<Date>

<Barcode> <Letter Code>
<Name>
<Address>
<City>, <State> <Zip>

Dear [MemberName; B-3]:

Important Notice About How Long-Term Nursing Home Care Will be Covered Under Your Managed Long Term Care Plan

This letter is to tell you about a **change in how nursing home benefits will be covered for people in Medicaid Managed Long Term Care Partial Capitation (MLTC) Plans.**

What is the Change?

[MedicalPlan; B-4] will only cover three months of long-term nursing home care. If you are in a long-term nursing home stay for more than three months, you will be disenrolled from your plan**.** The three months start at the time you, your doctor and nursing home together determine that your nursing home stay is long-term. MLTC plans will still pay for temporary stays in a nursing home.

What Is a Long-Term Nursing Home Stay?

A long-term nursing home stay decision is made between you, your doctor, and your nursing home. It means that based on an assessment of your medical needs, you are not expected to return home or to another community setting. A long-term nursing home stay decision does not prevent you from changing your mind and returning to the community if it is safe for you to do so.

Does my Medicaid eligibility change if I am disenrolled from my MLTC plan?

No. Your Medicaid eligibility is not based on whether you are in an MLTC plan. It is based on the type of services you need coverage for: community-based or long-term care services.

What if I live at home and get my care at home?

If you live at home, this change does not affect you.

What if I am in a nursing home now?

You do not need to leave your nursing home because of this change. If you get long-term nursing home care for more than three months, you will get a letter from New York Medicaid Choice telling you when you will be disenrolled from your MLTC plan. New York Medicaid Choice will help you and give you information about other plan options.

Will the amount I pay for my care change?

If you have been paying a monthly amount to your nursing home, sometimes referred to as a NAMI, or Net Available Monthly Income amount, you should continue to pay this amount.

What if I want information about leaving the nursing home and returning home?

Talk to the social worker in your nursing home or call *Open Doors* at 844-545-7108. *Open Doors* helps people return to their homes from a nursing home.

What if I have questions?

- Your nursing home can help answer questions about how this change may impact you.

- **[MedicalPlan; B-4]** can also answer your questions. Call Member Services at **[MedicalPlanPhone; B-6]**. **TTY: [MedicalPlanTTYPhone; B-7].**

- The Independent Consumer Advocacy Network (ICAN) can give you free, independent advice about your coverage, complaints, and appeal options. To learn, go to www.icannys.org, or call 1-844-614-8800 between the hours of 8am to 6pm. TTY: 711.

- You can also call New York Medicaid Choice at 1-888-401-6582 (TTY: 1-888-329-1541) Monday through Friday, from 8:30 am to 8:00 pm and Saturday, from 10:00 am to 6:00 pm.

SM-MLTC-NHBC-E-0120

New York

Medicaid Choice

1-888-401-6582

Ask ▪ Choose ▪ Enroll

New York State's Medicaid managed care enrollment program

P.O. Box 5009, New York, NY 10274-5009

[Date]

<Barcode> <Letter Code>
<Name>
<Address>
<City>, <State>, <Zip>

Notice of Managed Long Term Care Medicaid Plan Disenrollment

Dear [Consumer Name]:   [CIN]

New York State changed **how nursing home benefits will be covered for people in Managed Long Term Care (MLTC) Medicaid Plans.** MLTC Medicaid plans will only cover three (3) months of long term nursing home care. Because you have been in a long term nursing home stay for more than three months, you will be disenrolled from **[Old Health Plan]** on **[Plan Disenrollment Effective Date]** (the "effective date" of your disenrollment).

You still qualify for Medicaid coverage of your nursing home care and you may remain in your nursing home. Your local social services district has determined that you are financially eligible for such care and services. After **[Plan Disenrollment Effective Date]**, your nursing home care will be paid by regular fee-for-service Medicaid. If you have been paying some of your monthly income toward the cost of your nursing home care, you must continue to pay the income directly to the nursing home where you are residing.

Will I receive all the same benefits?
Yes. This change only affects who is responsible for paying your nursing home services and you will still have access to all the same benefits—in the same amount, duration and scope—that were available to you before the disenrollment from MLTC.

Who determined that I am in a long-term nursing home stay?
A decision that a nursing home stay will be long-term was a decision made between you, your doctor, and your nursing home. It means that based on an assessment of your medical needs, you are not expected to return home or to another community setting.

Can I return home or to another community setting?
Yes. Being in a long-term nursing home stay does not prevent you from returning to the community if it is safe for you to do so.

If you want to return to the community, you can ask for an assessment to determine whether your needs can be met safely in the community. You can schedule an assessment with your plan by calling New York Medicaid Choice at 1-888-401-6582 (TTY: 1-888-329-1541). New York Medicaid Choice will work with you and your plan to arrange an assessment.

If you ask for an assessment before the effective date of your disenrollment, which is **[Plan Disenrollment Effective Date]**, you will remain enrolled in your plan until your assessment is complete and you are notified of your MLTC Medicaid plan's decision.

What do I do if I have a pending request or appeal to reinstate or increase my home care?
If you call New York Medicaid Choice at 1-888-401-6582 (TTY: 1-888-329-1541) and tell them you are waiting for a decision from your plan or a fair hearing decision about home care services, and we confirm this with your plan, you will remain enrolled in your plan until you receive a decision and any appeal is completed.

You can also request a fair hearing to appeal this notice. If you request a fair hearing with aid to continue before **[Plan Disenrollment Effective Date]** you will remain enrolled in your plan until the hearing is decided.

DU_MLTC_C_E_0320

What happens if I <u>do not</u> request a new assessment before I am disenrolled?
If you do not ask for an assessment or a fair hearing with aid to continue before **[Plan Disenrollment Effective Date]**, you will be disenrolled from <Plan Name>. You will continue to receive your nursing home care through regular Medicaid. Being disenrolled from your plan does not prevent you from returning to the community in the future if it is safe for you to do so.

If you are able to safely leave the nursing home and return to the community within six months of [Plan Disenrollment Effective Date] you will be presumed eligible for enrollment into an MLTC Medicaid Plan. To re-enroll in an MLTC Medicaid Plan, contact New York Medicaid Choice. To request an assessment after this time, talk to the social worker at your nursing home or contact the Open Doors program about returning to the community. The Open Doors program provides support for people to return to their homes after a nursing home stay. To find out more about the Open Doors program, call 844-545-7108.

Questions?
If you have questions about this letter, you can call **[Old Health Plan]** at **[Medical Plan Phone].**

You can also call us, **New York Medicaid Choice**, if you need help. You can call us at **1-888-401-6582** (TTY: 1-888-329-1541). You can call Monday - Friday, from 8:30 a.m. – 8:00 p.m. and Saturday, from 10:00 a.m. – 6:00 p.m. Our counselors can help in all languages.

You can also call ICAN, the Independent Consumer Advocacy Network

The Independent Consumer Advocacy Network (ICAN) is the ombudsman program for health plan members. ICAN can answer your questions and give you free, independent advice about your coverage, complaints, and appeal options. To learn more about ICAN, go to www.icannys.org, or call 1-844-614-8800 between the hours of 8am to 6pm. TTY: 711. All services are free.

Thank you,

New York Medicaid Choice.

FH#299 A)
This action has been taken in accordance with Public Health Law Section 4403-f. If you would like to talk to someone about this decision, you may have a conference to review these actions. If you believe this decision is wrong, you may ask for a State fair hearing. Please read the back of this notice to find out how to arrange a conference and/or a fair hearing.

FAIR HEARING LOGIC
{Print FH page}
LL-MLTC-NYC-E-FH#299A-0613 – (Refer to PDF for FH text) when county code = 66
LL-MLTC-NYS-E-FH#299A-0613 – (Refer to PDF for FH text) when county code <> 66

Paperless HCS User Account

NEW! Paperless HCS User Accounts for non medical professionals OR all those needing access to UAS. The Health Commerce System (HCS) user account request has gone paperless! No more signatures and notary. Applying for an HCS user account is as simple as filling out an online form and having a valid Photo ID, such as a NYS DMV Driver License, NYS DMV Non-driver Photo ID, Passport, etc. People that do not have a valid Photo ID can still apply for an HCS user account using the existing process which requires signatures and a notary. Please see your HCS Coordinator to apply.*

A. User steps...

What are the steps?

To obtain an account, you must:
1. Register for an account
2. Enroll your account on the HCS. This step must be done with your HCS Coordinator

Where do I register?

1. Open your web browser and enter this web address in the address bar: **https://commerce.health.state.ny.us**
2. On the HCS log in page, click **Create an HCS Account**
3. Click **No** (I am not a medical professional)
3. Click '**Register** for an account'   **Register only once!**

- Difficulties signing in? Use the self-service **Forgot your Password?** or **Forgot your User ID?** links below.

User ID

Password

Remember HCS ID   OFF

Sign In

— OR —

Create an HCS Account

How do I register?

1. Complete the Name, Address and Policy Statement sections, and click **Continue**
   NOTE: Your name must match what is on your Photo ID
2. Create a user ID and password, click **Continue**
3. Answer at least six of the 27 secret questions, click **Register**
4. Verify your account information, and click **Confirm**
5. Print your Account Registration Completion information, click **OK**
6. Print your confirmation email that your user ID was created
7. See your *HCS Coordinator with your Account Registration Completion email printout and your Photo ID

B. Coordinator steps...

How do I enroll a user with the paperless process?

1. Log on the HCS
2. Click **Coord Account Tools - HCS** under My Applications
3. Click **User** under 'Request an account for a…'
4. Select **Yes, they have a Valid Photo ID**

Does the User have a Valid Photo ID, such as a NYS DMV Driver's License, NYS DMV Non-Driver Photo ID, Passport, etc.?

- **Yes, they have a Valid Photo ID**
  If using a NYS DMV Driver's License or NYS DMV Non-Driver Photo ID, their name must match their Photo ID exactly. If it does not match, you may click "No, they do not have..." link and complete the paper document OR the user can create another ID using the correct name.
  Quick Reference Guide

- **No, they do not have a Valid Photo ID**
  This process is by hardcopy and can take up to seven business days to obtain an HCS account.

5. Select your organization in the list
6. Enter the user's HCS ID, click **Submit**
   NOTE: This information must be supplied by the user when they registered for an HCS account
7. Enter the user's information from the Photo ID, click **Submit**
   NOTE: The information must match exactly. If the ID is not a NYS driver license, please enter the ID number in the Comments field.
8. Enter the user's contact information (fields marked with an asterisk are required, click **Submit**
9. Your user is enrolled on the HCS. Please instruct them to use their user ID and password they created and sign in the HCS (**https://**

C. User steps...

Important Information!

How do I sign on the HCS?

Newly enrolled users will receive an email. Existing users will not receive an email.

Once your HCS Coordinator completes their steps above, you will be enrolled on the HCS and receive a congratulations email. Do the following:
1. Read the 'Document 2 SAUP' for rules and responsibilities
2. Click the HCS website link (or copy and paste it in your browsers address bar),

* If you do not know your HCS Coordinator, please call the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1 (M-F 8am-4:45pm)

Secure File Transfer 2.0
Quick Reference Guide

NEW YORK STATE OF OPPORTUNITY. | Office of Information Technology Services

Secure File Transfer 2.0 (SFT) is a utility that provides solutions for the handling of sensitive information, including financial files, medical records, legal documents, personal data, etc. SFT securely collects, stores, manages, and distributes information between the NYS Health Commerce System (HCS) users. The utility will securely and easily transfer files and folders of up to 2GB in size between two or more users. It uses email addresses from the HCS Communications Directory to send and receive packages. Files remain on the HCS for **14 days**. This utility is similar to your email system. It has an Inbox, Drafts, Sent, Templates and Trash mailboxes.

How do I access Secure File Transfer 2.0?

1. Log on **HCS** (https://commerce.health.state.ny.us)
2. Click **Secure File Transfer 2.0** in My Applications. To add it:
   - Click **My Content** located in the upper right of the menu bar
   - Click **All Applications**
   - Click **S** in the alphabet
   - In the **Secure File Transfer Application** last column, click the green circle with the white plus sign image (⊕) to add shortcut to My Applications

How do I send someone else a file/package?

1. Click **Packages**
2. Click **Send Packages**
3. Enter the person's last name, User ID or email address in the **To** (cc or bcc) text field
4. Click **Check Recipients**. This will return all HCS user fitting the criteria entered
5. Check the checkbox next to the desired name and click **OK** (you may have to scroll down if it is a large list)
6. Enter the **Subject**
7. Enter the body of the **Note**
8. Click **Launch the Upload Wizard** (if you are attaching a file)
9. Click **Add File**
10. Select the file(s) you want to send
11. Click **Upload**
12. Click **Close**
13. Check the checkbox if you want to get a delivery receipt and/or prevent 'reply all' (not required)
14. Click **Send**
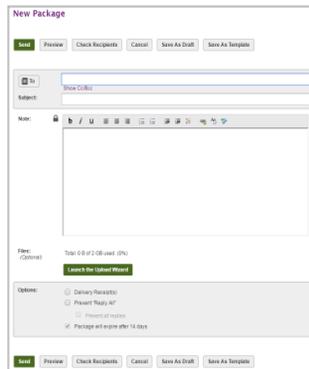
NOTE: You can also use the **To** icon to search the **Address Book**. Be sure to click the magnifying glass image OR enter an asterisk (*) in the beginning and end of the search criteria (i.e., *smith*) for accurate results. **Please see page 2 for searching details**.

## How do I retrieve a file/package someone has sent me?

You will receive an email from the Secure File Transfer utility. Click the link in your email to open your SFT Inbox to get to the package OR:

1. Click **Packages**
2. Click **View All Mailboxes**
3. Click **Inbox**
4. Click the Subject link

How do I upload a file?

1. Click **Folders**
2. Click on 'Go to Folder' drop down and select /**home/[userid]**
3. Under Upload Files section, click **Launch the Upload Wizard**
4. Click **Add File**
5. Select the file(s) you want to upload
6. Enter notes (if applicable)
7. Click **Upload**
8. Click **Close**
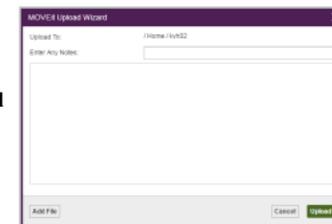
How do I send an uploaded file?

1. Click **Folders**
2. Click Go To Folder dropdown and select your folder (/**Home**/*your name or userid*/)
3. Check the checkbox next to the file you want to send
4. Click **Send**
5. Enter the person's last name, User ID or email address in the **To** (cc or bcc) text field
6. Click **Check Recipients** (this will return all HCS user fitting the criteria enter
7. Check the checkbox next to the desired name and click **OK** (you may have to scroll down if it is a large list)
8. Enter the **Subject**
9. Enter the body of the **Note**
10. Click **Send**
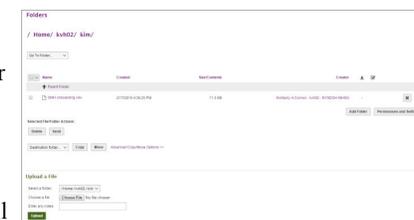
How do I create an email template for repeated use?

- Follow 'How do I send someone else a file/package?' steps 1-13
- Click **Save As Template**
- In the blue bar, you will have a message that says 'Saved package as template with ID # OK. Click 'Click here to return to packages'.

NOTE: If you routinely send to the same person/people, using a template saves time and is ready when you are. Also, templates are not deleted after 14-days.

Support...

- User support—Click the **Quick Reference Guide** for quick 'how to' steps
- Technical support—send an email to hinweb@health.ny.gov

Secure File Transfer 2.0
Quick Reference Guide

NEW YORK STATE OF OPPORTUNITY. | **Office of Information Technology Services**

Additional information...

How do I search using the <u>Check Recipient</u>?

Search for a user

1. Enter the recipients last name, email address or userID in the To field. If you are sending to more than one recipient, separate the information with a comma (,) between each user. Also, you can carbon copy (cc) and blind carbon copy (bcc) recipients by clicking on **Show Cc/Bcc** link below the To field.
2. Click **Check Recipient**
3. From the results, check the box next to the user you want to receive the package, click **OK** (you may have to scroll down)
   > NOTE: If you entered more than one recipient, each result will happen one at a time, just repeat Step 3 above for each user. For example, if you are sending a package to three people and you enter Smith, Patel, Jones. The system will look for the people in the order they were entered. It will search for Smith first then you select from the results; then system will search for Patel next then you select from the results; and then for Jones last then you select from the results. It will populate the To field will each of their information (name and organization).

How do I search using the <u>To</u> icon ⬛To or Address Book?

1. Click the **To** icon or **Address Book**
2. Enter the recipients last name, email address or userID in the search field, and click the magnifying glass image. If you did not get the expected results, enter an asterisk (*) in the beginning and end of the search criteria (i.e., *smith*) for accurate results.
3. Check the box next to the recipients name, and click **Send to...**

How do I recall a package?

Recall information

1. Click **Packages**
2. Click **Sent** mailbox
3. Click the subject link
4. Click **Recall**
   > NOTE: This recalls a package that was sent even if it was already opened.

How do I add more mailboxes (under Packages)?

1. Click **Packages**
2. Click **Add Box...**

Mailbox information

3. Enter the mailbox name
4. Enter the description of the mailbox
5. Click **Add Box**
6. To return, click the top blue line that says 'Click here to return to the mailbox list'

NOTE: Keep in mind that the newly added mailbox is limited to 14-days.

How do I <u>add</u> additional folders to organize your uploads?

1. Click **Folders**
2. Click on 'Go to Folder' drop down and select /**home/[userid]**
3. Click **Add Folder**

Folder information

4. Enter the folder name
5. Click **Add Folder**
6. Click **Return to folder list**

How do I <u>delete</u> a folder I added?

1. Click **Folders**
2. Click 'Go to Folder' and select /**home/[userid]**
3. Click the **X** on the far right of the same Folder row that you want to delete

How do I verify my package was opened by recipients?

1. Click **Packages**
2. Click **Sent** mailbox
3. Click the subject link

Package information

4. Click **More** next to Read Status if multiple recipients
   - Green ball—means the recipient opened the package
   - White ball—means the recipient did not open the package

How do I look up my transactions?

1. Click **Logs**
2. Enter criteria
3. Click **Apply Filters**

Logs information

How do I customize my view of the results?

1. After you have your results
2. Click **Customize View**
3. Select criteria
4. Click **Update View**

PLEASE REMEMBER!!!

- Files remain on the HCS for **14 days**
- File size is limited to **2 gigabytes**