



# Partners

# Health Plan

Supporting The Life You Choose — [www.phpcares.org](http://www.phpcares.org)

## PHP Care Complete FIDA-IDD

(Medicare-Medicaid Plan) is the **first** plan designed **exclusively** for people with intellectual and developmental disabilities.

# SUCCESS STORIES!



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success stories



**S**haun is a young male who shares a two-family home in Brooklyn with his parents. Shaun lives on the first floor and his parents on the second. Shaun and his parents expressed that Shaun would like to live independently and, to do so, Shaun asked for the assistance of his Care Coordinator to apply for an **Individualized Support Service (ISS)** grant. The Care Coordinator worked with Shaun to submit all of the required documents for approval. Shaun applied for the ISS grant on May 20, 2016 and was approved on August 1, 2016. **The family is elated about this approval.** His father stated that Shaun was unable to get assistance to apply for this grant before joining **PHP Care Complete FIDA-IDD Plan**. No one took the time to assist him. Now he can truly live independently. The ISS grant will assist Shaun with his rent, as well as help him buy furniture and other needed household appliances.

*Sheila, Care Coordinator at PHP*



**I** haven't gotten to vote before. I want to express my right to vote because this is a very important Presidential year. **My Care Coordinator** at PHP helped me register. I am going to vote this year!!!!

Aurea, PHP Care Complete FIDA-IDD Participant



**For more information call 1-855-747-5483 from 8:00AM - 8:00PM, 7 days a week. TTY: 711**

Partners Health Plan is a managed care plan that contracts with Medicare and the New York State Department of Health (Medicaid) to provide benefits to Participants through the **\*Fully Integrated Duals Advantage for individuals with Intellectual and Developmental Disabilities (FIDA-IDD) Demonstration.**

Enrollment in PHP Care Complete FIDA-IDD\* Plan depends on contract renewal. This is not a complete list. The benefit information is a brief summary, not a comprehensive description of benefits. For more information contact the plan or read the Participant Handbook. Limitations and restrictions may apply. For more information, call PHP Care Complete FIDA-IDD\* Plan Participant Services or read the PHP Care Complete FIDA-IDD\* Plan Participant Handbook. Benefits may change on January 1 of each year.



# MORE SUCCESS STORIES...

...from the Care Coordination team.



- 1 **O**ne of our members lives in the community with his 90 year old mother. A medical work-up was required in order to make an accurate diagnosis for him. He needed appointments with a psychiatrist and neurologist. The **Care Manager** set up both appointments, and accompanied our member and his mother to both appointments in order to help the mother communicate accurate information about his problems and his current medications. When he needed an MRI, the **Care Manager held his hand and kept him calm** to ensure that the procedure was successful. The Care Manager and Care Coordinator are now assisting the family in getting him respite services. They were also able to get him some adaptive equipment that was needed.
- 2 **A**lfred's **Care Coordination Team** helped him identify that he wanted more communication with his sister-in-law, and that he could purchase and use an iPad to make it happen. After he purchased the iPad, I asked him if he was able to see his sister-in-law and he smiled and said, **"YES, I facetime!"** It's so nice that our recommendation is making him so happy!!! I'm sure his sister-in-law in Florida is thrilled with being able to talk to him and see him on a regular basis. He is also very comfortable in his new custom-made wheelchair.
- 3 **A**n older woman who we support lives in a residence. When she was hospitalized last month, the **Care Manager visited her often**, and was able to assist in her discharge plan back to the residence.
- 4 **W**e support a young man living in a residence. During the assessment process, the **Care Manager and Care Coordinator** learned what is most important to him and his family. He is looking forward to his team meeting, which he will run. **He has chosen the people he wants to attend the meeting**, which include his family, his house manager, and one of his favorite staff. **He is excited about his goals and dreams** that he will be working on, which will include moving into another house.



Dina, Care Manager at PHP



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<https://www.facebook.com/PartnersHealthPlan/>

- You can get this information for free in other languages. Call 1-855-747-5483, and 711 for TTY users, during the hours of 8:00 AM to 8:00 PM, 7 days a week. The call is free.
  - Puede obtener esta información gratis en Español. Llame a Servicios del Participante al 1-855-747-5483 durante las horas de 8:00 AM a 8:00 PM, 7 días de la semana. Usuarios de TTY llamar al 711. La llamada es gratuita.
  - Lei puo ottenere questi informazioni in Italiano gratuitamente. Chiama il Servizio Partecipanti a 1-855-747-5483 durante il periodo da 8 AM a 8 PM, 7 giorni alla settimana. TTY utilizzatori dovressi chiamare 711. La chiamata è gratis.
  - Ou ka jwenn enfòmasyon sa a pou gratis nan kreyòl ayisyen. Rele sèvis patisipan nan 1-855-747-5483 les heures de 8:00 je pou 8:00 PM, 7 jou nan semenn nan. Utilisateurs TTY ta dwe rele 711. Apèl gratis.
  - Вы можете получить эту информацию бесплатно на русском языке. Звоните в Отдел обслуживания участников плана по телефону 1-855-747-5483 с 8:00 утра до 8:00 вечера, 7 дней в неделю. Пользователи TTY звоните по телефону 711. Звонок бесплатный.
  - 您可免費獲得到以上的中文資訊，請致電參與者服務電話 1-855-747-5483，辦公時間為上午8時到下午8時，每週7天。聽力語言殘障服務專線(TTY)用戶請撥打711。該電話為免付費通話。
- 한국어로 된 정보를 무료로 얻을 수 있습니다. 주 7일 오전 8시에서 오후 8시 사이에 1-855-747-5483 번(TTY 사용자는 711번)으로 문의해 주십시오. 통화는 무료입니다.