



Keep your OWN doctor

Have access to a network of providers for your health care needs

24/7 access to a Care Manager

Not sure if Kalos Health is right for you? Take the first step and Call Today.



Kalos Health

2424 Niagara Falls Blvd.
Niagara Falls, NY 14304

Phone (toll free): (800) 894-2464
TTY/TDD: (800) 662-1220 or 711
Fax: (716) 731-2013
www.KalosHealth.org



Medicaid Managed Long Term Care Plan (MLTCP)



Your BEST choice



What Is Kalos Health?

Kalos Health is a New York State authorized managed long term care plan (MLTCP) that helps individuals 18 and older with a chronic illness and/or health disability. We will work closely with you, your physician(s), and your family and caregivers to give you the health services and personal care you need. Our goal is to help you remain in your own home with assistance from our personalized care management and network of care providers. Kalos Health utilizes experienced RN Care Managers to develop a comprehensive team of professionals that provide access to care 24 hours a day, 7 days a week, 365 days a year.



Our Services

Depending on your needs, Kalos Health can provide:

- Personalized care management and care coordination
- A health risk assessment
- Home Health Care (including nursing, home health aide, & medical social services)
- Nurse support line at all times
- Benefit coordination
- Dental services
- Medical transportation, non-emergency
- Personal care (such as assistance with bathing, eating or dressing)
- Private duty nurse
- Durable medical equipment (DME)
- Medical / Surgical supplies
- Rehabilitation therapies (such as physical, occupational, and speech) whether at home or in the community
- Prosthetics, orthotics, and prescription footwear
- Nutritional counseling
- Medical social services
- Respiratory therapy
- Social and environmental support (such as chore services or home modifications)
- Meals, home delivered or in group settings (such as day care)
- Adult day health care
- Social day care
- Personal Emergency Response Systems (PERS)
- Optometry/Eyeglasses
- Audiology/Hearing aids
- Podiatry (foot care)
- Skilled nursing facility (if necessary)
- Consumer Directed Personal Assistance Services

How Kalos Health Works

Upon becoming a member of Kalos Health, you will be assigned a Care Manager – a registered nurse – who will oversee your care. Your Care Manager will work with you, your caregivers, and your doctors and other providers to coordinate needed services, make sure all medications are right for you, help you understand how to take them, and help you connect with resources in your community.

Kalos Health will also work with your physician to develop a coordinated plan of care for you. Kalos Health will cover all services included in the plan of care. Non-covered services (which include hospital services, emergency transportation, and pharmaceuticals) are paid by Medicare and/or Medicaid separately.

What is a Chronic Illness?

A chronic illness is a health condition or disease that is persistent or otherwise long-lasting in its effects. Common chronic diseases include arthritis, asthma, cancer, Congestive Heart Failure (CHF), Chronic Obstructive Pulmonary Disease (COPD), and diabetes.

Eligibility

You may be eligible to become a member of Kalos Health if:

- You are at least 18 years old
- Live in the **Kalos Health** service area of Erie, Niagara, Orleans, Monroe, Genesee, or Chautauqua Counties
- You are eligible for Medicaid
- You require community based long term care services for more than 120 days such as: Private Duty Nursing, Nursing Services in the Home, Therapies in the Home (Occupational, Physical, and Speech), Home Health Aide Services, Personal Care Services in the Home, Adult Day Health Care, and Consumer Directed Personal Assistance Services
- Your health care needs can be safely met in your home
- You are determined to be eligible for MLTC by the Plan using an eligibility assessment tool designated by New York State



How Do I Enroll?

It is very simple.. Kalos Health is voluntary. It is your choice to enroll and you have the option to disenroll at any time.

1. Call us at **1-800-894-2464**
2. We will guide you through the enrollment process.
3. We will learn about the services and care you currently receive.
4. If you are a new consumer to community based long term care services, our Member Service Department will transfer your call to the Conflict Free Evaluation Enrollment Center. The professionals at New York State Medicaid Choice (MAXIMUS), will coordinate an evaluation to be done at your home to establish your eligibility. If you are eligible for community based long term care, MAXIMUS will then assist you in choosing a plan to meet your needs.

What will it Cost?

If you have Medicaid or are Medicaid eligible, you will only have to pay Kalos Health if Medicaid determines that you have excess income which will require a "spend down".

What about my existing Medicare and/or Medicaid coverage?

When joining Kalos Health, you DO NOT lose any of your regular Medicaid or Medicare benefits. Services not covered by managed long term care plans are covered by using your standard Medicaid and/or Medicare benefit.

As a member of Kalos Health, your services are coordinated by your own personal Care Manager. Your Care Manager, in consultation with you and a team of health care professionals, will develop a comprehensive plan to ensure your health and wellness needs are met.

Can I keep my Primary Care Physician?

Your doctor will continue to be a key part of your care. Our goal is to work with your doctor and ensure that you receive coordinated services with Kalos Health and our provider network.



CALL US toll free at 1-800-894-2464 OR VISIT our website at www.KalosHealth.org