

You are eligible for VNS Health MLTC if you are:

- At least 18 years old
- Eligible for Medicaid
- Living in the service area of the plan
- In need of community-based long term care (for more than 120 days) based on a functional assessment
- Able to remain safely at home with assistance for Activities of Daily Living (such as bathing, dressing, walking or preparing food)

Yes, you can keep your own doctor!

We know how important it is to minimize any disruption in your care. That’s why we make this pledge to all new members:

- You can continue to see your own doctors
- We’ll do all we can to ensure you keep the aide you have now
- Enrolling will not change your coverage for any important medical benefits, including doctor visits, hospitalizations, emergency room care, prescription drug coverage and more.

And if you don’t have a doctor, we can help you find a qualified physician in your area.

At your side, on your side

In a confusing health care world, you can count on your Care Team to be your allies. To work with your doctors, help set up appointments, monitor your medications, and talk with you and your family so you all understand your health conditions and your treatment.

Our teams know the health care system inside out so they can cut through the red tape. And make sure you get all the services you qualify for.

Plus, we have a Nurse Support Line to make sure you can reach a health professional in person, any time day or night.

“I can honestly say this is the best insurance plan that I have been with. You guys always help me when I need it!”

– MLTC member



HEALTH PLANS

VNS Health MLTC Managed Long Term Care

The health plan for New Yorkers with complex health needs.

Learn more about MLTC

To find out more, just call us, or have a family member call us. We’ll be happy to answer any questions you may have about the plan.

Call 1-855-282-4642 (TTY: 711)
Monday - Friday, 9 am - 5 pm
vnshealthplans.org

For more information on enrolling in MLTC, contact the New York Independent Assessor Program (NYIAP) at 1-855-222-8350 (TTY: 888-329-1541).

Our MLTC service area* includes these counties: Albany, Bronx, Columbia, Delaware, Dutchess, Erie, Fulton, Greene, Herkimer, Kings (Brooklyn), Madison, Monroe, Montgomery, Nassau, New York (Manhattan), Oneida, Onondaga, Orange, Otsego, Putnam, Queens, Rensselaer, Richmond (Staten Island), Rockland, Saratoga, Schenectady, Schoharie, Suffolk, Sullivan, Ulster, Warren, Washington and Westchester.

*This list of counties is current as of November 2023. For updates, please visit vnshealthplans.org



This is Where You Belong

In the home you love.

In the health plan designed to keep you there.

VNS Health Managed Long Term Care

We understand how much your home and community mean to you. That's why we created VNS Health Managed Long Term Care (MLTC), the health plan designed for people who need help with day-to-day activities but want to remain in their homes. We are committed to helping our members live safely and independently at home – and stay out of a nursing home – for as long as possible.

VNS Health has been helping New Yorkers live independently in their communities since 1893.

Your Care Team – a different way of managing your care

When you join VNS Health MLTC, you'll have a team of specialized health professionals working together to manage all your care. Led by your own care manager – a registered nurse or licensed social worker – your Care Team develops and coordinates a personalized plan of care to meet all your health needs.

For you, your family and your doctor, it's great to know there's always one person to call who has a complete picture of your care.

“Our representative has displayed the patience of an angel and shows genuine concern by helping me understand all of the available services for my mother.”

– Daughter of MLTC member

The ABCs of MLTC

VNS Health Managed Long Term Care provides all the Medicaid long-term care and other health-related services you need to live well at home and in your community:

- Care coordination from a dedicated care manager
- Professional nursing care
- 24-hour/7 day a week Nurse Support Line
- Home health care – nursing, home health aide, social work
- Rehabilitation therapies (physical, occupational and speech therapy) either at home or at a facility
- Medication management
- Personal care
- Chore service and housekeeping
- Personal Emergency Response Systems
- Home-delivered meals
- Nutritional counseling
- Adult day health care
- Social day care
- Medical equipment and supplies
- Respiratory therapy and oxygen
- Home safety modifications/improvements
- Prosthetics and orthotics
- Dental care
- Eye exams and glasses
- Foot care
- Hearing exams and hearing aids
- Nursing home care (certain Medicaid restrictions may apply)
- Consumer Directed Personal Assistance Program

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

