

SAMPLE OF NOTICE SENT
TO ALL MLTC ENROLLEES
IN 10/2020 EXPLAINING NEW
LOCK-IN RULES THAT
START 12/1/2020

220 East 42nd Street, 3rd Floor, New York, NY 10017



CHOICE
Health Plans

10/19/2020



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MLTC Medicaid Plan Transfer Lock-In Period

Dear [REDACTED]

This letter is to let you know of a change in New York State law. This change is for enrollment in Managed Long Term Care (MLTC) Medicaid plans such as yours.

What is the Change?

Beginning December 1, 2020 new enrollment into an MLTC Medicaid plan will have a lock-in period. This means if you decide to transfer from your MLTC Medicaid plan to another MLTC Medicaid plan on or after December 1, 2020, you will have a lock-in period.

The first 90 days after you transfer to your new MLTC Medicaid plan 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 in that plan for an additional nine (9) months before you are allowed to move into another MLTC Medicaid plan. This nine (9) months 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 your plan's service area;
- if you, your plan, and your county Department of Social Services or the New York State Department of Health all agree that leaving your MLTC Medicaid Plan is best for you;
- if you want to continue being cared for by your home care agency who no longer works with your plan; or
- if your MLTC plan does not provide services 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 is only for MLTC Medicaid plans. This change does not apply to enrollments with other types of MLTC plans such as Medicaid Advantage Plus (MAP), or Programs of All-Inclusive Care for the Elderly (PACE).

What If I Have Questions?

You can contact any of the places below for help:

- VNSNY CHOICE MLTC can answer your questions. Call our Member Services at the number below.
- The Independent Consumer Advocacy Network (ICAN) can give you free, independent advice about your coverage, complaints, and appeal options. To learn more, 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.

Sincerely,

Your VNSNY CHOICE Care Team

Member Services:

Call 1-888-867-6555 (TTY: 711)
9 am – 5 pm, Monday – Friday