



Medicaid Managed Long Term Care Handbook Language

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.

icircle Care 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 icircle Care about whether the plan of care meets your needs.



YOUR MEMBER HANDBOOK HAS BEEN CHANGED TO INCLUDE ADDITIONAL SERVICES

Dental Services

Starting **January 31, 2024**, iCircle Care will be covering crowns and root canals in certain circumstances so that you can keep more natural teeth.

In addition, replacement dentures and implants will only need a recommendation from your dentist to determine if they are necessary. This will make it easier for you to access these dental services.

To learn more about these services, call Member Services at 1-844-694-2273 TTY 711.



YOUR MEMBER HANDBOOK HAS BEEN CHANGED

Non-Emergency Medical Transportation

Non-Emergency Medical Transportation Scheduling

Starting March 1, 2024, iCircle Care will no longer cover non-emergency transportation as part of your Plan benefits. Non-emergency medical transportation services for members enrolled in iCircle Care a Partial Capitation Plan, will now be arranged by the New York State Department of Health Statewide Transportation Broker, known as Medical Answering Services (MAS). This will not change any of your other medical benefits.

To arrange non-emergency medical transportation on or after March 1, 2024, you or your provider must contact MAS at <https://www.medanswering.com/> or call [844-666-6270](tel:844-666-6270) (Downstate) or [866-932-7740](tel:866-932-7740) (Upstate). If possible, you or your medical provider should contact MAS at least three days before your medical appointment and provide the details of your appointment (date, time, address, and name of provider) and your Medicaid identification number.

To learn more about these services, visit [Department of Health Transportation Webpage](https://www.health.ny.gov/health_care/medicaid/members/medtrans_overview.htm).
(https://www.health.ny.gov/health_care/medicaid/members/medtrans_overview.htm)