People First Care Coordination
Care Manager Information Session
Info Session Updates

- All sessions posted on the OPWDD website.

- For viewing of or registration to the Info Sessions, visit:
  https://opwdd.ny.gov/opwdd_services_supports/care_coordination_organizations
Care Managers Information Session

Front Door: Individuals In Process on 7/1 and Relocation from Non-Qualifying Settings

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Today’s Topics

• “In Process” at Front Door 7/1/18
  – Request for service authorization & waiver application received by Front Door prior to 7/1
  – Preliminary Individualized Service Plan (PISP) issued
  – Individuals who were early in the Front Door process as of 7/1/18
  – Pending availability of in-process Life Plan

• Time Sensitive and Non-Qualifying Settings Cases
Today’s Topics

• Time Sensitive and Non-Qualifying Settings Cases
  – Individuals leaving residential schools for adult services
  – Individuals living in Intermediate Care Facilities (ICFs) converting to Individualized Residential Alternatives (IRAs)
  – Individuals being discharged from hospitals, skilled nursing facilities, prison/jail
  – Includes individuals who have an urgent need to relocate and receive supportive services
Request for Service Authorization and Waiver Application Received by Front Door Prior to 7/1

- These individuals have completed the Front Door process
  - Front Door will finalize and issue Notices of Determination (NODs)
- Individuals should have already been enrolled in Medicaid Service Coordination prior to 7/1 and should have been transitioned into a Care Coordination Organization (CCO)
- If they have not been enrolled in CCO, Front Door will provide contact information for CCOs
- Level of Care Eligibility Determination (LCED) will have been received with the waiver application toward the end of the Front Door process and all CCO enrollment requirements should be met
Received by Front Door Prior to 7/1

- Front Door should have all information needed to authorize services, and can issue NODs. Waiver enrollment can occur prior to CCO enrollment, if necessary.
- CCO should assist individual/family as needed to identify service providers for authorized services.
- Services were authorized based on Preliminary Individualized Service Plan (PISP). CCO has 60 days from the time of waiver enrollment or CCO enrollment (whichever is first) to create a Life Plan.
Preliminary Individualized Service Plan (PISP) ISSUED

- These individuals will have secured eligibility, and are far along in the Front Door process
  - They may have secured Medicaid or soon will
  - Some will have completed the Front Door process prior to 7/1/18, but some will not

- This population may include individuals already enrolled in MSC, but who may not have had LCED and may not have been enrolled in a CCO by 7/1. If individuals have not yet been referred to CCOs, Front Door should make that referral
Preliminary Individualized Service Plan (PISP) Issued

- PISP for individual has been completed by Front Door and issued/sent to MSC pre-6/30/18. Front Door continued issuing PISPs in June.
  - Once an individual chooses a CCO, the CCO can work with the individual/family to finalize the Request for Service Authorization (RSA, based on the PISP) and Waiver Application, including LCED
  - PISPs issued between April 1, 2018 and June 30, 2018 are valid documents and may be used to develop service authorization requests up to 6 months from the date of their issue. PISPs issued earlier than April 1, 2018 will not be accepted.
PISP Issued

• When the PISP is used as the basis for service requests and authorizations, the CCO will have 60 days from the time of CCO enrollment or waiver enrollment (whichever occurs first) to develop the individual’s first Life Plan. Consideration may be given to the timing of the waiver enrollment to allow adequate time for CCOs to develop the Life Plan.

• Front Door will process RSA and Waiver Packet and issue NODs and Service Authorization Letters as appropriate.
Individuals Who Were Early in the Front Door Process as of 7/1/18

• These individuals have met with Front Door staff, but are still early in the Front Door process
  – Individuals/families can attend a Front Door Information Session for more details on the Front Door process and the nature of OPWDD services

• If likely to need services requiring care coordination and not yet referred to a CCO, Front Door staff will
  – Provide information about Care Coordination Organizations, including contact list
  – Individuals/families will be told of the need to connect to/enroll in CCO to pursue services

• Individuals who have not completed eligibility and/or who have no LCED
  – Front Door facilitators should reach out to families/individuals to ensure they have information about the need and process to connect to a CCO
  – CCOs should follow the new Front Door process and assist individuals in obtaining eligibility and in securing needed documents for eligibility and LCED

• No Medicaid
  – CCOs should assist individuals in applying for Medicaid
Individuals Who Were Early in the Front Door Process as of 7/1/18

- Once OPWDD eligibility has been established, LCED has occurred and Medicaid established, the CCO can enroll the individual

- The CCO will need to ensure all of the elements of the waiver application are secured
  - LCED
  - Application for Participation
  - Documentation of Choice

- No PISP was issued, so the CCO develops the IAM/Life Plan and submits an in-process version to the Front Door, along with the Request for Service Authorization (RSA) and waiver application

- Front Door processes approved RSA and waiver application and issues NODs and Service Authorization Letters
Pending Availability of In-Process Life Plan

- If capability does not yet exist for the CCO to develop a Life Plan/in-process Life Plan
  - CCO may substitute other materials/descriptions that justify the need for the requested services
  - This may include information from service plans or discharge planning documents, assessments, evaluations
  - CCOs should ensure service justification information is provided on the appropriate section of the RSA
  - Documents supporting the service requests should be uploaded and also referenced on the RSA form
Time Sensitive and Non-Qualifying Settings Cases

- Includes individuals living in “ineligible” settings for HCBS waiver who are preparing to leave
  - Individuals leaving residential schools for adult services
  - Individuals living in ICFs converting to IRAs
  - Individuals being discharged from hospitals, skilled nursing facilities, prison/jail
- Includes individuals who have an urgent need to relocate and receive supportive services
Non-Qualifying Settings

• When possible, OPWDD Front Door and CCOs should begin working with an individual and their other service providers well before discharge

• Most individuals will already have OPWDD eligibility
  – Those without eligibility must apply, with assistance of CCO

• Prior to the individual leaving the location, work can begin on the HCBS waiver application, Medicaid application and LCED as needed

• A service plan may already be in place, or under development
  – Preliminary Adult Service Plan (PASP), and/or the discharge plan developed by the hospital, nursing home, correctional facility, etc.
Non-Qualifying Settings

- Timing of action steps can be important in these types of moves
  - Moves sometimes occur quickly
  - Waiver enrollment and CCO enrollment can’t happen until after the individual has been discharged and is physically out of the original setting
  - Waiver services may be approved prior to CCO enrollment; CCO enrollment will not occur until the beginning of the following month
- CCO has 60 days from the time of waiver enrollment or CCO enrollment (whichever is first) to create a Life Plan
Residential Schools

• Individual who will be leaving a residential school is given information by OPWDD and/or the school about CCOs several weeks or more before leaving the school. Many students will have linked with a residential provider who is developing a living setting for them.

• Individual choses CCO and CCO connects to individual prior to discharge from the school. Contact can occur many weeks prior to discharge.

• CCO staff assist individual in preparing for adult services, working with the OPWDD district transition coordinator and the residential service provider which is developing an opportunity for the individual.

• The individual will have OPWDD eligibility and Medicaid and possibly LCED. The CCO and transition coordinator will assist the individual in securing LCED if not already determined.

• The CCO will assist with the development of HCBS waiver application, to be processed when the student moves out of the residential school.
Residential Schools

• The requirement that individuals enrolling in the waiver must have care coordination will initially be met by the fact that
  – (a) CCO staff is working with the individual
  – (b) the residential service provider prepares the Preliminary Adult Services Plan (PASP)
  – (c) the Life Plan when developed

• When individual is ready to physically move, the waiver application is completed, NOD will be issued effective the date the individual moves in, waiver services can start on that date, and service providers are able to bill for services

• CCO enrollment occurs the first of the following month
ICF Conversions

- Individuals living in ICFs which are converting to IRAs should be referred to the Front Door prior to the date of conversion.
- Front Door confirms eligibility and Medicaid enrollment and refers individual to CCO.
- ICF provider invites service providers, advocates, CCO, Mental Hygiene Legal Services (MHLS), others to person-centered planning meetings to discuss current service plans and needed community supports. A service planning packet is developed.
- If LCED has been updated in the past 12 months, no update is needed. If necessary CCO and ICF provider assist with LCED.
- Waiver application is completed by CCO or ICF provider and can be processed on the date of the conversion.
ICF Conversions

- CCO uses service planning packet to prepare an RSA and submits to the Front Door along with information/documents from service plan to justify requests

- When ICF conversion occurs and the waiver application is completed, NOD and Service Authorization Letters are issued effective the date of the conversion

- Waiver services can start on the date of conversion, and service providers are able to bill for services

- CCO enrollment occurs the first of the following month
ICF Conversions Involving Willowbrook Class Members

• ICF conversions involving class members should follow a similar process
• ICF invites advocates, service providers, CCO care manager, others to work to update/develop a service plan
• Care manager provides a summary of the service plan that includes information that justifies the need for services being requested and submits the service plan, and the RSA to the Front Door
• Waiver application is completed by CCO or ICF provider and can be processed on the date of the conversion
• Care manager also sends a document to the Front Door, which lists the services the individual is currently receiving at the ICF and confirms they will continue when the ICF/IRA conversion occurs
• Front Door reviews and sends the service summary and confirmation of continued services to Consumer Advisory Board, individual and family
ICF Conversions Involving Willowbrook Class Members

- LCED is updated or developed, as needed, by the CCO and ICF provider.
- When ICF conversion occurs and the waiver application is completed, NOD and Service Authorization Letters are issued effective the date of the conversion.
- Waiver services can start on the date of conversion, and service providers are able to bill for services.
- CCO enrollment occurs the first of the following month.
Hospitals, Nursing Homes, Correctional Facilities

• Individuals leaving these settings and planning to move to a residential opportunity will be given information by OPWDD about CCOs as soon as possible before discharge planning begins.

• An individual will choose a CCO; CCO connects to individual as far in advance as possible prior to discharge.

• CCO staff assist individual as needed, with OPWDD eligibility, Medicaid and documents needed for LCED, working with Front Door staff and other service providers.

• The CCO will assist with the development of HCBS Waiver application, to be processed when the individual moves out of the non-qualifying setting.

• An RSA will be prepared by the CCO and sent to the Front Door along with justification for services requested.

• Front Door issues NODs and Service Authorization Letters.
Thank you – Questions?
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