



PARTNERS
HEALTH PLAN

WHO WE ARE

Partners Health Plan is...

- ✧ A not for profit managed care plan that benefits to individuals eligible for both Medicare and Medicaid through the Fully Integrated Duals Advantage for Individuals with Intellectual and Developmental Disabilities (FIDA-I/DD) Demonstration.
- ✧ Lead by invested stakeholders family members and advocates with decades of experience in health care and in managing services and supports for people with intellectual and developmental disabilities (I/DD).



History and Development

- ✦ We are a specialized managed care initiative tracing our roots to the creation of the ARC (originally known as Association for Retarded Citizens) in the late 1940s
- ✦ In recent years, recognizing the sometimes fragmented delivery of services and supports and the lack of coordination between long-term services and health care for individuals with I/DD, the Downstate NYSARC chapters began evaluating approaches to *integrate the full continuum of care*
- ✦ The goal was to *seamlessly and efficiently integrate physical and behavioral health services* with other long-term services and supports such as habilitation
- ✦ The Downstate ARCs/AHRCs decided that the best way for parents to ensure the long-term security of their children was to participate in the development and implementation of a managed care program in the same manner as they had developed the other core components of habilitative care

TIMELINE

- ✦ 2012: PHP is incorporated in 2012 and granted a Certificate of Authority to operate a Managed Long-Term Care Plan (MLTCP)
- ✦ April 1, 2016: PHP FIDA program begins enrollment.
- ✦ 2019 and beyond: PHP becomes an “early adopter” plan first offering Medicaid Managed Care without OPWDD services and then includes OPWDD services.

Mission and Values

VALUES

- ✦ Promote Wellness
- ✦ Support Choice
- ✦ Integrate Services
- ✦ Respect Diversity
- ✦ Promote Quality of Life

MISSION

- ✦ Protect the benefits and services that our members currently receive and to assist members with remaining in their homes and communities as long as possible

What Makes Us Unique

We use a person centered process that *addresses members' personal goals* for their lives, and helps them *develop and implement* a process to reach them. Including, but not limited to,

- ✦ Specialized assessment tool for adults with I/DD
- ✦ Customized life plan for each member created within 60 days of joining the plan
- ✦ High level of parent involvement on board of directors
- ✦ Self advocate involvement in plan development
- ✦ Continuity of Care period
- ✦ Dual Care Team with a licensed RN/Social Worker as the leader*
- ✦ Robust I/DD centric network of medical providers
- ✦ Durable Medical Equipment (DME) Specialist to ensure that members get the medical equipment they need
- ✦ Person-centered program designed to help members in achieving their goals

THE PAL PROGRAM

PHP's PAL Program is a new and natural way to support members of PHP.

The PAL Program links people who have similar interests in the community to members of PHP. Friendships are important in the life of any individual, and the PAL Program is determined to improve the lives of members by linking passions and interests to form a connection.



The video to the left showcases a story of 5 members residing in Westchester County who were interested in taking an adult hip-hop class, but there were none in the area.

The PAL Program arranged for a class to be created for them at a local dance studio, and they were thrilled to be a part of the recital at the end of the season.

The PAL Program is about more than just creating connections, but helping members explore their passions!

FRIENDSHIPS & PASSIONS FOUND

Sean & Bowling



Sean wanted an activity on the weekends where he could make more friends and be active. The PAL Program connected him to a local bowling league where he made many friends. He's been attending for a year!

Mark &



Mark (left) and Joe, PAL (right) both had an interest in playing tennis with someone in the nice weather. In Joe's retirement, he discovered the PAL Program and wanted to be involved. Once he met Mark they clicked immediately and continue to play together whenever the weather is nice!

Rebecca & Helen



Rebecca (left, PAL) works in the city and designs jewelry. Helen (right) was looking for an artistic friend who would do different arts & crafts with her on the weekends. Upon meeting through The PAL Program, she and Rebecca clicked immediately and hang out every other weekend!

Manny & Pool



Manny was interested in playing pool and making friends. He didn't have a lot of money to work with, so the PAL Program found a membership to NYC Parks for \$25 a year, and a group that plays pool at a local recreation center every Saturday. Manny fit right into the crowd, and continues to attend every week!

PLAN BENEFITS

Partners Health Plan will integrate all benefits, an example of some of the benefits offered are:

- ✂ Medicare Part A, B and D
- ✂ Medicaid Services
- ✂ OPWDD Services/ Waiver
- ✂ Long Term Supports and Services
- ✂ Behavioral Health
- ✂ Accessible Dental Vendors
- ✂ Accessible Vision Vendors
- ✂ Durable Medical Equipment/Prosthetic and Orthotic Supplies
- ✂ 1 member ID card
- ✂ On staff DME specialist to assist with DME orders
- ✂ Accessible Hearing Vendors
- ✂ Non-emergency Transportation (community members)
- ✂ Individualized care model: The Life Plan
- ✂ Expedited Self Direction Services
- ✂ Web based Person-Centered Portal
- ✂ Clinical Pharmacy Program
- ✂ Telemedicine Program

DME SUCCESS STORIES



Who says a wheelchair can't be stylish? Lori Ann, a member of PHP requested a custom-made "Tilt-In-Space Wheelchair" in her favorite color, **purple**!

In just one month, the Durable Medical Equipment team vendors and Assistive Technology Providers (ATPs) helped Lori Ann receive her new custom purple wheelchair. Her reaction was that of pure joy and this is what motivates us to do the best we can and advocate for our members!



Judy's communication device called *Dynavox* malfunctioned during the first week of her enrollment. PHP was able to repair the device within a few days!

Judy was also able to get her first job as a Community Outreach Assistant within the Marketing Department at
RUP

WHY ENROLL?

- ✦ We were formed by providers who understand the unique needs of individuals with I/DD
- ✦ We pay for and coordinate all your health and OPWDD waiver services (no premiums, deductibles or copays).
- ✦ Our expertise integrating healthcare and waiver services can help you access all benefits available and make sure you have the best outcomes and achieve your goals.
- ✦ Most of our medical benefits need no authorization or referral.
- ✦ We offer free, non-emergency private transportation for people living in the community to and from medical appointments.
- ✦ Our Care Coordination team includes a Care Manager, a Care Coordinator, you, your family, and other people important to you as part of the team which helps determine what benefits and services will work best for you and authorizing them for you.
- ✦ We have demonstrated success in improving health outcomes and happiness through our programs. (Telemedicine, Pharmacy Management, and Choose Health Rewards Program, PAL Program)
- ✦ Easier and faster access to services you need. (OPWDD Waiver Services, Self-Direction Budget Approval, etc.)

QUESTIONS?

