Services at the number below. To learn more about these services, call Member Services at 800.303.9626 (TTY: 711).

Applied Behavior Analysis (ABA) Services

MetroPlusHealth covers Applied Behavior Analysis (ABA) therapy provided by:

- Licensed Behavioral Analyst (LBA), or
- Certified Behavioral Analyst Assistant (CBAA) under the supervision of an LBA.

Who can get ABA?

Children/youth under the age of 21 with a diagnosis of autism spectrum disorder and/or Rett Syndrome. If you think you are eligible to get ABA services, talk to your provider about this service. MetroPlusHealth will work with you and your provider to make sure you get the service you need.

The ABA services include:

- assessment and treatment by a physician, licensed behavioral analyst, or certified behavior analyst assistant,
- individual treatments delivered in the home or other setting,
- group adaptive behavior treatment, and
- training and support to family and caregivers.

To learn more about these services, call Member Services at 800.303.9626 (TTY: 711).

BEHAVIORAL HEALTH HOME AND COMMUNITY BASED SERVICES (BH HCBS) AND COMMUNITY ORIENTED RECOVERY AND EMPOWERMENT (CORE) SERVICES

These services can help you with life goals such as employment, school, or other areas of your life you want to work on. To find out if you qualify, a Health Home Care Manager must complete a brief screening with you that will show if you can benefit from these services. If the screening shows you can benefit, the Care Manager will complete a full assessment with you to find out what your whole health needs are including physical, behavioral and rehabilitation services.

BH HCBS includes:

- **Habilitation Services** - helps you learn new skills in order to live independently in the

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community.

- **Education Support Services** - helps you find ways to return to school to get education and training that will help you get a job.
- **Pre-Vocational Services** - helps you with skills needed to prepare for employment.
- **Transitional Employment Services** - gives you support for a short time while trying out different jobs. This includes on-the-job training to strengthen work skills to help keep a job at or above minimum wage.
- **Intensive Supported Employment Services** - helps you find a job at or above minimum wage and keep it.
- **Ongoing Supported Employment Services** - helps you keep your job and be successful at it.
- **Non-Medical Transportation** - transportation to non-medical activities related to a goal in your plan of care.

Adult Behavioral Health Home and Community Based Services (BH HCBS) and Community Oriented Recovery and Empowerment Services (CORE)

Adult Behavioral Health Home and Community Based Services (BH HCBS) and Community Oriented Recovery and Empowerment (CORE) services can help MetroPlusHealth members achieve their life goals and be more involved in the community. These services can help with:

- Independence: Daily Living and Social Skills
- Education and Employment
- Peer and Family Supports
- Managing Crises - Crisis Respite Services help manage mental health and substance use crises in a safe environment.

BH HCBS Eligibility and Tiers

Health Home Care Managers (HHCMs) use the New York State Eligibility Assessment to determine if HIV SNP HARP-eligible members can get Adult BH HCBS and, if so, which tier of service they qualify for.

- Prior to the assessment, the HHCM must verify current HIV SNP enrollment.
- Tier 1 Services Offers the following services:
 - Education
 - Employment
- Tier 2 Services includes all items from Tier 1, plus:
 - Habilitation/Residential Supports

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- **Note:** New York State is in the process of changing the BH HCBS assessment process and is rebranding BH HCBS services as CORE (Community Oriented Recovery and Empowerment) services. The goal is to eliminate barriers to access and broaden the referral network to promote increased use of the services. The four (4) services rebranded as CORE are detailed on page 31.
- HARP eligibility is based on certain factors, such as past use of behavioral health services in Medicaid.
- Individuals can ask their treating providers to look up their eligibility status or they can call New York Medicaid Choice at 855.789.4277; TTY users: 888.329.1541.

DESCRIPTION OF ADULT BH HCBS and COMMUNITY ORIENTED AND RECOVERY (CORE) SERVICES

There are a variety of health and human services that can be provided by Behavioral Health Home and Community Based Services and Community Oriented and Recovery (CORE) that can help you achieve your life goals and be more active in your community. If you are eligible, you can receive the following services:

BH HCBS services include:

- **Habilitation Services** – For Members in need of basic living, functional, and social skills building. Services:
 - Help members attain skills including effective communication and relationship building in the community, as well as the use of community resources.
 - May be helpful after long-term homelessness, hospitalization, or incarceration.
- **Education Support Services** - Help you find ways to return to school to get education and training that will help you get a job. Services include:
 - Assistance applying for financial aid and schools;
 - School registration;
 - Navigating the school system;
 - Negotiating reasonable accommodations;
 - Identifying tutoring resources.
- **Pre-Vocational Services** - helps you with skills needed to prepare for employment. Services include:
 - Preparing members for competitive employment, who have little to no work experience or haven't worked in a long time.
 - Opportunities must be in an integrated workplace setting where people in the general community are employed.
- **Transitional Employment Services** - gives you support for a short time while trying out different jobs. This includes on-the job training to strengthen work skills to help keep a job at or above minimum wage.
 - Preparing members for competitive employment in the general community who have little to no work experience or haven't worked in a long time.
 - Transitional employment slots are arranged by the HCBS provider in a formal agreement with businesses who hire people in the general community.
- **Intensive Supported Employment Services** - helps you find a job at or above minimum wage and keep it.
- **Ongoing Supported Employment Services** - helps you keep your job and be successful at it.

- **Non-Medical Transportation** – transportation to non-medical activities related to a goal in your plan of care.

The four (4) Adult BH HCBS transitioned to CORE Services will help you improve access to services and use the expertise of clinicians and rehabilitation practitioners to support the eligibility and intake process. CORE Services require the recommendation of a Licensed Practitioner of the Healing Arts (LPHA). The new CORE services include:

- **Psychosocial Rehabilitation (PSR)**
- **Community Psychiatric Support and Treatment (CPST)**
- **Empowerment Services – Peer Supports**
- **Family Support and Training (FST)**

Note: The Short-term and Intensive Crisis Respite services formerly part of BH HCBS have become Crisis Intervention Benefits. They are now called **Crisis Residential Services** and are available to all Adult Medicaid Managed Care Members. These services may include:

- Peer support;
- Coordination with other providers;
- Health and wellness coaching;
- Crisis prevention planning;
- Education on self-help tools;
- Conflict resolution;
- Engagement of family and other natural supports;
- Referrals or linkages to community providers

Additional Crisis Residential Services may include:

- Psychiatric evaluation;
- Comprehensive assessment including screening for physical health conditions;
- Risk assessment;
- Medication management;
- Individual and group counseling;
- Family support;
- Peer support;
- Referrals or linkages to community providers

Crisis Intervention Services for Adults and Children

MetroPlusHealth will pay for Crisis Residence services. These are overnight services. These services treat children and adults who are having an emotional crisis. These services include:

Residential Crisis Support

This is a program for people who are age 18 or older with symptoms of emotional distress. These symptoms cannot be managed at home or in the community without help.

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Intensive Crisis Residence

This is a treatment program for people who are age 18 or older who are having severe emotional distress.

Children's Crisis Residence

This is a support and treatment program for people under age 21. These services help people cope with an emotional crisis and return to their home and community.

Mobile Crisis and Telephonic Crisis Services

Comprehensive Psychiatric Emergency Program (CPEP) including extended observation bed.

To learn more about these services, call Member Services at 800.303.9626 (TTY: 711).

Harm Reduction Services

If you are in need of help related to substance use disorder, Harm Reduction Services can offer a complete patient-oriented approach to your health and well-being. MetroPlusHealth Partnership in Care covers services that may help reduce substance use and other related harms. These services include:

- A plan of care developed by a person experienced in working with substance users.
- Individual supportive counseling that assists in achieving your goals.
- Group supportive counseling in a safe space to talk with others about issues that affect your health and well-being.
- Counseling to help you with taking your prescribed medication and continuing treatment.
- Support groups to help you better understand substance use and identify coping techniques and skills that will work for you.

To learn more about these services, call Member Services at 800.303.9626 (TTY: 711).

Children's Behavioral Health Services

MetroPlusHealth will cover more behavioral health services for children and youth. You can get these services by using your health plan card.

Some of these services may already be covered by MetroPlusHealth for certain eligible children under age 21.

Members under age 21 are able to get these services:

- Crisis Services
 - Medically Managed Withdrawal Management
 - Medically Supervised Withdrawal Management (Inpatient/Outpatient)
- Inpatient addiction treatment services (hospital or community-based)
- Residential addiction treatment services

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- Stabilization in Residential Setting
- Rehabilitation in Residential Setting
- Outpatient addiction treatment services
 - Intensive Outpatient Treatment
 - Outpatient Rehabilitation Services
 - Outpatient Withdrawal Management
 - Medication Assisted Treatment
- Opioid Treatment Programs (OTP)

MetroPlusHealth will cover these services for all eligible children and youth under age 21, including those:

- With Supplemental Security Income (SSI);
- Who have federal Social Security Disability Insurance (SSDI) status; or
- Who have been determined certified disabled by a New York State Medical Disability Review.

Children’s Family Treatment and Support Services (CFTSS)

CFTSS are authorized to be provided under the Early and Periodic Screening, Diagnosis, and Treatment benefits (known commonly as EPSDT). EPSDT is a range of Medicaid benefits for children under 21 years of age, focused primarily on children’s preventive medical care (e.g. well-baby visits, vaccinations, and screenings at designated ages).

- If you are under 21 years old and have federal Social Security Insurance disability status or have been determined Social Security Insurance-Related by New York State, use your State Medicaid card for these Children’s Family Treatment and Support Services.

Use your MetroPlusHealth benefit card to get Children and Family Treatment and Support Services. These services include:

- **Other Licensed Practitioner (OLP).** This benefit lets you get individual, group, or family therapy where you are most comfortable. The child/youth does not require a behavioral health diagnosis to access OLP.

OLP are non-physician-licensed behavioral health practitioners (NP-LBHP) that include:

- Licensed Psychoanalysts
- Licensed Clinical Social Workers
- Licensed Marriage and Family Therapists
- Licensed Mental Health Counselors
- Licensed Masters of Social Work when under the supervision of licensed clinical social workers (LCSWs), licensed psychologists, or psychiatrists.

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- **Psychosocial Rehabilitation (PSR).** This benefit helps you relearn skills to help you in your community. This service was called “Skill Building.”
- **Community Psychiatric Supports and Treatment (CPST).** This benefit helps you stay in your home and communicate better with family, friends, and others. This service was called “Intensive In Home Services,” “Crisis Avoidance Management & Training,” or “Intensive In Home Supports and Services.” Qualified providers with a master’s degree in social work, counseling, psychology, or a related human services field, plus one year of applicable experience, may provide all aspects of CPST, including counseling.

Family Peer Supports and Services (FPSS). An array of formal and informal activities and supports provided to families caring for/raising a child who is experiencing social, emotional, medical, developmental, substance use, and/or behavioral challenges in their home, school, placement, and/or community. These services are focused on strengthening the family unit, building skills within the family for the benefit of the child, promoting empowerment within the family, and strengthening overall supports in the child’s environment.

Youth Peer Support (YPS). This benefit is provided by a credentialed Youth Peer Advocate, or Certified Recovery Peer Advocate with a youth focus who has similar experiences.

Get support and assistance with:

- Developing skills to manage health challenges and be independent.
- Feeling empowered to make decisions
- Making connections to natural supports and resources
- Transitioning to the adult health system when the time is right.

Crisis Intervention. Professional help at home or in the community when a child or youth is distressed and can’t be helped by family, friends, and other supports. Includes support and help with using crisis plans to de-escalate the crisis and prevent or reduce future crises.

If you are getting these services now, your care will not change. To learn more about these services, call Member Services at 800.303.9626 (TTY: 711).

Children’s Home and Community Based Services (HCBS) – the 1915(c) Children’s Waiver

New York State covers Children’s Home and Community Based Services (HCBS) under the Children’s Waiver. MetroPlusHealth will cover children’s HCBS for members participating in the Children’s Waiver and provide care management for these services.

Children’s HCBS offer personal, flexible services to meet the needs of each child/youth. HCBS is provided where children/youth and families are most comfortable and supports them as they work towards goals and achievements.

Who can get Children’s HCBS?

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Children's HCBS are for children and youth who:

- Need extra care and support to remain at home/in the community
- Have complex health, developmental, and/or behavioral health needs
- Want to avoid going to the hospital or a long-term care facility
- Are eligible for HCBS and participate in the Children's Waiver

Members under age 21 will be able to get these services from their health plan:

- **Community Habilitation** - Face-to-face services and supports related to the child's acquisition, maintenance, and enhancement of skills necessary to perform Activities of Daily Living (ADLs), Instrumental Activities of Daily Living (IADLs), and/or Health Related Tasks delivered in the community settings.
- **Day Habilitation** - Services provided to help members acquire, retain, or improve in self-help, socialization, and adaptive skills including communication, and travel that regularly takes place in a non-residential setting, separate from the person's private residence or other residential arrangement.
- **Caregiver/Family Advocacy and Support Services** - Individual or group face-to-face interventions designed to enhance the child/youth's ability, regardless of disability (developmental, physical, and/or behavioral), to function as part of a caregiver/family unit and enhance the caregiver/family's ability to care for the child/youth in the home and/or community. The use of this service may be provided to prevent problems in community settings when the child/youth is experiencing difficulty.
- **Respite** - Services may be delivered in a home or residence by qualified providers, out-of-home/residence by staff in community-based sites (e.g., community centers, camps, parks) or in allowable facilities. Service focuses on short-term assistance provided to children/youth, regardless of disability (developmental, physical, and/or behavioral), because of the absence of or need for relief of the child/youth or the child/youth's family caregiver.

Crisis Respite may be used when challenging behavioral or situational crises occur that the child/youth and/or family/caregiver is unable to manage without intensive assistance and support. Crisis Respite services may be delivered in a home or residence by qualified practitioners, out-of-home/residence by staff in community-based sites, or in allowable facilities.

- **Prevocational Services** - For members age 14 and older - designed to prepare a youth to engage in paid work, volunteer work, or career exploration, geared toward facilitating success in any work environment for youth whose disabilities do not permit them access to other prevocational services.
- **Supported Employment** - For members age 14 and older - services individually designed to prepare youth with disabilities to engage in paid work in an integrated setting in the general workforce, in a job that meets personal and career goals.

- **Respite Services** (Planned Respite and Crisis Respite) - Short-term assistance and relief provided to children/youth, regardless of disability (developmental, physical and/or behavioral), because of the absence of or need for relief of the child or the child's family caregiver.
- **Palliative Care** - Specialized medical care focused on providing relief from the symptoms and stress of a chronic condition or life-threatening illness.
 - Expressive Therapy
 - Massage Therapy
 - Bereavement Service
 - Pain and Symptom Management
- **Environmental Modifications** - Provides internal and external physical adaptations to the home or other eligible residences of the enrolled child as per the child's plan of care (POC).
- **Vehicle Modifications** - Provides physical adaptations to the primary vehicle of the enrolled child, per the child's plan of care (POC).
- **Adaptive and Assistive Technology** - Provides technological aids and devices identified within the child's Plan of Care (POC).
- **Non-Medical Transportation** - Non-Medical Transportation services are available for members to access authorized HCBS and destinations that are related to a goal included on the child/youth's Plan of Care. Examples where this service may be requested include transportation to HCBS that a child/youth was determined eligible to receive, a job interview, college fair, a wellness seminar, a GED preparatory class, etc.

Children/youth participating in the Children's Waiver must receive care management. Care management provides a person who can help you find and get the services that are right for you.

- If you are getting care management from a Health Home Care Management Agency (CMA), you can stay with your CMA. MetroPlusHealth will work with your CMA to help you get the services you need.
- If you are getting care management from the Children and Youth Evaluation Service (C-YES), MetroPlusHealth will work with C-YES and provide your care management.

To learn more about these services, call Member Services at 800.303.9626 (TTY: 711).

Article 29-I Voluntary Foster Care Agency (VFCA) Health Facility Services

MetroPlusHealth covers Article 29-I VFCA Health Facility services for children and youth under age 21.

29-I VFCA Health Facilities work with families to promote well-being and positive outcomes for children in their care. 29-I VFCA Health Facilities use trauma informed practices to meet the unique needs of each child. 29-I VFCA Health Facilities may only serve children and youth referred by the local district of social services.

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29-I VFCA Health Facility services include:

Core Limited Health-Related Services

1. Skill Building
2. Nursing Supports and Medication Management
3. Medicaid Treatment Planning and Discharge Planning
4. Clinical Consultation and supervision
5. Managed Care Liaison/Administration

and

Other Limited Health-Related Services

1. Screening, diagnosis, and treatment services related to physical health
2. Screening, diagnosis, and treatment services related to developmental and behavioral health
3. Children and Family Treatment and Support Services (CFTSS)
4. Children’s Home and Community Based Services (HCBS)

MetroPlusHealth covers Core Limited Health Related Services for children and youth placed with a 29-I VFCA Health Facility.

MetroPlusHealth covers Other Limited Health Related Services provided by 29-I VFCA Health Facilities to eligible children and youth.

To learn more about these services, call Member Services at 800.303.9626 (TTY: 711).

Infertility Services

If you are unable to get pregnant, MetroPlusHealth covers services that may help. We cover some drugs for infertility. This benefit is limited to coverage for three (3) cycles of treatment per lifetime.

MetroPlusHealth also covers services related to prescribing and monitoring the use of such drugs. The infertility benefit includes:

- Office visits
- X-ray of the uterus and fallopian tubes
- Pelvic ultrasound
- Blood testing

Eligibility

You may be eligible for infertility services if you meet the following criteria:

- You are 21-34 years old and are unable to get pregnant after 12 months of regular, unprotected sex.
- You are 35-44 years old and are unable to get pregnant after six months of regular, unprotected sex.

To learn more about these services, call Member Services at 800.303.9626 (TTY: 711).

Other Covered Services

- Durable Medical Equipment (DME) / Hearing Aids / Prosthetics / Orthotics
- Court-Ordered Services
- Case Management
- Help getting social support services
- FQHC
- Family Planning
- Services of a Podiatrist

Benefits You Can Get From Our Plan OR With Your Medicaid Card

For some services, you can choose where to get your care. You can get these services by using your MetroPlusHealth Partnership in Care membership card. You can also go to providers who will take your Medicaid Benefit card. ***You do not need a referral from your PCP to get these services.*** Call Member Services if you have questions at 800.303.9626.

Family Planning

You can go to any doctor or clinic that takes Medicaid and offers family planning services. Or you can visit one of our family planning providers. Either way, you do not need a referral from your PCP.

You can get birth control drugs, birth control devices (IUDs and diaphragms) that are available with a prescription, plus emergency contraception, sterilization, pregnancy testing, prenatal care, and abortion services. You can also see a family planning provider for HIV and sexually transmitted infection (STI) testing and treatment and counseling related to your test results. Screenings for cancer and other related conditions are also included in family planning visits.

HIV and STI Screening

You can get this service any time from your PCP or MetroPlusHealth Partnership in Care doctors. When you get this service as part of a family planning visit, you can go to any doctor or clinic that takes Medicaid and offers family planning services. You do not need a referral when you get this service as part of a family planning visit.

Everyone should talk to their doctor about having an HIV test. To access free HIV testing in the community, call the New York State HIV Hotline at 800.872.2777 or 800.541.AIDS (2437). For Spanish, call 800.233.SIDA (7432), and for TDD, 800.369.AIDS (2437).

TB Diagnosis and Treatment

You can choose to go either to your PCP or to the county public health agency for diagnosis and/or treatment. You do not need a referral to go to the county public health agency.

Benefits Using Your MEDICAID CARD Only

There are some services MetroPlusHealth Partnership in Care does not provide. You can get these services from any provider who takes Medicaid by using your Medicaid Benefit card.

Pharmacy

You can get prescriptions, over-the-counter medicines, enteral formulas, and some medical supplies from any pharmacy that takes Medicaid. A copayment may be required for some people, for some medications and pharmacy items.

Certain medications may require that your doctor get prior authorization from Medicaid before the pharmacy can dispense your medication. Getting prior authorization is a simple process for your doctor and does not prevent you from getting medications that you need.

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Transportation

Emergency and nonemergency transportation are covered by regular Medicaid.

To get nonemergency transportation, you or your provider must call Medical Answering Services (MAS) at 844.666.6270. If possible, you or your provider should call MAS at least 3 days before your medical appointment and provide your Medicaid identification number (ex. AB12345C), appointment date and time, address where you are going, and doctor you are seeing. Non-emergency medical transportation includes: personal vehicle, bus, taxi, ambulette and public transportation. For more information about how to access your transportation services, call 844.666.6270 or visit their website at medanswering.com.

If you have an emergency and need an ambulance, you must call 911.

Developmental Disabilities

- Long-term therapies
- Day treatment
- Housing services
- Medicaid Service Coordination (MSC) program
- Services received under the Home and Community Based Services Waiver
- Medical Model (Care-at-Home) Waiver Services

Services NOT Covered

These services are not available from MetroPlusHealth Partnership in Care or Medicaid. If you get any of these services, you may have to pay the bill.

- Cosmetic surgery, if not medically needed
- Personal and comfort items
- Services from a provider that is not part of MetroPlusHealth Partnership in Care, unless: it is a provider you are allowed to see as described elsewhere in this handbook; MetroPlusHealth Partnership in Care or your PCP sends you to that provider; they are emergency services.

You may have to pay for any service that your PCP does not approve. Or, if you agree to be a “private pay” or “self-pay” patient before you get a service, you will have to pay for the service.

This includes:

- non-covered services (as listed above),
- unauthorized services,
- services provided by providers not part of MetroPlusHealth Partnership in Care

If You Get a Bill

If you get a bill for a treatment or service you do not think you should pay for, do not ignore it. Call MetroPlusHealth Partnership in Care at 800.303.9626 right away. MetroPlusHealth Partnership in Care can help you understand why you may have gotten a bill. If you are not responsible for payment,

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MetroPlusHealth Partnership in Care will contact the provider and help fix the problem for you.

You have the right to ask for fair hearing if you think you are being asked to pay for something Medicaid or MetroPlusHealth Partnership in Care should cover. See the Fair Hearing section later in this handbook.

If you have any questions, call Member Services at 800.303.9626.

Service Authorization

Prior Authorization:

There are some treatments and services that you need to get approval for before you receive them or in order to be able to continue receiving them. This is called **prior authorization**. You or someone you trust can ask for this. The following treatments and services must be approved before you get them:

Your PCP can approve referrals to **Participating Providers** for:

- Specialty care
- Laboratory services

You or your PCP must get an OK from MetroPlusHealth Partnership in Care if you:

- Are referred to a provider who is not in the MetroPlusHealth Partnership in Care network, unless you require care in an emergency room
- Are given a standing referral to a specialist
- Are admitted to a hospital, unless it is an emergency or to deliver a baby
- Are having outpatient surgery at any hospital except an HHC hospital
- Are having potentially cosmetic procedures at any facility
- Receive treatments for erectile dysfunction disorders.
- Receive chiropractic care
- Receive prenatal or genetic testing
- Participation in clinical trials
- Receive infusion therapy in the home
- Receive a transplant
- Receive airborne emergent transportation
- Receive non-emergent transportation
- Receiving anesthesia for oral surgery
- Require contact lenses
- Require transgender services
- Require treatment adherence services
- Are assigned a private duty nurse in the hospital
- Are admitted to a skilled nursing facility or an acute rehabilitation facility, **including all physician services provided during an admission to a skilled nursing facility.**
- Are admitted to a hospital for Directly Observed Therapy for Tuberculosis Disease
- Receive Home Care services

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- Receive Hospice Services
- Receive Personal Care Services or Consumer Directed Personal Assistance Program Services
- Request PERS (Personal Emergency Response System)
- Receive Adult Day Health Care or AIDS Adult Day Health Care
- Receive Long Term Nursing Home Care
- Obtain durable medical equipment (DME) including Orthotics, Prosthetics, Enteral formula and supplies (formula is obtained through your pharmacy benefits manager)
- Receive more than 40 visits of physical therapy, or 20 visits of occupational or speech therapy, AND are in one of the categories listed below:
 - Children through 20 years old
 - Anyone with a developmental disability

Note: Prior authorization **is not** required for medically necessary SUD inpatient services including detoxification, rehabilitation, or OASAS-authorized residential treatment.

Asking for approval of a treatment or service is called a **service authorization request**. To get approval for these treatments or services, you need to call Member Services at 800.303.9626, or you can send your request by fax to 212.908.8521. A Member Services representative will answer any questions you have about the process and will transfer your call to the Utilization Review (UR) department, if needed.

You will also need to get prior authorization if you are getting one of these services now, but need to continue or get more of the care. This is called concurrent review.

What happens after we get your service authorization request:

The health plan has a review team to be sure you get the services we promise. We check that the service you are asking for is covered under your health plan. Doctors and nurses are on the review team. Their job is to be sure the treatment or service you asked for is medically needed and right for you. They do this by checking your treatment plan against medically acceptable standards.

We may decide to deny a service authorization request or to approve it for an amount that is less than requested. These decisions will be made by a qualified health care professional. If we decide that the requested service is not medically necessary, the decision will be made by a clinical peer reviewer who may be a doctor or may be a health care professional who typically provides the care you requested. You can request the specific medical standards, called **clinical review criteria**, used to make the decision for actions related to medical necessity.

After we get your request, we will review it under either a **standard** or a **fast track** process. You or your doctor can ask for a fast track review if it is believed that a delay will cause serious harm to your health. If your request for a fast track review is denied, we will tell you and your case will be handled under the standard review process.

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We will fast track your review if:

- A delay will seriously risk your health, life, or ability to function;
- Your provider says the review must be faster;
- You are asking for more of a service you are getting right now;

In all cases, we will review your request as fast as your medical condition requires us to do so but no later than mentioned below.

We will tell you and your provider both by phone and in writing if your request is approved or denied. We will also tell you the reason for the decision. We will explain what options for appeals or fair hearings you will have if you don't agree with our decision. (See also the *Plan Appeals* and *Fair Hearing* sections later in this handbook.)

Timeframes for prior authorization requests

- **Standard review:** We will make a decision about your request within 3 working days of when we have all the information we need, but you will hear from us no later than 14 days after we receive your request. We will tell you by the 14th day if we need more information.
- **Fast track review:** We will make a decision and you will hear from us within 72 hours. We will tell you within 72 hours if we need more information.

Timeframes for concurrent review requests

- **Standard review:** We will make a decision within one work day of when we have all the information we need, but you will hear from us no later than 14 days after we received your request. We will tell you by the 14th day if we need more information.
- **Fast track review:** We will make a decision within one work day of when we have all the information we need. You will hear from us no later than 72 hours after we received your request. We will tell you within one work day if we need more information.

Special timeframes for other requests:

- If you are in the hospital or have just left the hospital and you are asking for home health care, we will make a decision within 72 hours of your request.
- If you are getting inpatient substance use disorder treatment, and you ask for more services at least 24 hours before you are to be discharged, we will make a decision within 24 hours of your request.
- If you are asking for mental health or substance use disorder services that may be related to a court appearance, we will make a decision within 72 hours of your request.
- If you are asking for an outpatient prescription drug, we will make a decision within 24 hours of your request.
- A step therapy protocol means we require you to try another drug first, before we will approve the drug you are requesting. If you are asking for approval to override a step

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therapy protocol, we will make a decision with 24 hours for outpatient prescription drugs. For other drugs, we will make a decision within 14 days of your request.

If we need more information to make either a standard or fast track decision about your service request, we will:

- Write and tell you what information is needed. If your request is a fast track review, we will call you right away and send a written notice later.
- Tell you why the delay is in your best interest.
- Make a decision no later than 14 days from the day we asked for more information.

You, your provider, or someone you trust may also ask us to take more time to make a decision. This may be because you have more information to give the plan to help decide your case. This can be done by calling 800.303.9626 or writing to:

MetroPlusHealth Partnership in Care Health Plan
50 Water Street
New York, NY 10004
Attention: Prior Authorization

You or someone you trust can file a complaint with the plan if you don't agree with our decision to take more time to review the request. You or someone you trust can also file a complaint about the review time with the New York State Department of Health by calling 800.206.8125.

We will notify you by the date our time for review has expired. But if for some reason you do not hear from us by that date, it is the same as if we denied your service authorization request. If we do not respond to a request to override a step therapy protocol on time, your request will be approved.

If you think our decision to deny your service authorization request is wrong, you have the right to file a Plan Appeal with us. See the *Plan Appeal* section later in this handbook.

Other Decisions About Your Care:

Sometimes we will do a concurrent review of the care you are receiving to see if you still need the care. We may also review other treatments and services you have already received. This is called **retrospective review**. We will tell you if we take these other actions.

Timeframes for other decisions about your care:

- In most cases, if we make a decision to reduce, suspend, or stop a service we have already approved and you are now getting, we must tell you at least 10 days before we change the service.
- We must tell you at least 10 days before we make any decision about long term services and supports, such as home health care, personal care, CDPAS, adult day health care, and nursing home care.

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- If we are checking care that has been given in the past, we will make a decision about paying for it within 30 days of receiving all information for the retrospective review. If we deny payment for a service we will send a notice to you and your provider the day the payment is denied. These notices are not bills. **You will not have to pay for any care you received that was covered by the plan or Medicaid even if we later deny payment to the provider.**

How Our Providers Are Paid

You have the right to ask us whether we have any special financial arrangement with our physicians that might affect your use of health care services. You can call Member Services at 800.303.9626 if you have specific concerns. We also want you to know that most of our providers are paid in one or more of the following ways.

- If our PCPs work in a clinic or health center, they probably get a **salary**. The number of patients they see does not affect this.
- Our PCPs who work from their own offices may get a set fee each month for each patient for whom they are the patient's PCP. The fee stays the same whether the patient needs one visit or many -- or even none at all. This is called **capitation**.
- Sometimes providers get a set fee for each person on their patient list, but some money (maybe 10%) can be held back for an **incentive** fund. At the end of the year, this fund is used to reward PCPs who have met the standards for extra pay that were set by the Plan.
- Providers may also be paid by **fee-for-service**. This means they get a Plan-agreed-upon fee for each service they provide.

You Can Help with Plan Policies

We value your ideas. You can help us develop policies that best serve our members. If you have ideas tell us about them. Maybe you'd like to work with one of our member advisory boards or committees. Call Member Services at 800.303.9626 to find out how you can help.

Information from Member Services

Here is information you can get by calling Member Services at 800.303.9626:

- A list of names, addresses, and titles of MetroPlusHealth Partnership in Care's Board of Directors, Officers, Controlling Parties, Owners, and Partners.
- A copy of the most recent financial statements/balance sheets, summaries of income and expenses.
- A copy of the most recent individual direct pay subscriber contract.
- Information from the Department of Financial Services about consumer complaints about MetroPlusHealth Partnership in Care.
- How we keep your medical records and member information private.
- In writing, we will tell you how our plan checks on the quality of care to our members.
- We will tell you which hospitals our health providers work with.
- If you ask us in writing, we will tell you the guidelines we use to review conditions or diseases that are covered by our plan.

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- In writing, we will tell you the qualifications needed and how health care providers can apply to be part of our plan.
- If you ask us, we will tell you (1) if our contracts or subcontracts include physician incentive arrangements that affect the use of referral services; and, if so, (2) the types of arrangements we use; and (3) if stop-loss protection is provided for physicians and physician groups.
- Information about how our company is organized and how it works.

Keep Us Informed

Call Member Services at 800.303.9626 whenever these changes happen in your life:

- You change your name, address, or telephone number
- You have a change in Medicaid eligibility
- You are pregnant
- You give birth
- There is a change in insurance for you or your children
- When you enroll in a new case management program or receive case management services in another community-based organization

If you no longer get Medicaid, check with your local Department of Social Services. You *may* be able to enroll your children in Child Health Plus, or enroll yourself in the AIDS Drug Assistance Program.

DISENROLLMENT AND TRANSFERS

1. If YOU Want to Leave the Plan

You can try us out for 90 days. You may leave MetroPlusHealth Partnership in Care and join another health plan at any time during that time. If you do not leave in the first 90 days, however, you must stay in MetroPlusHealth Partnership in Care for nine more months, *unless* you want to join another HIV SNP or you have a good reason (good cause).

Some examples of good cause include:

- Our health plan does not meet New York State requirements and members are harmed because of it.
- You move out of our service area.
- You, the plan, and the LDSS all agree that disenrollment is best for you.
- You are or become exempt or excluded from managed care.
- We do not offer a Medicaid managed care service that you can get from another health plan in your area.
- You need a service that is related to a benefit we have chosen not to cover and getting the service separately would put your health at risk.
- We have not been able to provide services to you as we are required to under our contract with the State.
- You are an SSI child who has serious emotional problems and wish to receive related treatment through Medicaid fee-for-service.

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To disenroll or change plans:

- Call the managed care staff at your local Department of Social Services.
- If you live in the Bronx, Kings, New York, Richmond, or Queens counties, call New York Medicaid Choice at 800.505.5678. The New York Medicaid Choice counselors can help you change health plans or disenroll.

You may be able to disenroll or transfer to another plan over the phone. If you have to be in managed care, you will have to choose another health plan.

In any case, it may take between two and six weeks to process, depending on when your request is received. You will get a notice that the change will take place by a certain date. MetroPlusHealth Partnership in Care will provide the care you need until then.

You can ask for faster action if you believe the timing of the regular process will cause added damage to your health. You can also ask for faster action if you have complained because you did not agree to the enrollment. Just call your local Department of Social Services or New York Medicaid Choice at 800.505.5678.

2. You Could Become Ineligible for Medicaid Managed Care and Special Needs Plans

You or your child may have to leave MetroPlusHealth Partnership in Care if you or the child:

- move out of the County, the service area, or New York City,
- change to another managed care plan,
- join an HMO or other insurance plan through work,
- go to prison,
- otherwise lose eligibility, or
- if the Special Needs Plan is unable to verify your HIV status or if you are HIV negative and no longer qualify as homeless.

Your child may have to leave MetroPlusHealth Partnership in Care if he or she:

- joins a Physically Handicapped Children's Program,
- is placed in foster care by an agency that has a contract to provide that service for the local Department of Social Services including all children in foster care in New York City, or
- is placed in foster care by the local Department of Social Services in an area that is not served by your child's current plan, or
- if you are no longer enrolled in the Special Needs Plan and your child is not HIV positive.

If you have to leave MetroPlusHealth Partnership in Care or become ineligible for Medicaid, all of your services may stop unexpectedly, including any care you receive at home. Call New York Medicaid Choice at 800.505.5678 right away if this happens.

3. We Can Ask You to Leave MetroPlusHealth Partnership in Care if you often:

- Refuse to work with your PCP in regard to your care,
- Don't keep appointments,

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- Go to the emergency room for nonemergency care,
- Don't follow MetroPlusHealth Partnership in Care's rules,
- Do not fill out forms honestly or do not give true information (commit fraud),
- Act in ways that make it hard for us to do our best for you and other members even after we have tried to fix the problems

You can also lose your MetroPlusHealth Partnership in Care membership, if you cause abuse or harm to plan members, providers or staff.

4. If you lose Medicaid Coverage: The HIV Uninsured Care Programs may be able to help you.

If you are HIV positive and lose Medicaid coverage, you may be eligible for the New York State Department of Health, HIV Uninsured Care Programs (aka ADAP). The programs provide limited coverage for the care and treatment of HIV. If you have private health insurance, you also may be able to get help paying for your insurance premiums. Call 800.542.AIDS (2437) for more information.

No matter what reason you disenroll, we will prepare a discharge plan for you to help you get services you need.

Plan Appeals

There are some treatments and services that you need to get approval for before you receive them or in order to be able to continue receiving them. This is called **prior authorization**. Asking for approval of a treatment or service is called a **service authorization request**. This process is described earlier in this handbook. Any decision to deny a service authorization request or to approve it for an amount that is less than requested is called an **Initial Adverse Determination**.

If you are not satisfied with our decision about your care, there are steps you can take.

Your provider can ask for reconsideration:

If we made a decision that your service authorization request was not medically necessary or was experimental or investigational, and we did not talk to your doctor about it, your doctor may ask to speak with the plan's Medical Director. The Medical Director will talk to your doctor within one workday.

You can file a Plan Appeal:

If you think our decision about your service authorization request is wrong, you can ask us to look at your case again. This is called a **Plan Appeal**.

- You have 60 calendar days from the date of the Initial Adverse Determination notice to ask for a Plan Appeal.
- You can call Member Services at 800.303.9626 if you need help asking for a Plan Appeal,

Member Services: 800.303.9626

TTY: 711

Behavioral Health Crisis: 866.728.1885

or following the steps of the appeal process. We can help if you have any special needs like a hearing or vision impairment, or if you need translation services.

- You can ask for a Plan Appeal, or you can have someone else, like a family member, friend, doctor, or lawyer, ask for you. You and that person will need to sign and date a statement saying you want that person to represent you.
- We will not treat you any differently or act badly toward you because you ask for a Plan Appeal.

Aid to continue while appealing a decision about your care:

If we decided to reduce, suspend, or stop services you are getting now, you may be able to continue the services while you wait for your Plan Appeal to be decided. You must ask for your Plan Appeal:

- **Within ten days from being told that your care is changing; or**
- **By the date the change in services is scheduled to occur, whichever is later.**

If your Plan Appeal results in another denial, you may have to pay for the cost of any continued benefits that you received.

You can call or write to ask for a Plan Appeal. When you ask for a Plan Appeal, or soon after, you will need to give us:

- Your name and address
- Enrollee number
- Service you asked for and reason(s) for appealing
- Any information that you want us to review, such as medical records, doctors' letters or other information that explains why you need the service.
- Any specific information we said we needed in the Initial Adverse Determination notice.
- To help you prepare for your Plan Appeal, you can ask to see the guidelines, medical records, and other documents we used to make the Initial Adverse Determination. If your Plan Appeal is fast tracked, there may be a short time to give us information you want us to review. You can ask to see these documents or ask for a free copy by calling 800.303.9626.

Give us your information and materials by phone, fax, or mail:

Phone..... 800.303.9626
Fax..... 212.908.8824
Mail..... Appeals Coordinator
50 Water Street
New York, NY 10004

If you ask for a Plan Appeal by phone, unless it is fast tracked, you must also send your Plan Appeal to us in writing.

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If you are asking for an out-of-network service or provider:

- If we said that the service you asked for is not very different from a service available from a participating provider, you can ask us to check if this service is medically necessary for you. You will need to ask your doctor to send this information with your Plan Appeal:
 1. a statement in writing from your doctor that the out-of-network service is very different from the service the plan can provide from a participating provider. Your doctor must be a board-certified or board-eligible specialist who treats people who need the service you are asking for.
 2. two medical or scientific documents that prove the service you are asking for is more helpful to you and will not cause you more harm than the service the plan can provide from a participating provider.

- If you think our participating provider does not have the correct training or experience to provide a service, you can ask us to check if it is medically necessary for you to be referred to an out-of-network provider. You will need to ask your doctor to send this information with your appeal:
 1. a statement in writing that says our participating provider does not have the correct training and experience to meet your needs, and
 2. that recommends an out-of-network provider with the correct training and experience who is able to provide the service.

Your doctor must be a board-certified or board-eligible specialist who treats people who need the service you are asking for.

If your doctor does not send this information, we will still review your Plan Appeal. However, you may not be eligible for an External Appeal. See the *External Appeal* section later in this handbook.

What happens after we get your Plan Appeal:

- Within 15 days, we will send you a letter to let you know we are working on your Plan Appeal.
- We will send you a free copy of the medical records and any other information we will use to make the appeal decision. If your Plan Appeal is fast tracked, there may be a short time to review this information.
- You can also provide information to be used in making the decision in person or in writing. Call MetroPlusHealth Partnership in Care at 800.303.9626 if you are not sure what information to give us.
- Plan Appeals of clinical matters will be decided by qualified health care professionals who did not make the first decision, at least one of whom will be a clinical peer reviewer.
- Non-clinical decisions will be handled by persons who work at a higher level than the people who worked on your first decision.

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- You will be given the reasons for our decision and our clinical rationale, if it applies. The notice of the Plan Appeal decision to deny your request or to approve it for an amount that is less than requested is called a Final Adverse Determination.
- If you think our Final Adverse Determination is wrong:
 - you can ask for a Fair Hearing. See the *Fair Hearing* section of this handbook.
 - for some decisions, you may be able to ask for an External Appeal. See the *External Appeal* section of this handbook.
 - you may file a complaint with the New York State Department of Health at 800.206.8125.

Timeframes for Plan Appeals:

- **Standard Plan Appeals:** If we have all the information we need we will tell you our decision within 30 calendar days from your Plan Appeal.
- **Fast track Plan Appeals:** If we have all the information we need, fast track Plan Appeal decisions will be made in two working days from your Plan Appeal but not more than 72 hours from when you asked for your Plan Appeal.
 - We will tell you within 72 hours if we need more information.
 - If your request was denied when you asked for more inpatient substance use disorder treatment at least 24 hours before you were to leave the hospital, we will make a decision about your appeal within 24 hours.
 - We will tell you our decision by phone and send a written notice later.

Your Plan Appeal will be reviewed under the fast track process if:

- You or your doctor asks to have your Plan Appeal reviewed under the fast track process. Your doctor would have to explain how a delay will cause harm to your health. If your request for fast track is denied, we will tell you and your Plan Appeal will be reviewed under the standard process; **or**
- Your request was denied when you asked to continue receiving care that you are now getting or need to extend a service that has been provided; **or**
- Your request was denied when you asked for home health care after you were in the hospital; **or**
- Your request was denied when you asked for more inpatient substance use disorder treatment at least 24 hours before you were to leave the hospital.

If we need more information for either a standard or fast track decision about your Plan Appeal, we will:

- Write to you and tell you what information is needed. If your request is a fast track review, we will call you right away and send a written notice later.
- Tell you why the delay is in your best interest.
- Make a decision no later than 14 days from the day we asked for more information.

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TTY: 711

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You or your representative may also ask us to take more time to make a decision. This may be because you have more information to give the plan to help you decide your case. This can be done by calling 800.303.9626 or writing.

You or your representative can file a complaint with the plan if you don't agree with our decision to take more time to review your Plan Appeal. You or someone you trust can also file a complaint about the review time with the New York State Department of Health by calling 800.206.8125.

If you do not receive a response to your Plan Appeal or we do not decide in time, including extensions, you can ask for a Fair Hearing. See the *Fair Hearing* section of this handbook.

If we do not decide your Plan Appeal on time, and we said the service you are asking for is: 1) not medically necessary; 2) experimental or investigational; 3) not different from care you can get in the plan's network; or 4) available from a participating provider who has correct training and experience to meet your needs, the original denial will be reversed. This means your service authorization request will be approved.

External Appeals

You have other appeal rights if we said the service you are asking for was:

1. not medically necessary;
2. experimental or investigational;
3. not different from care you can get in the plan's network; or
4. available from a participating provider who has the correct training and experience to meet your needs.

For these types of decisions, you can ask New York State for an independent **External Appeal**. This is called an External Appeal because it is decided by reviewers who do not work for the health plan or the state. These reviewers are qualified people approved by New York State. The service must be in the plan's benefit package or be an experimental treatment, clinical trial, or treatment for a rare disease. You do not have to pay for an External Appeal.

Before you ask for an External Appeal:

- You must file a Plan Appeal and get the plan's Final Adverse Determination; **or**
- If you have not gotten the service, and you ask for a fast track Plan Appeal, you may ask for an expedited External Appeal at the same time. Your doctor will have to say an expedited External Appeal is necessary; **or**
- You and the plan may agree to skip the plan's appeals process and go directly to External Appeal; **or**
- You can prove the plan did not follow the rules correctly when processing your Plan Appeal.

You have **four months** after you receive the plan's Final Adverse Determination to ask for an

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External Appeal. If you and the plan agreed to skip the plan's appeals process, then you must ask for the external appeal within four months of when you made that agreement.

To ask for an External Appeal, fill out an application and send it to the Department of Financial Services. You can call Member Services at 800.303.9626 if you need help filing an appeal. You and your doctors will have to give information about your medical problem. The External Appeal application says what information will be needed.

Here are some ways to get an application:

- Call the Department of Financial Services at 800.400.8882
- Go to the Department of Financial Services' website at dfs.ny.gov,
- Contact the health plan at 800.303.9626

Your External Appeal will be decided in 30 days. More time (up to five working days) may be needed if the External Appeal reviewer asks for more information. You and the plan will be told the final decision within two days after the decision is made.

You can get a faster decision if:

- Your doctor says that a delay will cause serious harm to your health: or
- You are in the hospital after an emergency room visit and the hospital care is denied by the plan.

This is called an **expedited External Appeal**. The External Appeal reviewer will decide an expedited appeal in 72 hours or less.

If you asked for inpatient substance use disorder treatment at least 24 hours before you were to leave the hospital, we will continue to pay for your stay if:

- you ask for a fast track Plan Appeal within 24 hours, AND
- you ask for a fast track External Appeal at the same time.

We will continue to pay for your stay until there is a decision made on your appeals. We will make a decision about your fast track Plan Appeal in 24 hours. The fast track External Appeal will be decided in 72 hours.

The External Appeal reviewer will tell you and the plan the decision right away by phone or fax. Later, a letter will be sent that tells you the decision.

If you ask for a Plan Appeal, and you receive a Final Adverse Determination that denies, reduces, suspends, or stops your service, you can ask for a Fair Hearing. You may ask for a Fair Hearing or ask for an External Appeal, or both. If you ask for both a Fair Hearing and an External Appeal, the decision of the fair hearing officer will be the one that counts.

Member Services: 800.303.9626

TTY: 711

Behavioral Health Crisis: 866.728.1885

Fair Hearings

You may ask for a Fair Hearing from New York State if:

- You are not happy with a decision your local Department of Social Services or the State Department of Health made about your staying or leaving MetroPlusHealth Partnership in Care.
- You are not happy with a decision we made to restrict your services. You feel the decision limits your Medicaid benefits. You have 60 calendar days from the date of the *Notice of Intent to Restrict* to ask for a Fair Hearing. If you ask for a Fair Hearing within 10 days of the *Notice of Intent to Restrict*, or by the effective date of the restriction, whichever is later, you can continue to get your services until the Fair Hearing decision. However, if you lose your Fair Hearing, you may have to pay the cost for the services you received while waiting for the decision.
- You are not happy with a decision that your doctor would not order services you wanted. You feel the doctor's decision stops or limits your Medicaid benefits. You must file a complaint with MetroPlusHealth Partnership in Care. If MetroPlusHealth Partnership in Care agrees with your doctor, you may ask for a Plan Appeal. If you receive a Final Adverse Determination, you will have 120 calendar days from the date of the Final Adverse Determination to ask for a state Fair Hearing.
- You are not happy with a decision that we made about your care. You feel the decision limits your Medicaid benefits. You are not happy we decided to:
 - reduce, suspend, or stop care you were getting; or
 - deny care you wanted;
 - deny payment for care you received; or
 - did not let you dispute a copay amount, other amount you owe, or payment you made for your health care.
- You must first ask for a Plan Appeal and receive a Final Adverse Determination. You will have 120 calendar days from the date of the Final Adverse Determination to ask for a Fair Hearing.

If you asked for a Plan Appeal, and receive a Final Adverse Determination that reduces, suspends, or stops care you are getting now, you can continue to get the services your doctor ordered while you wait for your Fair Hearing to be decided. You must ask for a fair hearing within 10 days from the date of the Final Adverse Determination or by the time the action takes effect, whichever is later. However, if you choose to ask for services to be continued, and you lose your Fair Hearing, you may have to pay the cost for the services you received while waiting for a decision.

- You asked for a Plan Appeal, and the time for us to decide your Plan Appeal has expired, including any extensions. If you do not receive a response to your Plan Appeal or we do not decide in time, you can ask for a Fair Hearing.

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The decision you receive from the fair hearing officer will be final.

You can use one of the following ways to request a Fair Hearing:

- By phone – call toll-free 800.342.3334
- By fax – 518.473.6735
- By internet – otda.state.ny.us/oah/forms.asp
- By mail – New York State Office of Temporary and Disability Assistance
Office of Administrative Hearings
Managed Care Hearing Unit
P.O. Box 22023

When you ask for a Fair Hearing about a decision MetroPlusHealth Partnership in Care made, we must send you a copy of the **evidence packet**. This is information we used to make our decision about your care. The plan will give this information to the hearing officer to explain our action. If there is not time enough to mail it to you, we will bring a copy of the evidence packet to the hearing for you. If you do not get your evidence packet by the week before your hearing, you can call 800.303.9626 to ask for it.

Remember, you may complain at any time to the New York State Department of Health by calling 800.206.8125.

Complaint Process

Complaints

We hope our health plan serves you well. If you have a problem, talk with your PCP, or call or write Member Services. Most problems can be solved right away. If you have a problem or dispute with your care or services, you can file a complaint with the plan. Problems that are not solved right away over the phone and any complaint that comes in the mail will be handled according to our complaint procedure described below.

You can call Member Services at 800.303.9626 if you need help filing a complaint, or following the steps of the complaint process. We can help if you have any special needs like a hearing or vision impairment, or if you need translation services.

We will not make things hard for you or take any action against you for filing a complaint.

You also have the right to contact the New York State Department of Health about your complaint at 800.206.8125, or write to: Complaint Unit, Bureau of Consumer Services, OHIP DHPKO 1CP-1609, New York State Department of Health, Albany, New York 12237.

You can instead contact the New York State Office of Mental Health phone number for Complaints at 800.597.8481.

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You may also contact your local Department of Social Services with your complaint at any time. You may call the New York State Department of Financial Services at 800.342.3736 if your complaint involves a billing problem.

How to File a Complaint with Our Plan

You can file a complaint, or you can have someone else, like a family member, friend, doctor or lawyer, file the complaint for you. You and that person will need to sign and date a statement saying you want that person to represent you.

To file by phone, call Member Services at 800.303.9626, Monday through Saturday from 8am - 8pm. If you call us after hours, leave a message. We will call you back the next work day. If we need more information to make a decision, we will tell you.

You can write us with your complaint to:

MetroPlusHealth Partnership in Care Health Plan
50 Water Street
New York, NY 10004
Attention: Complaints Manager

Or, call the Member Services number and request a complaint form. It should be mailed to:

MetroPlusHealth Partnership in Care Health Plan
50 Water Street
New York, NY 10004
Attention: Complaints Manager

What Happens Next

If we don't solve the problem right away over the phone or after we get your written complaint, we will send you a letter within 15 working days. The letter will tell you:

- who is working on your complaint,
- how to contact this person, and
- if we need more information.

You can also provide information to be used when reviewing your complaint in person or in writing. Call MetroPlusHealth Partnership in Care at 800.303.9626 if you are not sure what information to give us.

Your complaint will be reviewed by one or more qualified people. If your complaint involves clinical matters, your case will be reviewed by one or more qualified health care professionals.

After we review your complaint:

- We will let you know our decision within 45 days of when we have all the information we

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need to answer your complaint, but you will hear from us in no more than 60 days from the day we get your complaint. We will write you and will tell you the reasons for our decision.

- When a delay would risk your health, we will call you with our decision in 48 hours of when we have all the information we need to answer your complaint, but you will hear from us in no more than seven days from the day we get your complaint. We will call you with our decision or try to reach you to tell you. You will get a letter to follow up our communication in three working days.
- You will be told how to appeal our decision if you are not satisfied, and we will include any forms you may need.
- If we are unable to make a decision about your complaint because we don't have enough information, we will send you a letter and let you know.

Complaint Appeals

If you disagree with a decision we made about your complaint, you or someone you trust can file a **complaint appeal** with the plan.

How to make a complaint appeal:

- If you are not satisfied with what we decide, you have at least 60 working days after hearing from us to file a complaint appeal;
- You can do this yourself or ask someone you trust to file the complaint appeal for you;
- The complaint appeal must be in writing. If you make a complaint appeal by phone, it must be followed up in writing to:

MetroPlusHealth Partnership in Care Health Plan
50 Water Street
New York, NY 10004
Attention: Complaints Manager

What happens after we get your complaint appeal:

After we get your complaint appeal we will send you a letter within 15 working days. The letter will tell you:

- who is working on your complaint appeal,
- how to contact that person, and
- if we need more information.

Your complaint appeal will be reviewed by one or more qualified people at a higher level than those who made the first decision about your complaint. If your complaint appeal involves clinical matters, your case will be reviewed by one or more qualified health professionals, with at least one clinical peer reviewer, that were not involved in making the first decision about your complaint.

If we have all the information we need, you will know our decision in 30 working days. If a delay would risk your health, you will get our decision in two working days of when we have all the

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information we need to decide the appeal. You will be given the reasons for our decision and our clinical rationale, if it applies. If you are still not satisfied, you or someone on your behalf can file a complaint at any time with the New York State Department of Health at 800.206.8125.

MEMBER RIGHTS AND RESPONSIBILITIES

Your Rights

As a member of MetroPlusHealth Partnership in Care, you have a right to:

- Be cared for with respect, without regard for health status, sex, race, color, religion, national origin, age, marital status, or sexual orientation.
- Be told where, when, and how to get the services you need from MetroPlusHealth Partnership in Care.
- Be told by your PCP what is wrong, what can be done for you, and what will likely be the result, in language you understand.
- Get a second opinion about your care.
- Give your OK to any treatment or plan for your care after that plan has been fully explained to you.
- Refuse care and be told what you may risk if you do.
- Refuse enrollment into a Health Home and be told how to receive your physical and behavioral health care needs without having an assigned Health Home Care Manager.
- Get a copy of your medical record, and talk about it with your PCP, and to ask, if needed, that your medical record be amended or corrected.
- Be sure that your medical record is private and will not be shared with anyone except as required by law, contract, or with your approval.
- Use the MetroPlusHealth Partnership in Care complaint system to settle any complaints; or you can complain to the New York State Department of Health or the New York State of Health any time you feel you were not fairly treated.
- Use the State Fair Hearing system.
- Appoint someone (relative, friend, lawyer, etc.) to speak for you if you are unable to speak for yourself about your care and treatment.
- Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.

Your Responsibilities

As a member of MetroPlusHealth Partnership in Care, you agree to:

- Work with your care team to protect and improve your health.
- Find out how your health care system works.
- Listen to your PCP's advice and ask questions when you are in doubt.
- Call or go back to your PCP if you do not get better, or ask for a second opinion.
- Treat health care staff with the respect you expect yourself.

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- Tell us if you have problems with any health care staff. Call Member Services.
- Keep your appointments. If you must cancel, call as soon as you can.
- Use the emergency room only for real emergencies.
- Call your PCP when you need medical care, even if it is after hours.

Advance Directives

There may come a time when you can't decide about your own health care. By planning in advance, you can arrange now for your wishes to be carried out. First, let family, friends, and your doctor know what kinds of treatment you do or don't want. Second, you can appoint an adult you trust to make decisions for you. Be sure to talk with your PCP, your family, or others close to you so they will know what you want. Third, it is best if you put your thoughts in writing. The documents listed below can help. You do not have to use a lawyer, but you may wish to speak with one about this. You can change your mind and change these documents at any time. We can help you understand or get these documents. They do not change your right to quality health care benefits. The only purpose is to let others know what you want if you can't speak for yourself.

Health Care Proxy - With this document, you name another adult that you trust (usually a friend or family member) to decide about medical care for you if you are not able to do so. If you do this, you should talk with the person so they know what you want.

CPR and DNR - You have the right to decide if you want any special or emergency treatment to restart your heart or lungs if your breathing or circulation stops. If you do not want special treatment, including cardiopulmonary resuscitation (CPR), you should make your wishes known in writing. Your PCP will provide a DNR (Do Not Resuscitate) order for your medical records. You can also get a DNR form to carry with you and/or a bracelet to wear that will let any emergency medical provider know about your wishes.

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To allow space for local adaptations.)**

Important Phone Numbers

Your PCP.....	
MetroPlusHealth Partnership in Care	
Member Services.....	800.303.9626
Other Units (e.g., Nurse Hotline, Utilization Review, etc.)	
Your nearest Emergency Room.....	
DentaQuest (Dental care).....	844.284.8819
New York State Department of Health (Complaints).....	800.206.8125
New York State Office of Mental Health (Complaints).....	800.597.8481
OASAS Complaints line.....	518.473.3460
Ombudsman program contact:	
CHAMP.....	888.614.5400
email: Ombuds@oasas.ny.gov	
Department of Social Services:	
Your county	
Your locality	
Information on New York State Medicaid Managed Care	
New York Medicaid Choice	800.505.5678
Medical Answering Services (nonemergency transportation)	844.666.6270
New York State HIV/AIDS Hotline.....	800.541.AIDS (2437)
Spanish.....	800.233.SIDA (7432)
TDD.....	800.369.AIDS (2437)
New York City HIV/AIDS Hotline (English & Spanish).....	800.TALK.HIV (8255.448)
HIV Uninsured Care Programs	800.542.AIDS (2437)
TDD.....	Relay, then 518.459.0121
Child Health Plus	855.693.6765
(Free or low cost health insurance for children)	
Independent Consumer Advocacy Network (ICAN)	844.614.8800 (TTY: 711)
https://www.icannys.org email: ican@cssny.org	
PartNer Assistance Program.....	800.541.AIDS (2437)
In New York City (CNAP).....	212.693.1419
Social Security Administration.....	800.772.1213
AIDS Clinical Trials Information Service (ACTIS)	800.874.2572

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New York State Domestic Violence Hotline.....	800.942.6906
Spanish.....	800.942.6908
Hearing Impaired.....	800.810.7444
Americans with Disabilities Act (ADA) Information Line.....	800.514.0301
TDD.....	800.514.0383
Local Pharmacy	--- ---
Other Health Providers:	--- ---

Member Services: 800.303.9626

TTY: 711

Behavioral Health Crisis: 866.728.1885

Important Websites

MetroPlusHealth Partnership in Care Health Plan
metroplus.org

New York State Department of Health
health.ny.gov

New York State OMH
omh.ny.gov

New York State OASAS
oasas.ny.gov

New York State DOH HIV/AIDS Information
treathiv1.com/info

New York State HIV Uninsured Care Programs
health.state.ny.us/diseases/aids/resources/adap/index.htm

HIV Testing Resource Directory
health.ny.gov/diseases/aids/general/resources/resource

NYC DOHMH
health.ny.gov

NYC DOHMH HIV/AIDS Information
nyhiv.com/office_of_aids_policy_dohmh_hiv_aids_bureau.html



Effective July 19, 2022

MetroPlus Health Plan
50 Water Street, 7th Floor
New York, NY 10004

Website: www.metroplus.org

General Phone: 1-800-303-9626

TTY: 711

E-mail: PrivacyOfficer@metroplus.org

Your Information.

Your Rights.

Our Responsibilities.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get a copy of your health and claims records

- You can ask to see or get a copy of your health and claims records and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health and claims records, usually within 30 days of your request. We will charge you \$0.75 (75 cents) for each page of copies you request.

Ask us to correct health and claims records

- You can ask us to correct your health and claims records if you think they are incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we will tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will consider all reasonable requests, and must say “yes” if you tell us you would be in danger if we do not.

continued on next page

Your Rights (continued)

Ask us to limit what we use or share

- You can ask us **not** to use or share certain health information for treatment, payment, or our operations.
- We are not required to agree to your request, and we may say “no” if it would affect your care

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we have shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We will provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.
- To ask for confidential communications, call our Member Services Department at 1-800-303-9626 (TTY: 711). Requests to change or modify this type of confidential communication request must be made in writing to the address listed below.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly. You may get a paper copy of this notice at any time by calling our Member Services Department at 1-800-303-9626 (TTY: 711).

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/. We will not retaliate against you for filing a complaint.

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Your Rights (continued)

Former Members

- If your membership with MetroPlusHealth ends, your Information will remain protected in accordance with our policies and procedures for current members.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in payment for your care.
- Share information in a disaster relief situation

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we *never* share your information unless you give us written permission:

- Marketing purposes
- Sale of your information

Our Uses and Disclosures

How do we typically use or share your health information? We typically use or share your health information in the following ways.

Help manage the health care treatment you receive

- We can use your health information and share it with professionals who are treating you.
- Health Related Products or Programs: MetroPlusHealth may provide you information on medical treatments, programs products and services.

Example: A doctor sends us information about your diagnosis and treatment plan so we can arrange additional services.

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Our Uses and Disclosures (continued)

The information provided to you is subject to any limits imposed by the law.

- Reminders: MetroPlusHealth may use and disclose PHI about you (for example, by calling or texting you or sending you a letter) to remind you of an appointment for treatment or that it's time for you to schedule an appointment for a regular check-up or immunization, or to provide information about treatment alternatives ("choices") or other health-related benefits and services that may be of interest to you.

Run our organization

- We can use and disclose your information to run our organization and contact you when necessary.
- **We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage.** This does not apply to long term care plans.

***Example:** We use health information about you to develop better services for you. MetroPlusHealth's Quality Management Department may use your health information to help improve the quality of the Plan's programs, data and business processes. As an example, your medical record may be reviewed by our quality management staff or contracted nurse reviewers to evaluate the quality of care provided to you and all Plan members.*

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Our Uses and Disclosures (continued)

How else can we use or share your health information? We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We must meet many conditions in the law before we can share your information for these purposes. For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Administer your plan	We may disclose your health information to your health plan sponsor for plan administration.	Example: <i>Your company contracts with us to provide a health plan, and we provide your company with certain statistics to explain the premiums we charge.</i>
Pay for your health services	We can use and disclose your health information as we pay for your health services.	Example: <i>We share information about you with your dental plan to coordinate payment for your dental work.</i>
Provide quality care and efficient delivery of services	<p>MetroPlusHealth participates in the health information exchange operated by Healthix. Healthix is a not-for-profit organization that shares information about people’s health electronically and meets the privacy and security standards of HIPAA and New York State Law. This Notice is to inform our patients that as part of participation in Healthix, MetroPlusHealth electronically sends/uploads our patients’ Protected Health Information to Healthix.</p> <p>Additionally, certain staff at MetroPlusHealth are authorized to access patient information through Healthix subject to applicable consent rules. Consent to access Healthix is normally granted on an organization-by-organization basis. However, patients have the option of denying access to all organizations in Healthix. If you are interested in denying consent for all Healthix organizations to access your Protected Health Information, you may do so by visiting Healthix’s website at www.healthix.org or calling Healthix at 877-695-4749. Information in Healthix about patients comes from places that have provided medical care or through health insurance (claims) information. These data sources may include hospitals, physicians, pharmacies, clinical laboratories, health insurers, the Medicaid program and other organizations that exchange health information electronically. An updated list of these data sources is available from Healthix. Patients can obtain an updated list at any time by visiting www.healthix.org or by calling 1-877-695-4749.</p>	

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Our Uses and Disclosures (continued)

Help with public health and safety issues

We can share health information about you for certain situations such as:

- o Preventing disease
- o Reporting adverse reactions to medications
- o Reporting suspected abuse, neglect, or domestic violence
- o Preventing or reducing a serious threat to anyone's health or safety.

Perform Research

We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- o For worker's compensation claims
- o For law enforcement purposes or with a law enforcement official
- o With health oversight agencies authorized by law
- o For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal action

We can share health information about you in response to a court or legal administrative order, or in response to a subpoena

New York State laws on disclosures for certain types of information

MetroPlusHealth must comply with additional New York State laws that have a higher level of protection for personal information, particularly information relating to HIV/AIDS status or treatment; mental health; substance use disorder; and family planning.

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Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.

We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, on our web site, and we will mail a copy to you.

This notice is effective as of July 19, 2022.

Privacy Officer Contact Information

If you have questions about our privacy practices, or if you want to file a complaint or exercise rights described above, please contact:

Customer Services – MetroPlus Health Plan

50 Water Street, 7th Floor

New York, NY 10004

- **General Phone:** 1-800-303-9626, 7 days per week 8:00 a.m. to 8:00 p.m.
- **Medicare Members:** 1-866-986-0356, 7 days per week, 8:00 a.m. to 8:00 p.m.
- **TTY:** 711
- **E-mail:** PrivacyOfficer@metroplus.org



NOTICE OF NON-DISCRIMINATION

MetroPlus Health Plan complies with Federal civil rights laws. **MetroPlus Health Plan** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

MetroPlus Health Plan provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **MetroPlus Health Plan** at 1-800-303-9626. For TTY/TDD services, call 711.

If you believe that **MetroPlus Health Plan** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with **MetroPlus Health Plan** by:

Mail: 50 Water Street, 7th Floor, New York, NY 10004
Phone: 1-800-303-9626 (for TTY/TDD services, call 711)
Fax: 1-212-908-8705
In person: 50 Water Street, 7th Floor, New York, NY 10004
Email: Grievancecoordinator@metroplus.org

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

Web: Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>
Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)

Language Assistance

<p>ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-303-9626 (TTY: 711).</p>	English
<p>ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-303-9626 (TTY: 711).</p>	Spanish
<p>注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-303-9626 (TTY: 711)。</p>	Chinese
<p>ملحوظة: إذا كنت تتحدث لغة، فإن خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برقم هاتف الـ 1-800-303-9626 (TTY: 711)</p>	Arabic
<p>주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-303-9626 (TTY: 711) 번으로 전화해 주십시오.</p>	Korean
<p>ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-303-9626 (телетайп: TTY: 711).</p>	Russian
<p>ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-303-9626 (TTY: 711).</p>	Italian
<p>ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-303-9626 (TTY: 711).</p>	French
<p>ATANSYON: Si w pale Kreyòl Avisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-303-9626 (TTY: 711).</p>	French Creole
<p>אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר איר שפראך הילף סערוויסעס פריי פון אפצאל קאסט 1-800-303-9626 (TTY: 711)</p>	Yiddish
<p>UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-303-9626 (TTY: 711)</p>	Polish
<p>PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-303-9626 (TTY: 711).</p>	Tagalog
<p>লক্ষ করুন: যদি আপনি বাংলা কথা বলতে পারেন, ১০০ হতে দূরত্বের ভাষা সহায়তা পদার্থের উপলব্ধি আছে। ফোন করুন 1-800-303-9626 (TTY: 711)</p>	Benga
<p>KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-303-9626 (TTY: 711).</p>	Albanian
<p>ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-303-9626 (TTY: 711).</p>	Greek
<p>خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کل کوں 1-800-303-9626 (TTY: 711)</p>	Urdu