

# Centers Plan for Healthy Living (CPHL) Frequently Asked Questions

## What can you tell me about CPHL?

As one of the largest Managed Care Organizations (MCOs) in New York, CPHL provides comprehensive healthcare services to 60,000 members who are eligible for Medicaid or Medicare. Their services include:

- Home Care
- Nursing Home Care
- Medical Equipment
- Other support services to help individuals live independently in their homes or communities, while receiving necessary care and assistance.

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## What is CPHL's coverage area?

Their coverage area includes the following counties: New York, Kings, Queens, Bronx, Richmond, Suffolk Nassau, Westchester, Rockland, Erie, and Niagara.

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## What plans are included under CPHL?

- **Medicaid Advantage Plus (MAP):** Medicare + full Medicaid
- **Medicare Advantage Part D (MAPD):** Medicare and prescription drugs (Medicare Parts A & B)
- **Institutional Special Needs Plan (I-SNP):** Medicare members who require institutionalized care
- **Dual Eligible Special Needs Plan (D-SNP):** Members who are dual-eligible for Medicare and Medicaid, with a full comprehensive plan
- **Note:** HealthCare Partners (HCP) is contracted with CPHL for all Lines of Business *except* Managed Long-Term Care (MLTC).

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## What type of arrangement does HealthCare Partners (HCP) have with CPHL?

This contract allows CPHL to lease our network, which means that the providers will bill CHPL directly. The contract effective date is 4/12/2024.

Rates as per the CPHL/HCP Agreement include:

- 105% of Medicare for PCPs; 95% of Medicare for Specialists

## Who should I call for plan questions?

For plan questions, please call CPHL at (855) 270 – 1600 available 24/7 or visit [www.centersplan.com](http://www.centersplan.com).

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