



CONFIDENTIAL
For internal use only.
Do not distribute.

VNSNY Partners in Care Frequently Asked Questions (FAQs)

<p>1. When will our new VNS Health name become public?</p>	<p>On May 18th, 2022, we will officially introduce VNS Health to the outside world! On that day, we will start a new advertising campaign announcing our new name and we will launch a new web site.</p>
<p>2. How will we refer to where we work?</p>	<p>We will no longer use the name Partners in Care. You will be a part of the team at VNS Health Personal Care.</p> <p>This new name means you will no longer have to explain to your patients and clients how Partners in Care is a part of VNSNY. Since we're all united as VNS Health, you can just say you're from VNS Health Personal Care! We understand that this will naturally be shortened to VNS Health, but if someone asks, the specific organization your work for is VNS Health Personal Care. If you are working for Private Care, you will also say you work for VNS Health Personal Care.</p>
<p>3. Will all parts of VNSNY change to VNS Health at the same time?</p> <p>When do we expect the full transition to VNS Health to be complete?</p>	<p>Yes, we will publicly announce our new name for the entire organization on May 18, 2022. However, the transition to VNS Health will not occur overnight. The name change for our VNSNY CHOICE health plans will not happen until the fall of 2022, when the 2023 Annual Enrollment Period (AEP) for our Medicare Advantage health plans begins.</p> <p>However, for one of our health plans, SelectHealth, we will start calling it "SelectHealth from VNS Health" by late summer 2022.</p> <p>Overall, changing everything to the VNS Health name will take 12–18-months.</p>
<p>4. Will the new name VNS Health change my job or impact my job in any way?</p>	<p>No. Your job and the way you deliver care to our patients, member and clients remains the same.</p> <p>.</p>
<p>5. After May 18, how do I tell patients, members and clients about our new name and brand?</p>	<p>There are Conversation Starters and a list of questions you might get from your patients - and answers for you to use. You can ask your supervisor for this or visit the VNS Health page of the HHA Resource Center at hha.vnsny.org/vns-health-rebrand/</p>
<p>6. When will there be new scrubs and ID badges with the VNS Health logos?</p>	<p>New scrub tops and bottoms as well as ID Cards with the new VNS Health logo will be available in mid-to-late May.</p> <p>HHAs will be asked to come to the main office at 245 East 41st Street based on a pre-determined schedule to pick up their new scrubs, get their new ID card, and turn in their old ID card.</p>

	The schedule for distribution will be provided before May 18.
7. Will my salary, pay or benefits be changing?	No. Your pay structure and benefits will not be changing. Your pay and benefits will continue to be managed as part of the collective bargaining agreement with the 1199 union.

If you have a question that you have not found here, you can also review the attached larger list of FAQs by [clicking here](#).