

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	★★★★	★	★★★	★★★★★	★★★	★★★	★★	★★	★	★★★	★★★	★★★	★★★
Integra MLTC	★★★	★★★★	★★★	★★★	★★★	★★★	★★★	★★★★	★★★	★★★	★★	★★★	★★★
MetroPlus MLTC	★★★★★	★★★	★★	★★★	★★	★★	★★★	★★★	★★★	★★★★	★★★	★★★★	★★★
Montefiore MLTC	★★★	★★	★★★	★★	★★★	★★★	★★★	★★★	★★★	★	★	★	★
Senior Health Partners	★★★	★★★	★★★★★	★★★	★★★	★★★	★★	★★★★	★★	★★★	★★★	★★	★★★
Senior Whole Health Partial	★★★★★	★★★★★	★★	★★★★★	★★★	★★★	★★★	★★★★	★	★★★★★	★★★★★	★★★★	★★★★★
VillageCareMAX	★★★★★	★★★★	★★★	★★★★	★	★★★	★★★	★★★★	★	★★★	★★★	★	★★★
VNS CHOICE MLTC	★★★★★	★★★★	★★★★	★★★★	★	★	★	★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★
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	★★	★★★	★★★	★★★	★★★
MHI Healthfirst Complete Care	★★★	★★	★★★★★	★★	★★	★	★★★	★★★★★	★★★	★★★	★★	★★	★★★
Senior Whole Health	★★★	★★★	N/A	★★★	N/A	N/A	N/A	N/A	★★★	★★★	★★★	★★★	★★★
VillageCareMAX Total Advantage	★★★★	★★★★	★★★★	★★★★	★★★★	★★★	★★★	★★★	★★	★★★	★★★★	★★★	★★★★
VNS CHOICE Total	★★★★★	★★★★	★★★	★★★★	★★	★	★★★	★★★★	★★★	★★★★	★★★★	★★★★★	★★★★

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

Ratings for plans that have closed are not presented.

Plan performance data are not available for Empire BCBS HealthPlus MAP and Centers Plan MAP due to small numbers. Plan performance data are not available for 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 measures used in the MLTC Consumer Guides represent some, but not all of the measures collected from health plans through the Uniform Assessment System for New York (UAS-NY) and the member satisfaction survey. For additional information about the individual measures used in each area, and other quality of care measures, please see the NYSDOH website (https://www.health.ny.gov/health_care/managed_care/mltc/consumer_guides/) or the Managed Long-Term Care Performance Data: Beginning 2014 documentation available on Health Data NY (HDNY) (<https://health.data.ny.gov/Health/Managed-Long-Term-Care-Performance-Data-Beginning-/cmqt-68bp>).