

## VillageCareMAX Provider Reference Guide

VillageCareMAX offers health plans for Medicaid and dual-eligible (Medicare + Medicaid) individuals who reside in Bronx, New York, Queens and Kings 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.

<b>Plan Types</b>		
Managed Long Term Care (MLTC)	Medicare Total Advantage (HMO D-SNP)	Medicare Health Advantage (HMO D-SNP)
<p>A Medicaid Managed Long-Term Care (MLTC) Plan that provides members with long term care services and supports.</p> <p>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.</p>	<p>A Special Needs Plan for members with Medicare and Medicaid who are in need of long-term care services.</p> <p>Members have coverage for some comprehensive dental services that are not traditionally covered by NYS Medicaid referred to as the “wrap” dental through their Medicare benefit. This includes fixed bridgework, molar root canals and corresponding posts and crowns on molar teeth. Additional Medicaid dental benefits are provided in accordance with the New York State MMIS Guidelines.</p>	<p>A Medicare Special Needs plan for members who have both Medicare and Medicaid and includes Medicare benefits and extra benefits like Over the Counter cards.</p> <p>Members have \$2,000 annual maximum for comprehensive dental services available through their Medicare dental benefit with LIBERTY. Additionally, some Members may have secondary dental coverage through their MLTC benefit.</p>

Provider Toll Free Number (Member Services Dept.)	(833) 276-0853
Provider Directory Search Link	<a href="#">Provider Directory</a>
Benefit Schedules Link	<a href="#">Benefits Schedule</a> Password: NYOrientation
Dental Home	Required for Medicaid MLTC members
Specialty Care Referrals	Required for Medicaid MLTC members
Coordination of Benefits	<p>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.</p>

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Sample ID CARD	 <p style="margin: 5px 0;">Managed Long Term Care Plan</p> <hr style="border: 0.5px solid orange;"/> <p><b>Member Name:</b> &lt;FName&gt; &lt;LName&gt;</p> <p><b>Effective Date:</b> &lt;Enrollment Date&gt;      <b>Member ID:</b> &lt;Subscriber ID #&gt;</p> <p><b>Member Services:</b> 1-800-469-6292 (TTY: 711)</p> <p><b>Website:</b> <a href="http://www.villagecaremax.org">www.villagecaremax.org</a></p> <p style="font-size: small; margin-top: 10px;"><i>This card does not guarantee coverage. If you have an emergency, call 911 or go to the nearest emergency room.</i></p>
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### Grievances & Appeals Timeframes

<b>Provider Grievances</b>		
Topic	Medicaid	Medicare
Filing Limitation	60 calendar days	60 calendar days
Acknowledgement	15 calendar days	15 calendar days
Resolution	30 calendar days	30 calendar days
Plan request more info.	60 calendar days	60 calendar days
<b>Provider Appeals</b>		
Filing Limitation	60 calendar days from date of IAD*	60 calendar days from date of IAD*
Acknowledgement	15 calendar days	N/A
Resolution	60 calendar days	60 calendar days for claims

*IAD\* – Initial Adverse Determination*