

METROPLUS JOINS NY STATE OF HEALTH



Enrollment has begun for plans offered through the NY State of Health, The Official Health Plan Marketplace. MetroPlus is offering a variety of plans to meet the needs of New York's uninsured. These plans will start coverage on January 1, 2014. Enrollment is open until March 31, 2014.

These plans will allow MetroPlus to expand our tradition of excellent service and care to a much wider group of members. The plans are available in easy-to-compare metal tiers (platinum, gold, silver and bronze). All of these plans cover doctor's visits; hospital stays; emergency care; maternity and newborn care; mental health and substance abuse disorder services; prescription drugs; rehabilitative and habilitative services and devices; laboratory services; preventive and wellness services; chronic disease management and pediatric dental and vision. We are also offering plans with optional adult dental and vision coverage.

MetroPlus is excited to offer new plans for individuals, children, and small businesses on the Marketplace. If you have any interested patients, please direct them to our website for more information.

FIDA BEGINS IN 2014!

See pg. 3 for more.

FLU SHOTS

The Holiday Season is ending, but Flu Season is still going strong. All MetroPlus members are fully covered for flu shots. We encourage our providers to vaccinate all MetroPlus members who can receive flu shots. Together, we can keep our members healthy this winter.



Prefer to receive your MetroMonitor by email?
Send your email address to
MetroPlus_Communications@nychhc.org
to be added to our mailing list today.



MONTEFIORE AND METROPLUS

This fall, MetroPlus finalized agreements with Montefiore to expand coverage to members in need of specialty and sub-specialty care. Beginning immediately, MetroPlus members can receive specialty care at Montefiore.

According to U.S. News & World Report for 2013-2014, Montefiore placed among the top hospitals both regionally and nationally. Montefiore ranked seventh in New York State and seventh in the New York metro area out of 147 hospitals. This new alliance marks a milestone and opens doors for our members to see specialty doctors in the Bronx.

Primary Care and members of our new Marketplace plans are not included in this agreement.

CHECK MEMBERS' ELIGIBILITY

MetroPlus Member Eligibility can easily be checked online. To do so, log in to the Provider Portal using your username and password. If you have not yet registered, you can do so online.

Select "Check Member Eligibility" on the Provider Portal. You will be taken to a page offering several applications. Select "Member Eligibility."

You will be taken to a form that allows you to check the eligibility of MetroPlus members. Simply enter the Member Number, and the application will inform you of the member's status. If the expiration date of the member reads "9999," they are currently an active MetroPlus member.

If you have any questions about this process, or if you wish to confirm member information, please contact MetroPlus.



FIDA BEGINS IN 2014

MetroPlus is excited to announce we will be participating in the upcoming FIDA program. FIDA (Fully Integrated Duals Advantage) is a partnership between CMS and New York State that will integrate Medicare and Medicaid services for adults, focusing on beneficiaries with Long Term Care needs. The program begins on **July 1, 2014**, and will continue through **December 31, 2017**.

The goal of FIDA is to manage the care of patients, resulting in better overall health outcomes as well as better coordination of Medicare and Medicaid services. An Interdisciplinary Team will assist members in obtaining medical services, behavioral health care, prescription and non-prescription drugs, as well as financial, social, and educational services.

Providers who will be participating in the FIDA program through MetroPlus have already received notification. If you have any questions regarding FIDA, please contact your Provider Relations Representative.

YOUR PROVIDER REPRESENTATIVE

MetroPlus Providers have dedicated Representatives to assist with questions about MetroPlus policies, procedures, members, and anything else you need answers to.

To find out your Representative's information, visit the MetroPlus Provider Portal and select "Find Their Provider Representative." It will provide you with a list of Representatives' contact information, and indicate which Representative handles which area. If you are unsure of which Representative to call, please feel free to contact MetroPlus at **1-800-303-9626**.





800-475-METRO (6387) Health Plan

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CHANGES TO YOUR DEMOGRAPHIC INFORMATION

Notify MetroPlus of any changes to your demographic information (address, phone number, etc.) by calling your Provider Service Representative. You should also notify MetroPlus if you leave or join a new practice. Changes can also be faxed in writing on office letterhead directly to MetroPlus at 212-908-8885. You can also call 1-800-303-9626 with changes.

METROPLUS COMPLIANCE HOTLINE

MetroPlus has its own Compliance Hotline, 1-888-245-7247. You may call this line to report suspected fraud or abuse, possible illegal activities, and questionable activity. You may choose to give your name or you may report anonymously.

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