More than Managed Care: Elant Choice Care Managers Dedicated to Members’ Health and Happiness

Bianca Alvarez had a tough decision to make. Her 70-year-old husband Jorge was diagnosed with Alzheimer’s disease, and it was progressing. Unfortunately, staying at home to care for Jorge was not an option as Bianca must go to work each day and is away from home. She needed a way to keep her husband safe and at home during the hours that she could not be there.

Bianca turned to Elant Choice, Elant’s Medicaid managed long-term care plan, which is designed to keep people independent in the comfort of their home for as long as safely possible. The program provides each member with a dedicated Care Manager – a registered nurse – who visits them in their home and develops a personalized plan of care, tailored to a member’s specific health needs. Through its network of trusted providers, Elant Choice offers an array of covered health and long-term care services, including visiting nurses and home health aides; physical, occupational and speech therapy; social work services; dental, vision, podiatry and audiology services; non-emergency medical transportation and more.

Bianca had another challenge. She doesn’t speak English. So Elant Choice provided her with a bilingual Care Manager – Elizandra “Eli” Scalfani, RN. Eli worked with Bianca and others to coordinate all of Jorge’s health care needs, and was able to serve as a translator for Bianca.

“Elant Choice has helped me significantly in caring for my husband,” said Bianca. “They took care of an enormous amount of things both while he was in rehabilitation (therapy for Alzheimer’s) and when he returned home.”

“Our care managers provide care from their hearts,” said Rosemarie Tumarkin, Director of Case Management and Enrollment at Elant Choice. “They genuinely care for their clients as if they are their family members, and that certainly shows with Eli.”

Eli said she stepped into her role as a care manager at Elant Choice to help the Latin community stay in the community, to advocate for their health care and to provide a reliable lifeline for those who aren’t capable of following up on things like x-rays, ultrasounds and specialists.

“My clients are mostly Spanish speaking, so I am an advocate for them and their needs,” said Eli. “It’s hard for them to figure out what’s in their best interests when they don’t understand what the doctor is saying to them.”

Karen Craig, RN, an Elant Choice Care Manager with Lisa Chritian at the Elant Choice Social Day program.

Karen recently noticed something peculiar about another member who was in the social day program. The man, in his late 70s, began experiencing symptoms that indicated his cancer had returned. Karen voiced her suspicions and set up an initial doctor’s appointment, scheduled testing and followed up with arranging further tests. The outcome: The man had pancreatic cancer and is now receiving chemotherapy and radiation.

“I really like being able to help a person stay in their home,” Craig said. “I’m passionate about educating people on positive changes they can make to improve their lives, like diet and exercises and taking their medications properly. I try to teach them to be independent, encouraging them to write down questions before they go for an appointment and following up on test results.”

“I’m very proud to work with them,” said Rosmarie of Eli, Karen and the Care Managers at Elant Choice. “They are a hard-working team dedicated to the well-being of our members. Their compassion makes such a difference. They truly want to help people stay home, stay happy and stay comfortable. You see and hear them laughing with members and you just know that they’re doing everything they can to provide our members with great care.”

To learn more about Elant Choice or to find out if you are eligible to enroll call 877-255-3678.

Our plan is available for Medicaid recipients living in Dutchess, Orange, and Rockland counties.