

May 2015, revised Dec. 2016

Explanation of the CFEEC and MLTC Evaluation Process for New Applicants

PART 1 – REQUEST CONFLICT FREE “CFEEC” ASSESSMENT

Now that your client was approved for Community Medicaid with or without a spend down and your client has a CIN #, you or the family has to arrange for the client to be evaluated through the Conflict Free Evaluation and Enrollment Center (CFEEC), run by New York Medicaid Choice or Maximus, a state contractor. Website: <https://nymedicaidchoice.com/ask/do-i-qualify-managed-long-term-care>. The purpose of this evaluation is for the nurse to determine that your client meets the eligibility criteria for enrollment into a Managed Long term Care.

You may schedule an evaluation before you have been approved for Medicaid but remember that the CFEEC evaluation is only valid for 75 days (increased from 60 days on Dec. 16, 2016). See NYS MLTC Policy 16.08, available at https://www.health.ny.gov/health_care/medicaid/redesign/mrt90/mltc_policy/16-08.htm. If you are not enrolled in an MLTC plan within 75 days of your CFEEC evaluation, then you will have to have another CFEEC evaluation.

What does CFEEC evaluate?

- That you require at least 120 days of Community Based Long Term Care Services (CBLTC = Personal care services, CDPAP, Private Duty Nursing etc.).
- The CFEEC evaluation will not determine the number of hours that you qualify for. That step comes later.

REQUEST CFEEC phone 1-855-222-8350 Monday – Friday 8:30 am to 8:00 pm Saturday 10:00 am to 6:00 pm.

- When you call this phone number to arrange for the evaluation through CFEEC, please have the following information about your client:
 - Full name, address, DOB, SSN, Medicaid number, phone number.

Once you make it through all the prompts, you will speak to a representative at CFEEC and schedule the nurse’s evaluation. The CFEEC representative will ask you and/or remind you of the following:

1. The evaluation will be about three hours long.
2. The evaluation can be done either in the morning or in the afternoon
3. Weekend appointments are available but have more limited availability
4. Provide instructions for getting to the apartment (nearest subway, doorbell working, any other tips to ensuring access to the apartment/home)

5. Have your health insurance cards available to show the nurse on the day of the evaluation
6. Have all medications accessible to show the nurse
7. Have the name and phone number of your primary care physician
8. Provide the name and phone number of the individual who should receive a reminder call the day before the evaluation

During the actual evaluation, it will be important for someone who knows the client to be present because it is critical for someone to explain to the nurse the ways in which the client requires assistance with ADLs (activities of daily living).

1. Bathing, grooming, dressing, meal preparation, reheating, chores,
2. assistance with ambulation (use of a cane or walker, indoor and outdoor)
3. transfers (getting up/down from a seated position, getting up/down from a laying position),
4. toileting (use of diapers or liners any incontinence of bowel or urine)
5. You want to mention if the client needs reminder, prompting/cueing to perform any of the tasks indicated above). For example, the client can get into the bath tub, but does not wash himself properly, leaves soap in his/her hair if you do not assist him, can't regulate temperature of the water, needs to be reminded etc. (Not sure if this applies etc.)

At the end of the evaluation, the nurse will tell you if you passed the "test" (meaning that you were found eligible for MLTC enrollment). The nurse will also ask you if you have selected an MLTC plan for the next evaluation. If you know the name of the MLTC plan, tell the nurse and then the nurse can help you arrange the second evaluation with the MLTC plan of your choice. **(better to have a plan in mind, but not required)**

If you do not have an MLTC plan in mind, then you can call back the CFEEC 1-855-222-8350 and they can advise you on which plans to contact for evaluations. There are many plans so it is not feasible to call all of them. You may also call the MLTC plans directly.

Resources for Additional Information on CFEEC:

- New York Health Access <http://www.wnylc.com/health/news/41/>
- NYS Department of Health http://www.health.ny.gov/health_care/medicaid/redesign/mrt_90.htm
- New York Medicaid Choice <https://nymedicaidchoice.com/ask/do-i-qualify-managed-long-term-care>

PART 2: MLTC Evaluation:
(only after CFEEC says you were found eligible for MLTC enrollment)

The second evaluation is conducted by one or more MLTC plans. You can schedule multiple appointments with different MLTC plans. The reason why you would have more than one plan evaluate you is because you want to ensure that you enroll in an MLTC plan that approves you for the services that you need. You have no obligation to sign enrollment paperwork with the MLTC plan at the time of the evaluation. You can shop around until you choose a plan that meets your needs.

We recommend that you enroll with the first MLTC plan that visits your client:

1. if this plan approves your client for the hours that he/she needs and
2. if your client receives dental, audiology, podiatry, and/or optometry services, then make sure that the MLTC plan you choose has the client's providers within its network

We see no reason to shop around if you were approved for the hours/services you were requesting and as applicable, if the MLTC plan works with your providers within those specialties. Remember that you would like to be enrolled in an MLTC as soon as possible so that you can begin to receive long term care services.

You must be enrolled and the plan must submit your enrollment paperwork by the 19th of the month for services to start on the 1st of the following month.

The MLTC evaluation will also be like the evaluation conducted by the CFEEC. You will have to provide the MLTC plan nurse with your health insurance cards, medications, and information about your physician. You will also have to highlight and discuss with the MLTC plan's nurse the ADL needs of your client (see above section on ADL needs, page #2).

Additional Resources:

- Here is a list of MLTC plans
<http://www.wnylc.com/health/entry/114/#List%20of%20Plans>
- Services provided by the MLTC plan
<http://www.wnylc.com/health/entry/114/#MLTC%20service%20package>