

How do I know if I am eligible to join?

You may be eligible to join Complete Senior Care if you meet all these guidelines:

- You are 55 years old or older.
- You have Medicare and/or Medicaid, and/or are willing to pay privately for the health coverage.
- You are eligible for nursing home care but choose to remain at home with assistance at the time of enrollment. A nurse will assess your needs to determine if you need ongoing help with activities such as bathing, dressing, walking, or preparing food.
- You are expected to need the long-term care services of Complete Senior Care for at least 120 days.
- You reside in Niagara County.
- You can live safely in the community with services from Complete Senior Care.



How do I join Complete Senior Care?

Participation in Complete Senior Care is voluntary. You choose to enroll in the program and you may ask to disenroll at any time. Here are the steps to enroll:

1. Call us at (716) 285-8248, ext. 111. We will talk with you and answer questions.
2. If you are still interested, we will schedule a visit at your home or our Center. During this visit, you will meet the staff and learn more about the program.
3. The nurse will schedule a home visit so we can plan for the care you need at home.
4. If you are eligible and choose to enroll, you will sign an enrollment agreement. Your membership usually becomes effective on the first day of the month after the enrollment agreement is completed.

How can I learn more?

Simply call our helpful intake coordinator at 716-285-8248, ext. 111. We look forward to hearing from you!



Complete Senior Care is committed to helping participants continue to live independently in their own homes and communities for as long as possible. Our goal is to promote choice in long-term care.

We achieve our goal by directly involving you in the planning of your care, and by offering a wide range of flexible services and schedules to fit your everyday needs.

The program provides innovative health care and long-term care solutions that are beneficial and cost-effective, and serve each member's needs.

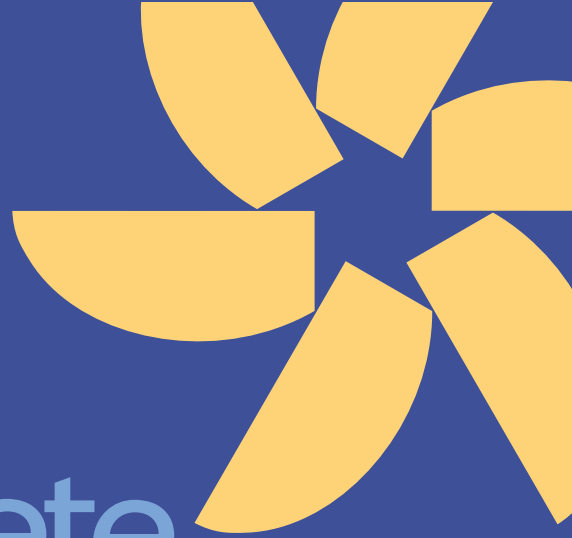
Complete Senior Care is a managed long-term care plan that is a not-for-profit Program of All-Inclusive Care for the Elderly (PACE), funded by Medicare and Medicaid through a contract with the United States Center for Medicare and Medicaid Services (CMS) and the New York State Department of Health.



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Complete SeniorCare
Your Choice for Independence



What is Complete Senior Care?

Complete Senior Care is a Program of All-inclusive Care for the Elderly, sometimes known as a PACE Program. Complete Senior Care is for older adults who wish to live at home but need assistance to maintain health, complete day-to-day activities, and remain safe at home for as long as possible.

The program is designed to provide each member with the very best possible care. We encourage participants to take an active part in their own health care, and we offer a wide range of services to help you. Many of our services are provided at the Complete Senior Care Center in Niagara Falls, NY.

Our Care Team will work closely with you and your family. The team includes physicians, nurses, social workers, rehabilitation therapists, and other caring workers who work together with you to:

- Understand your medical and long term care needs
- Develop a plan of care including all the medically necessary services you need
- Provide you with medical care focused on the special needs of an elderly person, and closely monitor your health needs
- Provide a range of long-term care services, in your home and at our Center
- Coordinate all of your health care services, to be sure that everyone is working together to provide you with the best care
- Ensure that you receive all your health care through Complete Senior Care



What are the advantages?

As a participant of Complete Senior Care, you will work with your Care Team to develop a plan of services designed especially for you. The team will talk with you, offer professional advice, and arrange all the medical and long-term care services you need. Complete Senior Care provides a wide range of services, so that you can receive all the help you need from one program. And you get the expertise of our staff to be sure that all your health care is coordinated.

What benefits and services are provided?

All of the medical care and long-term care services that you need are provided through Complete Senior Care. One call connects you to all the services of the program that are medically necessary. Your Care Team (including your physician) will work with you and your family to develop a plan of care that uses services to best meet your individual needs.

Complete Senior Care Center Services

- Team-based care management
- Physician services, specializing in care for the elderly
- Nursing
- Rehabilitation therapies
- Social work services
- Nutritional services
- Personal care
- Recreational and educational activities
- Round trip transportation to and from the Center

Outpatient Medical Services

- Medical specialty services
- Dental care
- Mental health services
- Eye care, including exams and glasses
- Foot care
- Hearing exams/hearing aids
- Alcohol and substance abuse services
- Diagnostic tests and lab services



Comprehensive Hospital Inpatient and Emergency Services

Comprehensive Home Health Care

- Nursing
- Rehabilitation therapies
- Home health aide services
- Durable medical equipment and all needed supplies

Prescription Drugs

Nursing Home Services (for rehabilitation and long-term care)

Transportation (to and from medical appointments)

Who provides the services?

All services are provided by the staff of Complete Senior Care and the carefully chosen, reliable providers of the Complete Senior Care Provider Network. As a participant, you will have a choice of providers in your neighborhood for many of the program's services. To obtain a list of our Provider Network, or to find out if your provider is in the network, simply call us at (716) 285-8248, ext. 111. If you are currently receiving services from someone who is not a part of our network, we will coordinate any changes so you continue to receive the care you need.

Who will be my doctor?

As a Complete Senior Care participant, you will receive primary care services from the physician at our health center. If you need care in a hospital or from a specialist, you will also be required to use a physician or hospital in the Complete Senior Care provider network. Our physician works closely with the network specialists to be sure that your care is closely coordinated, to meet your needs.



Will my coverage be affected?

Participation in Complete Senior Care is completely voluntary. If you are eligible to participate and choose to join the program, your health insurance coverage will change, so that you are able to receive all the services you need from this program. Complete Senior Care will provide all of the services that you receive that are paid for by Medicare or Medicaid, plus others. Complete Senior Care will be your source of health care covered by Medicare and Medicaid until you choose to leave the program. You will receive a new membership card and a sticker for your Medicare card, which tells other providers that you have chosen to join the program.

Will there be a cost to me?

If you have Medicare and/or Medicaid, you will pay a fee only if you have a "surplus" as a condition of Medicaid eligibility. If you do not have Medicaid, you will be charged a monthly fee to participate in Complete Senior Care. You may be liable for the cost of services not authorized by the PACE organization. We will be happy to explain your costs, if any, when we meet with you.