



PARTNERS HEALTH PLAN

Coalition for Whole Person Supports

Thursday, January 29, 2026



Partners Health Plan — Overview

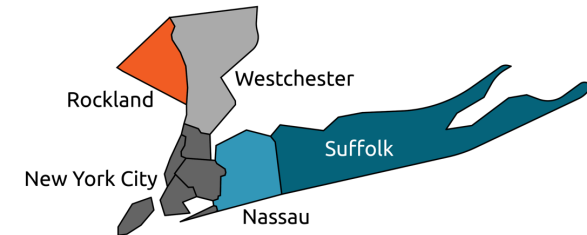
In 2016, Partners Health Plan (PHP) was established to demonstrate the efficacy of integrated managed care for individuals with Intellectual and/or Developmental Disabilities (I/DD)



Contracted with Medicare and New York State Department of Health (Medicaid) through the FIDA-I/DD Demonstration



Designed specifically for individuals who are dually eligible for Medicare and Medicaid



Served New York City, Nassau, Suffolk, Rockland and Westchester counties



WHAT MADE PHP UNIQUE

A Singular Focus on the I/DD Community

- New York State's only managed care plan dedicated exclusively to individuals with I/DD
- Integrated:
 - Medicare
 - Medicaid
 - OPWDD and I/DD services
- Reduced fragmentation by aligning coverage, providers and care management under one plan
- Backed by long-standing sponsor agencies:
 - ARC Chapters
 - ADAPT Community Network
- Built on decades of experience serving people with I/DD



Our Mission & Vision

Mission

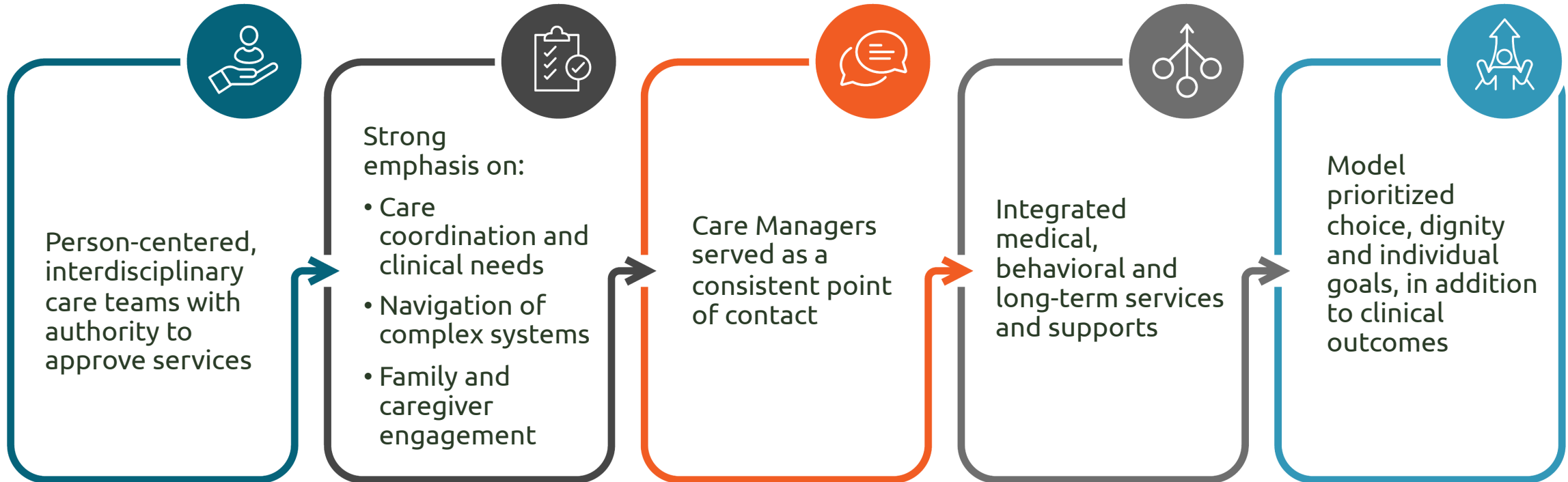
Deliver fully-integrated, person-centered care planning that supports:

- Access to high-quality 1915(c) Waiver services, healthcare and other supports
- Health, wellness, and quality of life
- Each member's ability to live the life they choose

Vision

- Be a trusted partner and advocate for people with I/DD and their families
- Support members in achieving life goals, improving health and participating fully in their communities

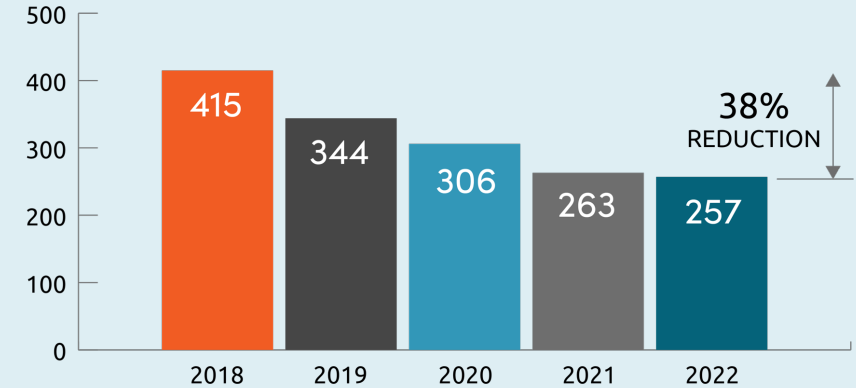
PHP's Care Model



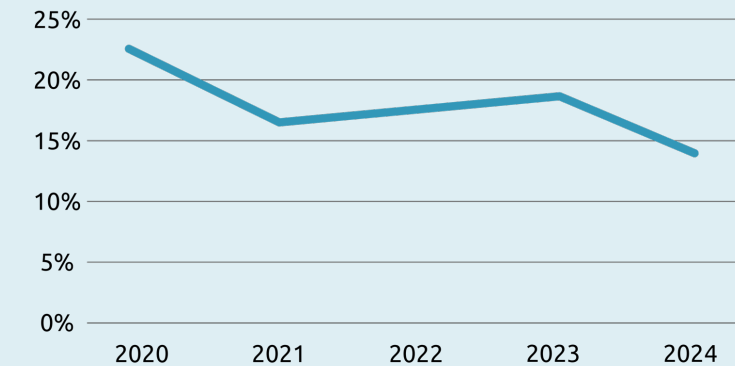
What Worked Well

- Demonstrated that fully-integrated care for individuals with I/DD can produce better access to healthcare and quality outcomes within a managed care framework
- Improved coordination across traditionally siloed systems
- Strong relationships with members, families and providers
- High-touch care management model valued by members and caregivers
- Established trust by centering the lived experience of individuals with I/DD

IMPATIENT ADMISSIONS



RE-ADMIT 30 DAY RATE



Proven Impact in I/DD Care

- By applying a combination of I/DD-specific care, clinical expertise and I/DD-tailored technology, we achieved measurable improvements in quality, outcomes, utilization and cost
- High member and family satisfaction was evidenced through consistent survey results and very low member attrition
- PHP's integrated structure allowed rapid service adjustments during the COVID-19 public health emergency, including timely increases in PCA hours when day programs shut down, minimizing disruption for members and families
- The plan's ability to authorize short-term nursing supports in IRAs helped members return home safely after hospitalizations, supporting recovery in familiar, community-based settings

Our experience with PHP demonstrated superior quality score compared to National averages.

Quality Measures	Year	National	Our Quality Score
Colorectal Cancer Screening	2024	71%	66%
Diabetes			
-HbA1c Poor Control	2024	19%	16%
-HbA1C Control	2024	72%	81%
-Eye Exam	2024	74%	82%
-Controlling High Blood Pressure	2024	74%	87%
-Kidney Health Evaluation	2024	53%	31%
Annual Flu Vaccine	2024	37%	60%
Care for Older Adults Medication Review	2024	75%	97%
Breast Cancer Screening	2024	71%	66%
Controlling High BP	2024	76%	85%
All cause re-admission	2024	1%	0.87%

Challenges We Faced

System-Level Realities

- Operating a one-of-a-kind federal demonstration created uncertainty for families and providers
- Financial and operational constraints inherent in the demonstration structure
- Changing landscape and policy decisions around managed care for I/DD services

Important Note: These challenges were structural, not a reflection of the value of fully-integrated, person-centered care.



Where We Are Today

- The PHP FIDA-I/DD Demonstration officially concluded on December 31, 2025
- While the demonstration ended, our responsibility to members, families, providers and teams continues
- PHP implemented a structured, person-centered transition plan to support members through this change
- Medicaid coverage remains unchanged, including OPWDD services and supports



Key Takeaways from PHP

- Integrated care works best when it is designed around people, supported by systems
- Strong interdisciplinary care coordination is essential for individuals with complex needs
- Families and caregivers are critical partners in achieving meaningful outcomes
- For fully integrated, I/DD-centered managed care to succeed, strong governmental policy support and fiscal alignment are required

Turning Experience Into Impact



A continued commitment to **person-centered care** planning



Ongoing **focus** on:

- Simplifying complex systems
- Supporting choice and autonomy
- Improving quality of life



Applying lessons learned about integration, coordination and advocacy and achieving better access to and quality of healthcare for members



Using **PHP's experience** to inform future models, programs, and partnerships now in development



THANK YOU