

Handbook Addendum



CHOICESM
Health Plans

This insert is intended to replace the Conflict Free Evaluation and Enrollment Center (CFEEC) section of your Member Handbook found on page 3. There are no changes to your current benefits and services at this time. This notice is for informational purposes only and no action is needed.

New York Independent Assessor - Initial Assessment Process

Starting May 16, 2022, the Conflict Free Evaluation and Enrollment Center (CFEEC) will become the New York Independent Assessor (NYIA). The NYIA will manage the initial assessment process, except for expedited initial assessments, which will begin on July 1, 2022. The initial assessment process includes completing the:

- *Community Health Assessment (CHA)*: The CHA is used to see if you need personal care and/or consumer directed personal assistance services (PCS/CDPAS) and are eligible for enrollment in a Managed Long Term Care plan.
- *Clinical appointment and Practitioner Order (PO)*: The PO documents your clinical appointment and indicates that you:
 - have a need for help with daily activities, and
 - that your medical condition is stable so that you may receive PCS and/or CDPAS in your home.

The NYIA will schedule both the CHA and clinical appointment. The CHA will be completed by a trained registered nurse (RN). After the CHA, a clinician from the NYIA will complete a clinical appointment and PO a few days later.

VNSNY CHOICE MLTC will use the CHA and PO outcomes to see what kind of help you need and create your plan of care. If your plan of care proposes PCS and/or CDPAS for more than 12 hours per day on average, a separate review by the NYIA Independent Review Panel (IRP) will be needed. The IRP is a panel of medical professionals that will review your CHA, PO, plan of care and any other medical documentation. If more information is needed, someone on the panel may examine you or discuss your needs with you. The IRP will make a recommendation to VNSNY CHOICE MLTC about whether the plan of care meets your needs.

1-888-867-6555 (TTY: 711)

9 am – 5 pm, Monday – Friday

NOTICE OF NON-DISCRIMINATION

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

VNSNY CHOICE MLTC 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 **VNSNY CHOICE MLTC** at 1-888-867-6555. For TTY/TDD services, call 711.

If you believe that **VNSNY CHOICE MLTC** 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 **VNSNY CHOICE MLTC** by:

Mail: VNSNY CHOICE Health Plans
220 East 42nd Street, 3rd Floor, New York, NY 10017

Telephone: 1-888-634-1558 (TTY/TDD: 711)

In person: 220 East 42nd Street, 3rd Floor, New York, NY 10017

Fax: 646-459-7729

Email: CivilRightsCoordinator@vnsny.org

Web: www.vnsny.ethicspoint.com

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 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 www.hhs.gov/ocr/office/file/index.html
- Telephone: 1-800-368-1019 (TTY/TDD 800-537-7697)

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-888-867-6555, TTY/TDD 711.	English
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-867-6555, TTY/TDD 711.	Spanish
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 1-888-867-6555, TTY/TDD 711.	Chinese
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم TTY/TDD 711 <رقم هاتف الصم والبك> 1-888-867-6555	Arabic
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다 1-888-867-6555, TTY/TDD 711.번으로 전화해 주십시오.	Korean
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-867-6555 (телетайп: TTY/TDD 711).	Russian
ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-867-6555, TTY/TDD 711.	Italian
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-867-6555, TTY/TDD 711.	French
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-867-6555, TTY/TDD 711.	French Creole
. אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט >TTY/TDD 711, 1-888-867-6555.	Yiddish
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-867-6555, TTY/TDD 711.	Polish
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-867-6555, TTY/TDD 711.	Tagalog
লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-১-৮৬৬-৪৬৯-৭৭৭৪, TTY/TDD 711.	Bengali
KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-867-6555, TTY/TDD 711.	Albanian
ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-888-867-6555, TTY/TDD 711.	Greek
خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-888-867-6555, TTY/TDD 711.	Urdu