

"Kalos Health has been a complete turnaround for my aunt's care. The plan has not only improved her quality of life, but it improved mine by not having to worry about her.

— Cathy, Caregiver

As a member of the Kalos Health MLTC plan, you will:

- Keep your doctor
- Gain access to a network of providers for your health care needs
- Experience 24/7 access to a Care Manager

Find out if
Kalos Health
is right for you.

Take the first step
and call today!



Phone (toll free): (800) 894-2464

TTY/TDD: (800) 662-1220 or 711

Fax: (716) 731-2013

KalosHealth.org

One Goal...
Keeping You at Home!



**Medicaid Managed
Long-Term Care
(MLTC) Plan**

**Health Coordination Supporting
Your Independence**

1-800-894-2464 • KalosHealth.org

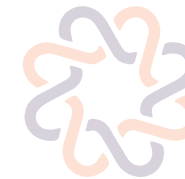
Kalos Health Provides Care Management With Providers That Support Your Independence

Kalos Health is a New York State authorized managed long-term care (MLTCP) plan 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 home with assistance from our personalized care management and network of providers. **Kalos Health** utilizes experienced Registered Nurse Care Managers to develop a comprehensive team of professionals that provide access to care 24/7.

Our Care Management Services Can Enhance Your Quality of Life by Providing:

- Personalized care management and coordination
- Consumer Directed Personal Assistance Services (CDPAS)
- Medical transportation, non-emergency
- Home Health care
- 24-7 nurse support line
- Dental services
- Personal care
- Durable medical equipment (DME)
- Rehabilitation therapies (such as physical, occupational and speech) at home or in the community
- Home delivered meals
- Social day care
- Respiratory therapy
- Nutritional counseling
- Social and environmental support (such as home modifications)
- Adult day health care
- Personal Emergency Response Systems (PERS)
- Optometry/eyeglasses
- Audiology/hearing aids
- Podiatry (foot care)



"They have a caring and understanding staff that keeps me safe. They go above and beyond to help me be independent and alert."

— Jean, Plan Member

"They are wonderful. They let me know when I have an important appointment and they get me to that appointment. When you need them, they are always there for you."

— Carol,
Plan Member

How Kalos Care Management Works

Upon becoming a member of the Kalos Health MLTC plan, 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 staff will develop a coordinated plan of care for you and 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 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.

Eligibility

You may be eligible to become a member 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 on or eligible for Medicaid
- You require community-based, long-term care services for more than 120 days, such as:
 - Private duty nursing
 - Nursing services at home
 - Therapies at home (occupational, physical & speech)
 - Home Health Aides (HHAs) or Personal Care Aides (PCAs)
 - Adult day health care
 - Consumer Directed Personal Assistance Services (CDPAS)
- Your health care needs can be safely met in your home
- You are determined to be eligible for MLTC using an eligibility assessment tool designated by New York State

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."

We Care for People With Chronic Illnesses

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.



**One Goal...
Keeping You at Home!**

How Do I Enroll?

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 and learn about the services and care you currently receive.
3. You will then be connected to New York State's conflict-free enrollment center, Medicaid Choice (MAXIMUS), to coordinate an evaluation. You may also call MAXIMUS directly at 1-855-222-8350. If you are eligible, MAXIMUS will assist in choosing a plan to meet your needs.

Call us toll free at **1-800-894-2464**
or visit **KalosHealth.org**

Can I Keep My Primary Care Physician?

Yes! 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.

