

# Patient Advocates Program Telephone Teach-ins

We invite you to participate in our FREE phone conference teach-in

**Date:** Tuesday, March 19, 2019

**Time:** 10:00 am—11:00 am

**Theme:** Obtaining Medicaid Long Term Care Service: The Role of Managed Long Term Care Plans (MLTC) and how the Independent Consumer Advocacy Network (ICAN) helps Consumers with Questions or Problems

**Speaker:** **David Silva**, Program Director, Independent Consumer Advocacy Network (ICAN)

**Call in number:** 1-605-475-6333

**Access code:** 6258645



## Session Overview:

In New York, the State manages access to most long term care services for Medicaid eligible residents through organizations called Medicaid Long Term Care Plans or MLTC's. Medicaid eligible residents who want to obtain community based long term care or institutional long term care you must contact an MLTC for authorization to receive such services.

The process of applying for long term care and working with an MLTC can be confusing. Fortunately, the state provides free assistance for problems or appeals of care denials through the Independent Consumer Advocacy Network (ICAN)

The goal of this session would be to educate listeners about the MLTCs the process of applying for Medicaid long term care, the functions of MLTCs, how to choose one, what to do if you have problems with an MLTC.

### In this session, you will learn about:

- How Medicaid Long Term Care Services (MLTC) plans work to enroll people with Medicaid to meet their long term care needs.
- What types of MLTC plans are available to residents of New York?
- What types of long term care services are covered by an MLTC?
- How to select a MLTC plan that is right for you.
- The role of an MLTC Care Manager in assisting persons with long term care needs.
- How the Independent Consumer Advocacy Network (ICAN) can assist with enrolling in an MLTC plan.



# Mark Your Calendar

- » UPCOMING EVENTS
- » **ALL TEACH-INS WILL RUN FROM 10:00—11:00 AM.**

## Upcoming Teach-ins:

**Apr 23, May 21, & Jun 18**

If you missed one of our past Teach-ins and would like to listen to a recorded playback of the session, or would like to know more about an upcoming one, **visit our Website at [nysenior.org](http://nysenior.org).**

## Caller Instructions and Other Information

- The sessions are in presentation mode but the line will be opened for participant questions and comments after the speaker has finished their presentation.
- Materials from Teach Ins are posted on our website [www.nysenior.org](http://www.nysenior.org)
- When on our website,
  1. On the navigation bar, click on **Our Helplines**
  2. In the drop down menu, click on **Patient's Rights Helpline**
  3. Under "**Information for Hospital Patients**", click on **Telephone Teach-in**. This will take you to additional information about past Teach ins, powerpoint presentations and other important notes.

## Call 800-333-4374 to reserve your spot!

### NY STATEWIDE SENIOR ACTION COUNCIL

is a not-for-profit grassroots membership organization made up of individuals and organizations with an interest in improving the lives of senior citizens.

*Funding for our Patient Advocates Program is being provided through the generous support of the NYS Legislature and administered by the NYS Office for the Aging*

**STATE  WIDE**

**New York StateWide Senior Action Council, Inc.**

The **Helpline** is toll free at  
**800-333-4374**

Information is also available on the StateWide website at  
**[www.nysenior.org](http://www.nysenior.org)**

**E-mail questions to:**

[StateWidePatientsRights@gmail.com](mailto:StateWidePatientsRights@gmail.com)