

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

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													
Centers Plan for Healthy Living	★★	★★★★	★★★★★	★★★★★	★★★★★	★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★	★★★★★
Elderwood Health Plan	★★★★	★	★★★★	★★	N/A	N/A	N/A	N/A	★★★★	★★	★★	★★★★	★★
Fallon Health Weinberg	★★	★★	★★	★★★★	★★★★★	★★★	★★	★	★	★★★★	★★	★★	★
Fidelis Care	★★★★★	★	★★★★	★★★★★	★★★★	★★★	★★	★★	★	★★★★	★★★★	★★★★	★★★★
iCircle	★★	★	★★★★	★★	★★★★★	★★★★★	★★★★	★★	★	★	★	★	★
Kalos Health	★	★	★★★★	★★	★★★★	★★★	★★★★	★	★★★★	★★	★★	★★	★
Nascentia Health Options	★★	★	★	★★★★★	★	★★★	★	★★	★★★★	★★	★	★★★★	★
VNS CHOICE MLTC	★★★★★	★★★★★	★★★★★	★★★★★	★	★	★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Program of All-Inclusive Care for the Elderly (PACE)													
Catholic Health – LIFE	★★★★	★★★★	★★★★★	★★	★★★★★	★★★★★	★★★★★	★★	★★★★★	★★	★	★★★★	★★★★
Complete Senior Care	★★★★	★★★★	★★★★★	★★	N/A	N/A	N/A	N/A	★★★★★	★★★★	★★★★	★★	★★★★
ElderONE	★★★★★	★	★★★★	★	★	★★★	★★	★	★★★★	★★	★★★★	★★★★	★
Fallon Health Weinberg-PACE	★★★★	★★★★	N/A	★	N/A	N/A	N/A	N/A	★★★★★	★★★★★	★★★★	★★★★	★★★★
Total Senior Care	★★★★	★★	N/A	★	N/A	N/A	N/A	N/A	★★★★	★★★★	★★	★★★★	★★
Medicaid Advantage Plus (MAP)													
No MAP plans in this region	–	–	–	–	–	–	–	–	–	–	–	–	–

N/A Not able to report performance due to small numbers.
Ratings for plans that have closed are not presented.

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>).