

Exploring Options

Case Mangers can help consumers secure accurate information about their health care options.

Key points about SNP	How can CM assist client?
Consumers will have three options for getting their health care.	Review the differences between Medicaid Fee-for-Service, Medicaid Managed Care and HIV SNPs
An entire family can choose one option or multiple options.	Encourage clients to consider the value of services that SNPs can provide to family members who are HIV+ or living with AIDS.
There are seven (7) HIV SNPs to choose from.	Review the list of HIV SNPs and encourage clients to find out if their PCP participates in any HIV SNPs
HIV SNPs have been designed to provide enhanced benefits that are important to people living with HIV/AIDS, high quality care, and includes HIV specialty services.	Review and discuss the SNP benefits and services with clients.
The Managed Care Bill of Rights applies to both individuals who participate in MMC & HIV SNPs	Give a copy and review the Managed Care Bill of Rights with clients.
Consumers can get information about SNPs through a variety of sources, including direct communication w/ SNPs	Help facilitate clients to get information about SNPs through NY Medicaid Choice or directly through HIV SNPs. (Each SNP is the best source of specific programmatic information.)
PCPs provide most referrals and are gatekeepers to accessing a range of SNP services and providers	Help clients to evaluate their level of satisfaction with current PCPs. Help clients to review SNP Provider Directories.
Most PCPs are HIV specialists and have panel sizes of 1:350 (compared to 1:1500 in other health care models). If client is HIV+, PCP will be an HIV Specialist.	Help clients understand the importance of the PCP as their medical case manager.
Clients should talk to their current providers about what option is right for them.	Case managers can encourage clients to seek multiple sources of information before making any important decision regarding their healthcare.
Each SNP is required to include Designated AIDS Centers, Co-Located Substance Abuse and Primary Care, HIV Primary Care Medicaid Programs and Maternal Pediatric HIV Care Centers.	SNP networks will include many HIV care providers clients are used to working with.