

PHP Care Complete FIDA-IDD Plan
(Medicare-Medicaid Plan)
Frequently Asked Questions – FAQ's*

Q - Who is eligible to join the plan?

- ***Anyone that is 21 years or older,***
- ***Has Medicare and Medicaid,***
- ***eligible for OPWDD waiver services,***
- ***Resides in one of the 9 counties in our service area; Rockland, Westchester, Bronx, New York (Manhattan), Queens, Kings (Brooklyn), Richmond (Staten Island), Nassau and Suffolk.***

Q - Is enrollment in PHP Care Complete FIDA-IDD mandatory?

A - No. Enrollment is voluntary and is not required to maintain your current level of service.

Q - Will I lose my Medicare and Medicaid when I join PHP Care Complete FIDA-IDD?

A - No. Enrollment in PHP Care Complete FIDA-IDD does not affect your eligibility for Medicare or Medicaid. You will use your PHP Member ID Card to access your FIDA-IDD benefits and services. **

***** You can continue to use your New York state benefit card for food stamps.***

Q - When does my enrollment in the PHP Care Complete FIDA-IDD plan begin?

A - If you request enrollment before the 20th of the current month, your enrollment will be effective the first of the upcoming month. If you request enrollment after the 20th of the current month, your enrollment will be effective the first of the following month. (Example – Enrollment request takes place May 5th, plan starts June 1st. Enrollment request takes place May 21st, plan starts July 1st.)

Q - Am I “locked in” to the Plan?

A - No. This is a voluntary program and you can dis-enroll at any time. Dis-enrollments become effective the first of the upcoming month.

Q - Do I have to use the PHP Care Complete FIDA-IDD network of providers?

A - Yes. PHP Care Complete FIDA-IDD has over 9,000 providers in our network. We have contracted a high quality panel of providers and continue to build the network with providers that will give outstanding service to our participants. **

**** At the time of enrollment, if your providers are not part of the PHP Care Complete FIDA-IDD provider network, you can keep your providers and services you're getting now for 90 days. If you are getting behavioral health services and your provider does not work with PHP Care Complete FIDA-IDD, you can continue with your current provider until treatment is complete or up to 2 years. This is called transitional care.**

Q - Will I lose my Medicaid Service Coordinator (MSC)?

A - Yes. PHP Care Complete FIDA-IDD replaces your MSC with a Care manager and a specialized care team.

Q - Am I able to stay at my current residence?

A - Yes. There are no changes made to your current residential placement.

Q - What if I have 3rd party insurance and I am enrolled with PHP Care Complete FIDA-IDD?

A - PHP will coordinate benefits with your 3rd party insurance.

Q - What is an Ombudsman?

A – The Ombudsman is an independent service that offers free assistance to individuals enrolled in FIDA-IDD in accessing care, understanding and exercising rights and responsibilities, and appealing adverse decisions made by their FIDA-IDD plan. New York State Department of Health has a contract with ICAN to provide Ombudsman services to individuals who are enrolled in managed care and receive long term services and supports.

Q - How do I enroll?

A - In person - at a PHP presentation through NY Medicaid Choice representatives on site

A - By phone – call NY Medicaid Choice 1-844-343-2433 (TTY 1-888-329-1541)

* This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Participant

Handbook. Limitations and restrictions may apply. For more information, call Partners Health Plan Participant Services or read the Partners Health Plan Participant Handbook. Benefits may change on January 1 of each year.