

## Section 1 - Introduction

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### 1.1 Welcome Network Provider Letter

Welcome to Senior Health Partners (SHP)!

To maintain our standards of excellence and foster a positive and successful collaboration, please see a list of contact information that you should find useful in working with SHP staff.

We welcome your thoughts and ideas at any time, and look forward to seeing you at our scheduled provider orientation session. We schedule individual training sessions with providers, as well as training sessions focused on small and large groups. These sessions are a wonderful opportunity to meet other affiliated providers, learn more about how SHP operates, what you can expect from us and what we expect from you.

In addition, we distribute a comprehensive Provider Manual at the time of contract and we offer 24-hour access to claim, member eligibility, authorization and policy/procedure information on our secure provider website available at [www.shpny.org](http://www.shpny.org). We update our providers regularly through real-time electronic notifications, quarterly electronic provider newsletters and, when needed, through formal postal mailings. To keep you up to date, we need to be kept abreast of any operational or staffing changes on your end so we can update our provider profile. Our Provider Services staff can be reached at **1-877-737-2693** to answer your questions and direct you to additional SHP resources.

We look forward to a long and successful collaboration with you, and thank you in advance for your cooperation. Together we will provide our members with the excellent quality of care they have come to expect.

## 1.2 Introduction to Senior Health Partners

### What is Senior Health Partners?

- Senior Health Partners has a proud history of serving New York City since 2001.
- Senior Health Partners is a New York State Managed Long Term Care Plan (**MLTCP**) capitated by the Medicaid program. Members are free to choose their own providers.
- Senior Health Partners provides and coordinates services that are typically covered by Medicaid. However, we will also coordinate services covered by Medicare.
- Senior Health Partners provides access to services 24 hours a day, seven days a week, 365 days a year to ensure that members receive the care they need.

### Who is eligible to enroll in Senior Health Partners?

To become a member of Senior Health Partners, you must:

- Be 21 years of age or older
- Be a resident of Manhattan, Brooklyn, Queens, Staten Island, or the Bronx, or of Nassau or Westchester counties
- Be Medicaid eligible or be willing to private pay
- Be an individual who has been assessed eligible for nursing home level of care (as of

the time of enrollment)

- Require community-based long-term care services (CBLTCS) offered by Senior Health Partners (SHP) for more than 120 days from the date of enrollment. You must require at least one of the following services for more than 120 days from the effective date of enrollment:
  - Nursing services in the home
  - Therapies in the home
  - Home health aide services
  - Personal care services in the home
  - Adult day health care
  - Private duty nursing
  - Consumer Directed Personal Assistance Services
- With the exception of certain districts designated as mandatory for permanent nursing home enrollment, the individual must be capable at the time of enrollment of returning to or remaining in their home and community without jeopardy to their health and safety based on Department of Health criteria
- Agree to receive all covered services through Senior Health Partners