

VNS Choice

(Summary by Brenda Schmitthenner)

On January 1, 1998 VNS began a new contracted relationship with the state of New York for a managed LTC program in four boroughs in New York. Later in 1998, VNS Choice began in Staten Island. VNS Choice voluntarily enrolls dual eligible Medicaid beneficiaries who are SNF eligible but reside in the community. Medicaid services are reimbursed under a capitation but Medicare services are on a fee-for-service basis. VNS sub-contracts with providers, paying them a monthly capitation.

Each beneficiary is assigned a VNS Choice nurse who develops an individualized plan of care with the beneficiary. This VNS is the case manager. Each nurse follows 20 beneficiaries. As the CM, the VNS nurse authorizes, coordinates and monitors all services even during a hospitalization. Services provided by the VNS Choice plan includes:

- Professional nursing care
- Care coordination
- 24-hr.-a-day, 7-day-a-week on-call services
- home health care, ie: HHA, MSW
- rehab therapies (in and out of home)
- personal care
- chore services and housekeeping
- personal emergency response systems
- scheduled transportation to appointments
- home-delivered meals

- nutritional counseling
- adult day health care
- prescription and non-prescription drugs
- DMEs and supplies
- Home safety modifications and improvements
- Dental care
- Eye exams and glasses
- Foot care
- Hearing exams and hearing aids
- SNF care

All of these services are provided by VNS or contracted providers of the VNS Community Care Network.

Claudia Beck, a Nurse Practitioner from VNS stated the following about designing case management programs: “all organizations must appropriately train nurses in community options and services as well as negotiation skills and must commit the necessary investment to establish an appropriate service delivery infrastructure.”

Although the VNS Choice is a new program, it is considered to be a successful model thus far, and will be replicated elsewhere in the state in 2000.