

A Consumer's Guide to Managed Long-Term Care in New York City

More stars mean better health plan performance with 5 stars being the best.

Health Plan

Health Plan	Preventive Care			Quality of Life	Satisfaction with Care				Stability or Improvement				Overall Rating	
	Prevention	Patient Safety	Advance Directives		Rating of Health Plan	Rating of Regular Visiting Nurse	Rating of Care Manager	Timeliness of Aide	ADL Stable or Improved	Pain Intensity Stable or Improved	Shortness of Breath Stable or Improved	Urinary Continence Stable or Improved		
Partial Capitation														
Aetna Better Health	★★★	★★★	★★★	★★	★★	★★★	★★★	★★★	★★★	★★★	★★★★	★★★	★★★	★★★
AgeWell New York	★	★★★	★★★	★★★★	★★★★	★★★★	★★★★	★★★	★★★★	★★★	★★★★	★★★	★★★	★★★★
ArchCare Community Life	★★	★★	★★★	★★	★★	★★	★★	★★★	★★	★★	★★★	★★★	★★★	★
Centers Plan for Healthy Living	★★★★	★★★	★★★	★★★★	★★★	★★	★	★★★	★★★★	★★★	★★★★	★★★	★★★	★★★
Elderplan dba Homefirst	★★	★★★★★	★★★	★★★★★	★★★★	★★★★★	★★★★	★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★★
ElderServe dba RiverSpring	★★	★★★★★	★	★★	★★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★★
Empire BCBS HealthPlus MLTC	★★★	★★★★	★★	★★★★	★★	★★★	★★★	★★★★	★★	★	★★	★★★	★★	★★
Extended MLTC	★★★	★★★	★★★	★★★★★	★★★★	★★★	★★★	★★★★	★★★★	★★★	★★★	★★	★★	★★★★
Fidelis Care	★★★★	★	★★★★	★★★★★	★★★	★★★★	★★★	★★★★	★	★★★	★★	★★★★	★★★★	★★★★
GuildNet	★★★★	★★★	★★	★★★★	★★	★★★★	★★★	★★★	★★★	★★★★★	★★★★★	★★★★	★★★★	★★★★
Independence Care System	★	★★★	★★★	★★	★★★★	★★★	★★★★	★★★★	★★★★	★★	★★	★★★	★★★	★★★
Integra MLTC	★★★★★	★★★	★	★★★★	★★★	★★★★	★★★	★★★★	★★★★	★★	★★★	★★	★★	★★★
MetroPlus MLTC	★★★★★	★★★★	★★	★★★★	★★★	★★	★★	★★	★★★	★★★★★	★★★★	★★★★	★★★★	★★★★
Montefiore MLTC	★★★	★★★	★★★	★★★	★★★★	★★	★★★★	★★★★	★★★	★★★	★★	★★★	★★★	★★★
Senior Health Partners	★★★★	★★★	★★★	★★★	★★	★★★	★★	★★★	★★★★	★★★★	★★★	★★	★★	★★★
Senior Whole Health Partial	★★★★★	★★★	★	★★★	★★	★★★	★★★	★★★	★	★	★	★	★	★
United Health Personal Assist	★★	★★★★	★★	★★	★★★★	★★★	★★★	★★★	★★	★★	★	★★	★★	★★
VillageCareMAX	★★★★	★★★★★	★★★	★★★	★★	★★★	★★★	★★★	★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★
VNS CHOICE MLTC	★★★★★	★★★	★★★	★★★★★	★★★	★★	★	★★★★	★★★	★★★★	★★	★★★★	★★★★	★★★★
WellCare Advocate Partial	★★	★	★★	★★	★★★	★★★	★★	★★★★	★★★	★★	★★	★★	★	★
Program of All-Inclusive Care for the Elderly (PACE)														
ArchCare Senior Life	★★★	★★	★★★	★★★	★	★★★★	★★	★★★	★★★	★★★	★★★★	★★★	★★★	★★★
CenterLight PACE	★★	★★★★	★★★	★★	★★★	★★★★	★★	★★★	★★★	★★★	★★★★	★★★	★★★	★★★
Medicaid Advantage Plus (MAP)														
Elderplan	★★	★★★★	★★★	★★★	★★★★	★★	★★★	★★★	★★★★★	★★★★	★★★★	★★★★	★★★★	★★★★
Fidelis Legacy Plan	★★★★	★★★	N/A	★★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★★	★★★	★★★
GuildNet Medicaid Advantage Plus	★★★★	★★★	★★★	★★★	★	★	★	★★	★★★	★★★	★★★★	★★★	★★★	★★
MHI Healthfirst Complete Care	★★★★	★★★★	★★★★	★★★	★★★★	★★★	★★★★	★★★	★★★	★★★	★★	★★	★★	★★★★
Senior Whole Health	★★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★	★★★	★★★	★★★	★★★	★★★
VillageCareMAX Total Advantage	★★★	★★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★★★	★★★★	★★★
VNS CHOICE Total	★★★★★	★★★★	N/A	★★★★★	N/A	N/A	N/A	N/A	★★★★	★★★★	★★★	★★★★	★★★★	★★★★★
Fully Integrated Duals Advantage (FIDA)														
AgeWell New York FIDA	★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★	★★	★★★
Elderplan FIDA Total Care	★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★★	★★★	★★★	★★★	★★★	★★★
GuildNet Gold Plus FIDA	★★★★	★★★	N/A	★★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★★	★★★	★★★	★★★★
Healthfirst AbsoluteCare FIDA	★★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★★	★★★	★★★	★★★	★★★	★★★
MetroPlus FIDA	★★★★★	★★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★	★★★★	★★★	★★★	★★★	★★★★
SWH Whole Health FIDA	★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★	★★★	★★★	★★★	★★★	★★★
VNSNY CHOICE FIDA Complete	★★★★★	★★★★	N/A	★★★★	N/A	N/A	N/A	N/A	★★★	★★★★	★★★	★★★	★★★	★★★★

N/A Not able to report performance due to small numbers.

Plan performance data are not available for Empire BCBS HealthPlus MAP, FIDA Care Complete, RiverSpring FIDA, and VillageCareMAX Full Advantage FIDA due to small numbers. Plan performance data are not available for Centers Plan MAP and Partners Health Plan IDD.

Ratings are based on a comparison of plan rates to statewide averages. Quality ratings are from information submitted by the Managed Long-Term Care Plans. Member Satisfaction ratings, Advance Directives, and one component within the Quality of Life domain are from a Department of Health survey.

The quality of care measures used in this guide represent some, but not all, of the measures from Managed Long-Term Care plans. For additional information about the individual measures included in each category, as well as the other quality of care measures available such as nursing home utilization, please see the New York State Department of Health website: http://www.health.ny.gov/health_care/managed_care/mltc