

## For More Information

For questions about benefits or how to enroll into FIDA, your patients can call



**New York Medicaid**

**Choice at 1-855-600-3432**

(TTY users: 1-888-329-1541; for a free interpreter: 1-855-600-3432).

For the list of FIDA plans, you can also go to: [www.ny-medicaid-choice.com](http://www.ny-medicaid-choice.com)

If your patients have a question about a FIDA plan or Medicare, Medicaid, long term care, or enrollees' rights and responsibilities, they can also call the Independent Consumer Advocacy Network (ICAN), who can provide free, confidential assistance to people enrolled in Medicaid long term care services. Call ICAN toll free at 1-844-614-8800 or go to: [www.icannys.org](http://www.icannys.org)

## FIDA At A Glance

At the core, the Fully Integrated Duals Advantage (FIDA) Program is comprised of four key components:

- Fully integrated delivery of Medicaid and Medicare services
- Person-centered care that promotes independence in the community
- Improved quality through care coordination
- High quality, cost-effective health care

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***As a participating provider,  
your FIDA patient will have a  
higher level of integrated  
care and better supports to  
stay independent.***

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## Person-Centered, Integrated Health Care

For Individuals  
Receiving Both  
Medicare and  
Medicaid



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**Fully Integrated  
Duals Advantage**

**(FIDA)**

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## Contact Us

If you have a question about FIDA, please email the Department of Health at [fida@health.ny.gov](mailto:fida@health.ny.gov)

Or visit the Medicaid Redesign Team 101 website: [https://www.health.ny.gov/health\\_care/medicaid/redesign/](https://www.health.ny.gov/health_care/medicaid/redesign/)

# What is FIDA?

FIDA is a joint Medicare and Medicaid program that uses a streamlined patient-centered care model.

## What will FIDA do for you as a provider?

- Provides extra support coordinating care for your patients through a Care Manager. The Care Manager does not replace the role of a physician. The Care Manager will document any changes to the care plan, and notify you of any other services your patient receives.
- Offers you the opportunity to work collaboratively with other providers as part of a care team to develop a single care plan to address your patient's needs.
- Helps you ensure your patients get the care and support needed to live safely at home (including appropriate number of home health aide hours), and may help avoid hospitalization and nursing home stays.
- Simplifies the claims process because you can bill FIDA plans for both Medicare and Medicaid services.
- Offers FIDA training if requested.

## Your patient in FIDA can:

- Receive full Medicare and Medicaid coverage, long term care services, behavioral health services, Part D and Medicaid drugs, and additional benefits from one integrated managed care plan.
- Have a Care Manager who can make sure your patient is getting needed services, such as a home health aide and medication.
- Have, at a minimum, a 90-day continuity-of-care period for all care services and service providers. If receiving behavioral health services upon enrollment, the continuity-of-care period will be two years.
- Use one phone number at the plan for all questions.
- Pay no new or additional deductibles or copayments.

- Have an individual care plan and Interdisciplinary Team (IDT), that is comprised of members chosen by your patient.
- Have one process for all Medicare and Medicaid appeals (except for Part D appeals).
- Access specialists directly, no need for referrals.
- Have help navigating the long term care system or the appeals process through the Ombudsman Program, called the Independent Consumer Advocacy Network (ICAN).
- Disenroll from FIDA at any time. Medicaid long term care benefits will continue through a Managed Long Term Care plan. Medicare benefits will continue through original Medicare or a Medicare Advantage plan, and a Part D plan.



## Who is eligible?

To be eligible for FIDA an individual must:

- Reside in any of the New York City boroughs or Nassau County;
- Be 21 years or older; **and**
- Be entitled to Medicare Part A, enrolled in Medicare Part B, and eligible to enroll in Part D, **and** receiving full Medicaid benefits; **and**
- Be expected to need of long term care services for more than 120 days.\*

\* Some exclusions apply.