



NYS Office For People With Developmental Disabilities

**Putting People First**

Office for People With  
Developmental Disabilities

**Medicaid Service Coordination (MSC)  
Restructuring  
Information Session for Individuals  
and Family Members  
9/30/10**

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Videoconference  
Housekeeping

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Introduction to MSC  
Information Session

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Commissioner  
Division of Policy and Enterprise  
Solutions (DPES)**

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### Why **Should** We Change MSC?

- MSC around for 10 years
- Lots of feedback that changes are needed to MSC over the years
- Many have said that MSC should not be the same for everyone because people have different needs
- Spring 2008- Informed Choice Design Team Formed

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### Why does MSC **Need** to Change?

- 2009-10 and 2010-11 budget challenges and deficits
- Have to save \$30 million dollars so program can go on
- Changes to MSC need to happen sooner rather than later

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### What is MSC?

**Medicaid Service Coordination (MSC) helps a person access necessary supports and services including medical, social, educational, psychosocial, employment, habilitation, rehabilitation, financial, residential, and legal services available and in accordance with the person's needs and valued outcomes as expressed in the person's Individualized Service Plan (ISP).**

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## What is MSC?

- A service coordinator helps a person access supports and services by:
  - Assessing needs
  - Working with the person to develop a service plan, implement it and monitor it
  - Linking and referring the person to people, services, agencies that can help them
  - Monitoring and following up with the person to make sure everything is working out ok
  - Advocating on behalf of the person when assistance is needed

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## Face-to-Face Meetings are Tools

Face-to-face service meetings and in-home visits are tools that are used by service coordinators to help identify what the person needs as well as the goals of the person (i.e., valued outcomes).

Face-to-face meetings are not the only way to help people with their needs. Service coordinators often call the person, parents, family members, and other service providers to talk about what is going on which can also help you meet your needs.

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## What will not change in the MSC Program?

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### What things will not change?

- The job of the service coordinator is not changing.
- Your service coordinator will still:
  - Help you develop your ISP and choose valued outcomes.
  - Advocate for you when you need help.
  - Connect you with others that can help.
  - Help you with paperwork to maintain your benefits.
  - Help you with transitions that you want to make in your life.

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### What things will not change?

- You will still see your service coordinator when you need to, but this may not be on a monthly basis.
- Your service coordinator will still visit you at home at least once per year and when you need them to.
- Your service coordinator will still help you with your ISP.

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### What things will not change?

- You may still request an Activity Plan if you want one.
- You still get to choose your MSC Agency and if you are not happy you may request a new service coordinator or choose to move to a new MSC Agency.

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### What things will not change?

- When you are going through periods where you need more assistance from your service coordinator, you should be able to get it.
- For example, if you are moving to a new home or apartment or you are working on a new valued outcome and/or are looking for different services.

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### What if I have a crisis and need my service coordinator to help me?

- As before, your service coordination agency will continue to be available to you.
- That agency should provide you with a 24-hour telephone number to call if you have an emergency and need help.
- If you do not have this telephone number, you should contact your service coordinator to get it.

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### What May Change?

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### What **may** change?

- Some people may see no changes to their MSC services.
- Some people may see their service coordinator less than once per month.

You will see your service coordinator face-to-face at least three times per year. This is a program requirement.

You will see your service coordinator more often if you need to.

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### What if I think I need to see my sc face-to-face more often than my sc or MSC Agency thinks is needed?

- Talk to your service coordinator or have someone you trust talk to your service coordinator about why you feel you need to “see” your service coordinator more often.
- Communicate why what you need help with can not be done over the phone.

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### What **may** change?

- Even if you don't see your service coordinator during the month, they are still working for you.
- Some of the things the MSC will do for you during the month may include:
  - Calling you on the phone or others that see you regularly such as your day program to see how things are going
  - Making calls to other places to find out information that will help you get what you need or want

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What **may** change?

- Some people may only have a home visit one time per year.
- Your service coordinator may not be able to take you places, but will help you find someone that can take you.

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What **may** change?

- If you receive HCBS waiver services like Day Hab, your service coordinator may ask you if you want to receive Plan of Care Support Services (PCSS) which is like MSC but less paperwork and face to face visits. PCSS does not have a home visit.

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What **will** change?

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### What will change?

- You do not need to sign a Service Coordination Agreement annually, but you will still go over it with your service coordinator so you know what your rights are and the responsibilities of your service coordinator

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### How will MSC Changes Affect my Service Coordinator?

- Your service coordinator may be helping more people than they do now.
- Your service coordinator will have less paperwork to do.
- Your service coordinator will continue to help you make informed choices about what you want to do.

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### Choice!!

Informed Choice is very important

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## Informed Choice

A person has made an informed choice when he or she has made a decision based on a good understanding of the options available and a good understanding of how that decision may affect his or her life.

A person can make an informed choice on his/her own or may ask family members, friends, or others for assistance if the person needs help making a good decision. Informed choices can be about everyday things, like what to wear, or big life changing things like where to live, what kind of work to do, or who to be friends with. These decisions can also be about what kinds of services or supports someone wants or needs, and where and how to get them.

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## Informed Choice (continued)

When making an informed choice, a person should understand the possible risks involved and what can be done to reduce the risks. A person should also realize his/her ability or desire to make choices that may change over time, or may be different for different kinds of decisions.

Personal choices should be respected and supported by others involved in the person's life.

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## What choices do I have?

- You still get to pick your MSC Agency. You have the right to free choice among qualified and available MSC providers.
- If you do not like your service coordinator you may still ask for another service coordinator from the same agency or you may change your MSC agency.

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### What choices do I have?

- You still work with your service coordinator to choose your own Valued Outcomes.
- YOU make choices about what you want to do with your life. Your service coordinator helps you to identify how you can make your choices a reality.

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### What choices do I have?

- For each HCBS waiver service you receive, you have the right to choose the agency that serves you.
- You have the right to choose if you want to self-direct certain HCBS waiver services (e.g., make choices about the people that work for you for AHRH/CH)

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### What should I do if I am not happy with my MSC?

(This is meant as resource information and is not a change in practice).

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**What should I do if I am not happy with my MSC?**

- Talk to your service coordinator about why you are unhappy to see if they can work it out with you.
- If this does not work, talk to a Supervisor at the MSC Agency.
- You can change service coordinators or service coordination providers if you can not work it out or anytime that you want by making your wishes known to your service coordinator, the Supervisor, and the DDSO.

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**Resources**

- Your Local DDSO
- Your local Family Support Services Advisory Council Representatives (contact information available from local DDSO).
- Self Advocacy Association of New York State:  
(518) 382-1454
- Parent to Parent:  
1-800-305-8817  
1-800-405-8815

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**Division of Quality Management (DQM)**  
**Quality Assurance Activities**

- OPWDD's DQM will continue to review all MSC providers.
- This review will look at the quality of MSC services.
- individual (and family) satisfaction with services will also be reviewed

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Questions?

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