



SelectHealth Member Handbook Inserts Booklet

Please refer to this booklet for updates to the Member Handbook.

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Thank you for your membership with SelectHealth. Anytime you have questions about your plan, we're here to help.

1-866-469-7774 (TTY: 711)
8 am – 6 pm, Monday – Friday

SelectHealth Member Handbook Insert

YOUR MEMBER HANDBOOK HAS BEEN CHANGED TO INCLUDE NEW SERVICES FOR MEMBERS UNDER 21

Children and Family Treatment and Support Services (CFTSS)

Starting **January 1, 2020**, SelectHealth from VNSNY CHOICE will cover more Children and Family Treatment and Support Services (CFTSS). These services help children and their families improve their health, well-being, and quality of life.

CFTSS are for children under age 21 with behavioral health needs. These services may be provided at home or in the community. The additional CFTSS services available on January 1, 2020 includes:

Youth Peer Support and Training. This benefit is provided by a credentialed Youth Peer Advocate, or Certified Recovery Peer Advocate with a youth focus who has similar experiences.

Get support and assistance with:

- Developing skills to manage health challenges and be independent.
- Feeling empowered to make decisions
- Making connections to natural supports and resources
- Transitioning to the adult health system when the time is right.

Crisis Intervention. Professional help at home or in the community when a child or youth is distressed and can't be helped by family, friends and other supports. Including support and help with using crisis plans to de-escalate the crisis and prevent or reduce future crises.

These services may already be covered by SelectHealth for certain eligible children under age 21. If you are getting these services now, your care will not change.

To learn more about these services, call us at 1-866-469-7774 (TTY: 711).

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National Diabetes Prevention Program (NDPP) Services

If you are at risk for developing Type 2 diabetes, SelectHealth from VNSNY CHOICE covers services that may help.

Starting **February 1, 2020**, SelectHealth will cover diabetes prevention services through the National Diabetes Prevention Program (NDPP). This benefit will cover 22 NDPP group training sessions over the course of 12 months.

The **National Diabetes Prevention Program** is an educational and support program designed to assist at-risk people from developing Type 2 diabetes. The program consists of group training sessions that focus on the long-term, positive effects of healthy eating and exercise. The goals for these lifestyle changes include modest weight loss and increased physical activity. NDPP sessions are taught using a trained lifestyle coach.

Eligibility

You may be eligible for diabetes prevention services if you have a recommendation by a physician or other licensed practitioner and are:

- At least 18 years old,
- Not currently pregnant,
- Overweight, and
- Have not been previously diagnosed with Type 1 or Type 2 Diabetes.

And, you meet one of the following criteria:

- You have had a blood test result in the prediabetes range within the past year, **or**
- You have been previously diagnosed with gestational diabetes, **or**
- You score 5 or higher on the CDC/American Diabetes Association (ADA) Prediabetes Risk Test.

Talk to your doctor to see if you qualify to take part in the NDPP.

To learn more about these services, call us at 1-866-469-7774 (TTY: 711).

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Starting **April 1, 2020**, your maximum pharmacy co-payment (co-pay) will be \$50 per quarter year. The co-pay maximum re-sets each quarter, regardless of the amount you paid last quarter.

The quarters are:

- First quarter: January 1 – March 31
- Second quarter: April 1 – June 30
- Third quarter: July 1 – September 30
- Fourth quarter: October 1 – December 31

If you are unable to pay the requested co-pay you should tell the provider. The provider cannot refuse to give you services or goods because you are unable to pay the co-pay. (Unpaid co-pays are a debt you owe the provider.)

To learn more about these services, call us at 1-866-469-7774 (TTY: 711).

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Crisis Residence Services for Children and Adults

Starting **December 1, 2020**, SelectHealth will pay for Crisis Residence services. These are overnight services. These services treat children and adults who are having an emotional crisis. These services include:

Residential Crisis Support

This is a program for people who are age 18 or older with symptoms of emotional distress. These symptoms cannot be managed at home or in the community without help.

Intensive Crisis Residence

This is a treatment program for people who are age 18 or older who are having severe emotional distress.

Children's Crisis Residence

This is a support and treatment program for people under age 21. These services help people cope with an emotional crisis and return to their home and community.

To learn more about these services, call us at 1-866-469-7774 (TTY: 711).

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In anticipation of a January 1, 2021 start date, SelectHealth from VNSNY CHOICE will remove service limits on physical therapy (PT), occupational therapy (OT), and speech therapy (ST). Instead, SelectHealth will cover medically necessary PT, OT, and ST visits that are ordered by a doctor or other licensed professional.

To learn more about these services, call us at 1-866-469-7774(TTY: 711).

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Article 29-I Voluntary Foster Care Agency (VFCA) Health Facility Services

Starting **July 1, 2021**, SelectHealth from VNSNY CHOICE will cover Article 29-I VFCA Health Facility services for children and youth under age 21.

29-I VFCA Health Facilities work with families to promote well-being and positive outcomes for children in their care. 29-I VFCA Health Facilities use trauma informed practices to meet the unique needs of each child.

29-I VFCA Health Facilities may only serve children and youth referred by the local district of social services.

The 29-I VFCA Health Facility services available on July 1, 2021 include:

Core Limited Health-Related Services

1. Skill Building
2. Nursing Supports and Medication Management
3. Medicaid Treatment Planning and Discharge Planning
4. Clinical Consultation and supervision
5. Managed Care Liaison/Administration

and

Other Limited Health-Related Services

1. Screening, diagnosis, and treatment services related to physical health
2. Screening, diagnosis, and treatment services related to developmental and behavioral health
3. Children and Family Treatment and Support Services (CFTSS)
4. Children's Home and Community Based Services (HCBS)

SelectHealth will cover Core Limited Health Related Services for children and youth placed with a 29-I VFCA Health Facility.

SelectHealth will cover Other Limited Health Related Services provided by 29-I VFCA Health Facilities to eligible children and youth.

To learn more about these services, call us at 1-866-469-7774 (TTY: 711).

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Applied Behavior Analysis (ABA) Services

Starting **October 1, 2021**, New York State Medicaid will cover Applied Behavior Analysis (ABA) therapy provided by:

- Licensed Behavioral Analyst (LBA),
- Certified Behavioral Analyst Assistant (CBAA) under the supervision of an LBA, or
- Other individuals specified under Article 167 of NYS education law.

Who can get ABA?

Children/youth under the age of 21 with a diagnosis of autism spectrum disorder and/or Rett Syndrome as defined by the Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition (DSM-5). If you think you are eligible to get ABA services, talk to your provider about this service.

The ABA services include:

- assessment and treatment by a physician, licensed behavioral analyst, or certified behavior analyst assistant, or another qualified health professional,
- individual treatments delivered in the home or other setting, and
- training and support to family and caregivers.

To learn more about these services, call us at 1-866-469-7774 (TTY: 711).

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Behavioral Health Community Oriented Recovery and Empowerment (CORE) Services.

Starting **February 1, 2022**, four Adult Behavioral Health Home and Community Based Services (BH HCBS) will be changing to Community Oriented Recovery and Empowerment (CORE) Services. SelectHealth from VNSNY CHOICE will cover CORE Services. You can use your SelectHealth plan card to get these CORE Services.

New York State is making this change because CORE Services are easier to get than BH HCBS. Eligible members can get CORE Services through a recommendation from a qualified provider.

The services moving from BH HCBS to CORE Services are:

Psychosocial Rehabilitation (PSR)

This service helps with life skills, like making social connections; finding or keeping a job; starting or returning to school; and using community resources.

Community Psychiatric Supports and Treatment (CPST)

This service helps you manage symptoms through counseling and clinical treatment.

Empowerment Services – Peer Supports

This service connects you to peer specialists who have gone through recovery. You will get support and assistance with learning how to:

- live with health challenges and be independent,
- help you make decisions about your own recovery, and
- find natural supports and resources.

Family Support and Training (FST)

This service gives your family and friends the information and skills to help and support you.

What are the changes from BH HCBS to CORE Services?

These CORE Services are almost the same as they were in BH HCBS. There are two changes:

1. You now have more options for services to support goals related to work and school. You can work with a CORE PSR provider to help you:
 - get a job or go to school while managing mental health or addiction struggles;
 - live independently and manage your household; and
 - build or strengthen healthy relationships.
2. Short-term Crisis Respite and Intensive Crisis Respite are now called Crisis Residential Services and are still available.

These seven services are still available under BH HCBS:

- Habilitation
- Education Support Services
- Pre-Vocational Services
- Transitional Employment
- Intensive Supported Employment
- Ongoing Supported Employment
- Non-Medical Transportation

Will I have to change my BH HCBS provider to get CORE Services?

If you were getting CPST, PSR, FST or Peer Support as BH HCBS before February 1, 2022, you can keep getting the same services from your provider under CORE. Your provider will talk to you about any changes that affect you. You can also ask your care manager for help.

Do I need an assessment for BH HCBS?

Yes, you need to do the New York State Eligibility Assessment with your care manager or recovery coordinator to get a BH HCBS.

Do I need an assessment for CORE Services?

No, you do not need the New York State Eligibility Assessment to get CORE Services. You can get a CORE service if it is recommended for you by a qualified provider, like a doctor or social worker. The qualified provider may want to discuss your diagnosis and needs before making a recommendation for a CORE service.

How do I find a qualified provider to recommend me for CORE Services?

Your primary care provider or therapist may be able to make a recommendation for CORE Services. If you need help finding a qualified provider, contact member services at the number below. You can also ask your care manager for help.

To learn more about these services, call us at 1-866-469-7774 (TTY: 711).