

January 7, 2019

Dear ICS Member:

You may have heard rumors and news reports that ICS is closing. For some time now, ICS has incurred considerable financial losses that are no longer sustainable. After much thought and deliberation we have made a very difficult decision to no longer participate in the New York State Managed Long Term Care program. As the same time, we have been approved by the State to become a provider of care management services for adults with physical disabilities.

In collaboration with the New York State Department of Health, we have developed a plan to transition our members to another Managed Long Term Care Plan, VNSNY CHOICE. Both ICS and the Department of Health want this transition to be as easy for members as possible and we are working closely to ensure that all members continue to receive the level of services they need after the date of transition. We are also working with the Department of Health to make sure that you can continue to receive your services from the same providers you have today, including wheelchair services.

### **ICS to go back to our roots serving people with disabilities**

We are pleased to announce that ICS will continue to serve the community of people with disabilities. ICS has been selected by the New York State Department of Health to begin a new care management organization called a Health Home with a focus on serving members with physical disabilities. ICS will help members to coordinate their health care and access community resources to be as healthy and independent as possible. This program will launch on April 1, 2019. A brochure about the program is enclosed. We will be reaching out to you over the next several weeks about signing up for our new care management organization. In the meantime, if you are interested, you can call 877.ICS.2525 for more information and to begin the enrollment process. For now, only members who enroll in VNSNY CHOICE will be eligible for the ICS Health Home.

In addition, ICS will contract with VNSNY CHOICE to use our 18 years of experience working with people with physical disabilities to provide care management services for our qualifying members with physical disabilities. More details will be shared with our members with physical disabilities very soon. No action is required from members to participate. We will reach out to eligible members closer to the transition date to help you to learn more about this partnership with VNSNY CHOICE.



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#### **Administrative Office:**

257 Park Ave. South, 2nd Floor  
New York, NY 10010

#### **Member Centers:**

25 Elm Place, 5th Floor  
Brooklyn, NY 11201

400 East Fordham Road, 10th Floor  
Bronx, NY 10458

## Stay with ICS to help protect your level of care

In the meantime, we will continue to work with the Department of Health and with you to make this transition as easy as possible. While a date for transition is determined, we ask you to remain with ICS. The needs and well-being of our members has been and continues to be the most important factor in this process.

- The best thing for members right now is to stay with ICS.
- You will receive a formal letter from the State informing you of next steps. We expect the transition date to be April 1, 2019.
- Only members who are enrolled with ICS and who transition to VNSNY CHOICE will be guaranteed one year of the same level of care you have now (also known as “continuity of care”).
- If you leave ICS and move to a plan other than VNSNY CHOICE, you will be guaranteed 120 days of continuity of care.

## Get your news from ICS and NYSDOH

ICS and NYSDOH can provide you with the most accurate, up-to-date information about this issue. Information you hear from others, including your home care agency, may not be accurate or up-to-date. Check with us directly.

## Send us your Email

We know that the uncertainty can cause anxiety. We are working hard to help you continue to receive the best level of care and keep you updated. You can receive news even faster by sending your email address to [theindependent@icsny.org](mailto:theindependent@icsny.org) to be added to our email mailing list.

Please feel free to talk to your care manager or to member services and let us know your concerns, and we will do our best to guide you through this transition.

Sincerely,



Rick Surpin  
President