

# VillageCareMAX

## Frequently Asked Questions

### What can you tell me about VillageCareMAX (VCM)?

VCM is a managed long-term care (MLTC) plan in New York that provides comprehensive healthcare services to 24,000 members who are eligible for Medicaid or Medicare. Their services include:

- Home Care
- Nursing Home Care
- Medical Equipment
- Other support services to help individuals live independently in their homes or communities, while receiving necessary care and assistance.

For over 45 years, VCM has delivered health care services to individuals residing within New York City, guided by the core value of respect for those in its care and responsiveness to individual needs.

---

### What is VCM's coverage area?

Their coverage area includes Brooklyn, Manhattan, Queens and the Bronx. In 2023, their service areas expanded to include Staten Island, Nassau and Westchester counties for their DSNP products.\*

\*Pending SDOH approval for MAP and MLTC.

---

### What plans are included under VCM?

- **Managed Long-Term Care (MLTC):** VCM MLTC is a Medicaid Managed Care Long-Term Care (MLTC) plan that provides members with long-term care services and supports like personal care, adult day health care and others. This product is for Medicaid eligible individuals.
- **Medicaid Advantage Plus (MAP):** VCM Total Advantage Plan (HMO D-SNP) is a Medicare Special Needs Plan that provide benefits designed for individuals with special health care needs as well as long-term care services and supports, who are dual-eligible for Medicare and Medicaid.
- **Dual Special Needs Plan (HMO DSNP):** VCM Medicare Health Advantage Plan (HMO D-SNP) is a Medicare Special Needs Plan that provides benefits designed for individuals with special health care needs, who are dually eligible for Medicare and Medicaid. Individuals must live in the counties in which VCM is licensed to operate.
- **FLEX Dual Special Needs Plan (HMO DSNP):** VCM Medicare Health Advantage FLEX Plan (HMO D-SNP) is a Medicare Special Needs Plan that provides benefits designed for individuals with special health care needs, who are dually eligible for Medicare and Medicaid. Individuals

must live in the counties in which VCM is licensed to operate. With the FLEX benefit option, members can get even more covered services to fit their dental, vision or hearing needs.

- **NEW: Medicare Select Advantage Plan (HMP):** VCM Non-D-SNP Medicare Plan is intended for members who are Medicare eligible and get financial full “Extra Help”, also referred to as the Low-Income Subsidy plan (LIS). This plan offers members supplemental benefits such as vision, hearing, and dental.

---

## What are the pay benefits of working with VCM?

VCM is competitive in payment and has an array of benefits that provide robust services and benefits for members. Members are incentivized to close gaps. Their goal is to help grow membership/providers panel.

---

## What type of arrangement does HealthCare Partners (HCP) have with VCM?

HCP leases our network to VCM, allowing members to select our PCPs as their primary care providers and access our specialists.

---

## Does VCM have their own provider network?

Yes. VCM has over 35,000 providers in their network.

---

## How do members access our providers?

All HCP providers are submitted to VCM through a delegated roster, which is uploaded within 30 days. HCP is provided with the provider roster, which will be used to confirm participation.

---

## Who should I call for plan questions?

For plan questions, please call the Provider Relations Department at (718) 517-2783 or email [ProviderRelations@villagecare.org](mailto:ProviderRelations@villagecare.org). Visit [villagecaremax.org/providers](http://villagecaremax.org/providers) for additional resources such as the provider portal, manual, and other necessary tools.