

New York Medicaid Choice



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*About health plans: learn the basics,
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Do I qualify for managed long term care?

If you need home care or adult day health care - this is a good place to start. The CFEEC, a New York State Medicaid program, may be able to help.

What is the Conflict-Free Evaluation and Enrollment Center (CFEEC)?

The CFEEC is a program that determines if you need Medicaid community-based long term care for at least 120 days. If you do, you may qualify for managed long term care and get home care and other long term care services. You can get these services from a Medicaid-approved managed care plan.

To schedule an evaluation, call 855-222-8350. TTY: 888-329-1541.

How is the CFEEC free of any conflict of interest?

The organization that conducts the evaluations for New York State is not affiliated with any managed care plan, or with any provider of health care or long term care services.

Who needs an evaluation?

A person who wants to join a Medicaid-approved long term care plan for the first time. You also need an evaluation if you have not been in a plan for 45 days or longer. Learn about these [long term care plans](#).

Who can ask for an evaluation?

Reach Us

1-800-505-5678

1-888-401-6582

(Long term care customer services)

TTY 1-888-329-1541

Monday - Friday

8:30 a.m. - 8:00 p.m.

Saturday

10:00 a.m. - 6:00 p.m.

Quick Assist

Have questions? We're here to help. Our counselors will be glad to answer your questions. We can also help you choose a plan over the phone. All languages are spoken.

Everyone is welcomed to schedule an evaluation and you don't need a referral from your doctor. However, you must be eligible for Medicaid to receive any services through the Medicaid program.

What is an evaluation?

A registered nurse from the Evaluation Center will visit you to learn about your care needs. The nurse will ask you questions developed by the Department of Health to determine if you qualify for services. The evaluation does not include a medical exam.

How do I schedule an evaluation?

Call the Evaluation and Enrollment Center at 1-855-222-8350. TTY: 1-888-329-1541. Counselors speak all languages.

I have more questions

Counselors will be glad to answer your questions over the phone. You may call anytime from Monday - Friday, from 8:30 am to 8:00 pm and Saturday, from 10:00 am to 6:00 pm. The phone call and help are free.

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New York Medicaid Choice is the managed care enrollment program of the New York State Department of Health.