



75 Vanderbilt Avenue, Staten Island NY 10304 1-844-CPHL-CARES

December 2022

Dear Centers Plan for Healthy Living MLTC Member:

As a member of Centers Plan for Healthy Living's (CPHL) Managed Long Term Care (MLTC) plan, your wellbeing is very important to us. It is our goal to continue to provide you with excellent health care services.

Provider Directory

CPHL continually updates its Provider Network throughout the year. A link to our online provider directory as well as a PDF of our provider directory can be found at: www.centersplan.com/mltc/members/. If you want a Provider Directory mailed to you, or if you need help finding a network provider, please call Member Services at 1-855-270-1600 (toll free), TTY 1-800-421-1220. Member Services can be reached seven days a week 8AM-8PM.

Annual Notice of Disenrollment Rights

Your enrollment in CPHL is voluntary. If you feel you no longer need long term services you may voluntarily disenroll from CPHL. If you tell us you want to disenroll from CPHL, CPHL will give you written notice confirming we received your intent to disenroll and you will be given an effective date for termination of your coverage. The effective date of disenrollment will be the first day of the month following the month in which the disenrollment is processed. You will be asked to sign a Voluntary Disenrollment Form. CPHL will continue to provide covered benefits until the effective date of disenrollment and will make all necessary referrals to alternative services, no longer covered by CPHL after the disenrollment date.

Please note that if you disenroll and you continue to need long term care services, you are no longer able to obtain such services through the Medicaid Fee-For-Service (FFS) program. You can join another MLTC, Mainstream Managed Care plan (if Medicaid only) or a New York State waiver service program, if eligible.

Transfers

Please note that new enrollment into CPHL will have a lock-in period. This means that you may not be able to transfer from CPHL to another MLTC Medicaid plan.

The first 90 days after you enroll with CPHL is called a grace period. During the grace period, you can transfer to another MLTC Medicaid plan for any reason. After the 90-day grace period, you will have to stay with CPHL for an additional nine (9) months before you are allowed to move into another MLTC Medicaid plan. This nine (9) month period is called the lock-in period.

During the lock-in period, you may transfer to another MLTC Medicaid plan if you have good cause.

Some examples of good cause include:

- if you move out of CPHL's service area;
- if you, CPHL, and your county Department of Social Services or the New York State Department of Health all agree that leaving CPHL is best for you;
- if you want to continue being cared for by your home care agency but it no longer works with CPHL; or
- if CPHL does not provide the services that are listed in your plan of care.

After the nine (9) month lock-in period, you may transfer to another MLTC Medicaid plan for any reason. Every time you enroll in a new MLTC Medicaid plan, you will be allowed a 90-day grace period to change your plan. Every time the 90-day grace period ends, a nine (9) month lock-in period will start.

This change does not apply to transfers to plans such as Medicaid Advantage Plus (MAP) or Programs of All-Inclusive Care for the Elderly (PACE).

This information is also available in alternative formats. This notice can also be found on our website along with other important plan information.

Sincerely,

Centers Plan for Healthy Living