



*Select*  
**HEALTH**  
VNS Health

**SelectHealth**

*is more than  
you think*

It's a Medicaid plan for  
people with specialized  
health needs.



## What is SelectHealth and Who Can Join?

SelectHealth from VNS Health is a specialized Medicaid plan for:

- People living with HIV; or
- Individuals of transgender experience or gender non-conforming, no matter their HIV status; or
- Homeless individuals, no matter their HIV status.

Your dependent children can also join the plan with you.

To join, you must live in the Bronx, Manhattan, Brooklyn, Queens or Westchester and Nassau counties.

See **“Ready to Learn More or Join SelectHealth?”** on page 14 to get started.

## Why Choose SelectHealth?

SelectHealth covers a wide range of services, from medical, vision and dental care to mental health services and substance use treatment.

All photos are of models.

With SelectHealth, you get easy access to the healthcare you need. This includes specialists in HIV and transgender healthcare at hospitals, clinics, private practices and more.

Our plan also includes specialists in other types of medicine. This includes:

- **Cardiology** (treating heart and blood vessel conditions or diseases)
- **Dermatology** (the treatment of skin, hair, and nail conditions or diseases)
- **Pulmonary medicine** (the treatment of lung disease)
- **Endocrinology** (the treatment of hormone problems and related diseases, such as diabetes)
- And more.

## ***Receive Tailored Services***

With SelectHealth you have your own care team. You can count on these experts to know you and your healthcare needs.

Your care team includes:

- ***Your primary care provider.*** This is the doctor or nurse practitioner that you have chosen in the SelectHealth network. This person will help organize your medical care and treatment. If you are living with HIV, your primary care provider is an HIV Specialist.
- ***A care manager.*** This person coordinates support services that are important to you and your family.
- ***A team of other caring professionals.*** Your primary care provider and care manager will work with other staff to help you get the care you need, when you need it.







**SelectHealth was created by New Yorkers for New Yorkers. We are dedicated to serving people with complex health needs so they can live well in their communities.**

## Other Important Reasons to Consider SelectHealth

### For People Living with HIV:

- Your primary care provider is an HIV Specialist.
- Your care is led by people committed to serving the HIV community.
- Your SelectHealth Care Team includes our HIV expert pharmacists. They check on your treatment and can work with you, your healthcare provider and your pharmacy to help you stay on your medications (otherwise known as *medication adherence*).
- 4 out of 5 SelectHealth members living with HIV have achieved complete viral load suppression. *Viral load* suppression is when HIV medicine reduces the amount of HIV in the body to a very low level; this

helps the immune system work better and prevent illness. SelectHealth's viral load suppression rate is significantly above the statewide average.\*

### For Individuals of Transgender Experience or Gender Non-Conforming:

- You have access to gender-affirming health providers (doctors, nurses, physician assistants, etc.).
- Expert providers welcome all members, no matter their gender identity, gender expression, or sexual orientation.
- Your plan includes hormone therapy.\*\*

\*2021 eQARR, New York State Department of Health

\*\*As of April 1, 2023, outpatient prescription drugs are covered by Medicaid NYRx. Medical benefits, including some physician-administered drugs, are covered by SelectHealth. For more information, visit <https://member.emedny.org>.

- You have access to gender-affirming surgeries and care after surgeries.
- You can receive laser hair removal.
- You can connect with dedicated SelectHealth pharmacists who can provide transgender-specific adherence support.
- You have access to an outstanding network that includes:
  - The Mount Sinai Health System, including the Center for Transgender Medicine and Surgery and NYU Langone.
  - Community Health Centers, including Callen-Lorde Community Healthcare Network, Apicha Community Health Center, and more.

### **For Homeless Individuals:**

- You have a care manager who coordinates a personal care plan.
- You have access to support services.



***You may be eligible to enroll in SelectHealth if you live in the Bronx, Manhattan, Brooklyn, Queens or Westchester and Nassau counties.***

## SelectHealth is More Than You Think

When you join SelectHealth, you have access to the people, places, and services you need.

### Healthcare Team

- Physicians
- Dentists and dental hygienists
- Behavioral health providers (mental health, substance use, and treatment providers)
- Dedicated SelectHealth pharmacists who can provide treatment adherence services

### Healthcare Locations

- Community Health Centers (CHCs)
- Hospitals, including Designated AIDS Centers (DACs)
- Health Homes (a group of healthcare and service providers working together to get you the care and services you need to stay healthy)
- Home health agencies
- Community-based organizations (CBOs)
- Laboratories

### Healthcare Services

- Medical care, including doctor visits, physical exams, lab tests, and referrals to our medical specialists
- Hospital care and emergency room (ER) services
- Hormone therapy\*\*
- Telehealth services
- Gender-affirming surgery and care after surgeries
- Vision care and eyeglasses
- Dental care including dental exams, cleanings, basic restorative services and dentures
- Behavioral health care (mental health, substance use treatment)

\*\*As of April 1, 2023, outpatient prescription drugs are covered by Medicaid NYRx. Medical benefits, including some physician-administered drugs, are covered by SelectHealth. For more information, visit <https://member.emedny.org>.







- In-home personal care services
- HIV prevention and risk-reduction education
- Maternity care (Newborns of a parent enrolled in SelectHealth will automatically be enrolled in the same plan. The parent may remove the infant from the plan at any time.)
- Support services

You will still need your **Medicaid Benefit Card** for services like prescriptions and non-emergency transportation that are not covered by the plan but are covered by regular Medicaid.

## Home and Community Based Services

Members with behavioral health needs may qualify for a range of services that help them get and stay healthy, and help them with their recovery.

These services can help you:

- Live independently
- Return to school
- Find a job
- Get help from people who are in recovery
- Manage stress
- Prevent mental health and substance use crises.

## Ready to Learn More or Join SelectHealth?

**We can answer your questions or help you join the plan.**

Call us at **1-866-469-7774 (TTY: 711)**, from Monday - Friday, 8 am - 6 pm.

**You can also join through the NY State of Health Marketplace:**

**Online** (for people who qualify for Medicaid through the Marketplace)

- 1) Sign into your NY State of Health online account.
- 2) Find and choose "SelectHealth" on the plan selection page.

**By phone**

- 1) Call NY State of Health Marketplace customer service at 855-355-5777.
- 2) Tell the customer service specialist you want to join "SelectHealth from VNS Health." They can help you in any language.

We look forward to being part of your health care team.

## Notice of Non-Discrimination

SelectHealth from VNS Health ("SelectHealth"), complies with Federal civil rights laws. SelectHealth does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-469-7774, TTY/TDD 711.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-469-7774, TTY/TDD 711。





**Want to learn more?  
We're here to help!**

Call SelectHealth toll-free:

**1-866-469-7774 (TTY: 711)**

Monday - Friday, 8 am - 6 pm

SelectHealthNY.org



Department  
of Health

Medicaid



**nystateofhealth**  
The Official Health Plan Marketplace



"Progress" Pride Flag by @danielquasar

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