

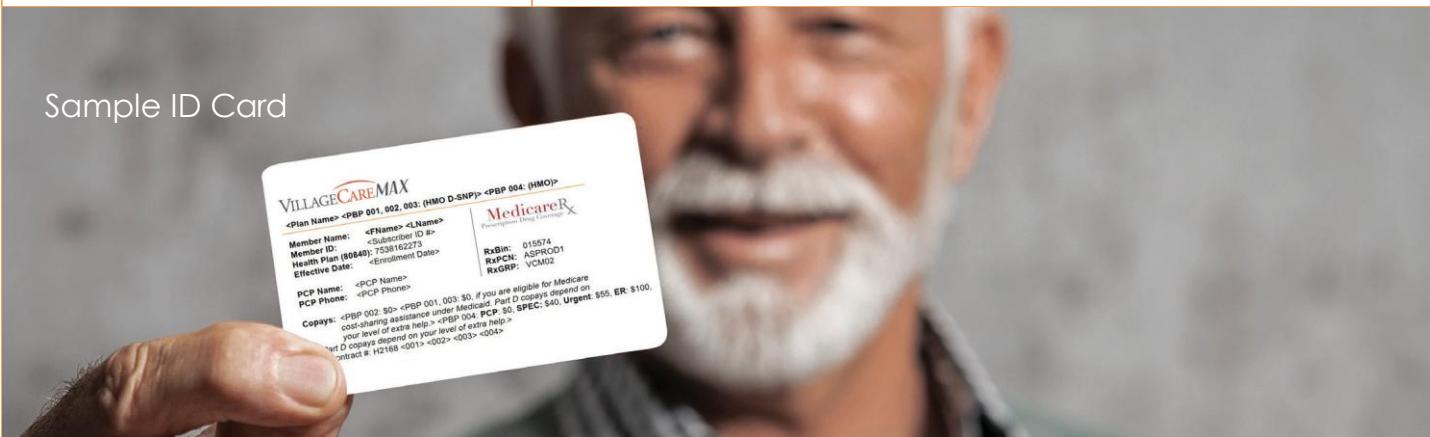
VillageCareMAX Provider Reference Guide

VillageCareMAX offers health plans for Medicaid and dual-eligible (Medicare + Medicaid) individuals who reside in Bronx, Kings, Nassau, New York, Queens, Richmond, Westchester and Putnam County. Plan options include essential dental benefits in accordance with New York State Medicaid and added dental benefits covered through a Medicare Advantage Plan option.

Managed Long Term Care (MLTCP)	A Medicaid Managed Long-Term Care Partial Capitation (MLTCP) Plan that provides members with long-term care services and supports . Members have coverage for essential dental benefits in accordance with New York State MMIS Guidelines. Some members have MLTC coverage and added dental benefits in conjunction with a Medicare Advantage plan.
Medicare Total Advantage (HMO D-SNP)	A Special Needs Plan for members with Medicare and Medicaid who are in need of long-term care services. Dental benefits are provided in accordance with New York State Medicaid and administered by Liberty.
Medicare Health Advantage (HMO D-SNP)	A Medicare Special Needs Plan for members who have both Medicare and Medicaid. Dental benefits are provided in accordance with New York State Medicaid and administered by Liberty.
Medicare Select Advantage (HMO)	A Medicare Advantage Plan for members who are Medicare eligible. Members have an \$1800 annual maximum for comprehensive dental services available through their Medicare dental benefit with Liberty.

Provider Toll-Free Number	(833) 276-0853
Provider Directory Search Link	Provider Directory
Benefit Schedules Link	Provider Portal Sign-In
Dental Home	Not Required
Specialty Care Referrals	Required for DSNP and MLTC members
Coordination of Benefits	VillageCareMAX Medicaid MLTC is always the payor of last resort. Should a member have dual coverage through VillageCareMAX, Liberty will coordinate the benefits on their behalf. There is no need to submit separately for Coordination of Benefits for these members. Once the Medicare benefit is exhausted, Liberty will automatically apply the Medicaid benefit. Dual members may have two Identification Cards but will have the same subscriber ID number.

Sample ID Card



Provider Grievances

Topic	Medicaid	Medicare
Filing Limitation	Anytime	60 calendar days
Acknowledgement	15 business days	15 calendar days
Resolution	30 calendar days	30 calendar days
Plan request more info.	60 calendar days	60 calendar days

Provider Appeals

Filing Limitation	60 calendar days from date of IAD*	65 calendar days
Acknowledgement	15 business days	N/A
Resolution	30 calendar days	30 calendar days for claims