

# March 12, 2014 Service Coordination Unit Management Guidance

## A Brief History

- ▶ The unit allocation methodology was implemented in October 2010 as a means to meet a mandated 18% annual savings to the MSC program.
- ▶ Realizing that not everyone needs or wants MSC every month, rather than bill every month for every MSC participant, the unit allocation was created so that agencies would have a pool of units to work with and to keep unnecessary service provision and billing in check.
- ▶ Base allocations were issued in October 2010 and a “refresh” was issued in April 2011. No further refreshes or unit allocation reports have been issued since that time; nor is it expected will there be.
- ▶ Each provider is expected to keep track of their unit allocation and utilization.

## Allocation Methodology

- ▶ MSC Units are allocated to an agency according to where the person resides and whether the person is a Willowbrook Class member:
  - 6 Units: Supervised (24 Hour Settings)
  - 10 Units: Supported Settings
  - 12 Units: all other settings including Family Care and ALL Willowbrook Class members regardless of residential setting.
- ▶ PCSS (Plan of Care Support Services) was later added to this methodology in 2012. Regardless of residential setting:
  - 2 Units: Those enrolled in PCSS prior to 10/1/2012
  - 4 Units: Those enrolled in PCSS after 10/1/2012
  - 2 Units: Children in Early Intervention regardless of enrollment date.

## **Basic Concepts**

- ▶ This is a way of arriving at a number of units to work with.
- ▶ The MSC units and PCSS units are “pooled”.
- ▶ Though each person brings a certain number of units to that pool it has no bearing on how many times a person may receive the service.
- ▶ Someone in an IRA may need more than six services a year just as someone living with family may need less than 12 services per year. **\*Note:** Willowbrook class members must receive the service every month.
- ▶ Your agency responds to the individual needs of the people you serve while managing your overall allocation to ensure it is not exceeded.
- ▶ The allocation is tracked based on the fiscal year: April 1<sup>st</sup> to March 31<sup>st</sup>.
- ▶ New Agencies who started after April 2011 start at “zero” and build their allocation as they take on new people.

## **Calculating Your Allocation**

- ▶ All you need to know to calculate your base allocation for the fiscal year is:
  - Who you serve
  - Where they live
  - Whether the person is a Willowbrook class member
- ▶ From there you make adjustments as people come and go throughout the fiscal year. For that you’ll need to know:
  - When in the fiscal year the change occurred, and
  - What the change was.

## **Adjusting Your Allocation**

- ▶ Proper adjustments will be made depending on the scenario:
  - Someone transfers from your agency to another: the units come out of your allocation.
  - Someone transfers to your agency: units are added to your allocation.
  - Someone stays with your agency but changes residential setting (e.g. Supervised IRA to own home or vice-versa): Units are increased or decreased according to the nature of the move.
  - In all of these scenarios, the unit adjustment for the current fiscal year is prorated depending on when in the fiscal year the change occurred and then annualized for the full amount the following fiscal year.
  
- ▶ **For example...**
  - A person living in a supervised IRA (6 annual units) transfers to your agency beginning October 1 (which is 6 months, or half way, into the fiscal year).
  - Adjust your allocation by adding 3 units for the remainder of that fiscal year.
  - Then: when you recalculate your allocation the following fiscal year that person represents the full annualized amount of units: 6.
  - Refer to the [Portability and Attrition](#) Document on our website for further examples and information.

## **Reserve Units**

- ▶ As of March 2014 there are no longer reserve units and it will not be necessary to track reserves.
  - When a person leaves MSC the units go back to OPWDD.
  - Each time a person comes to your agency they will come with “new” units.

## **Tracking Your Utilization**

- ▶ Now that you have your base and are making proper adjustments, you must track your actual utilization, i.e. billing.
- ▶ It is recommended that, at a minimum, you do this on a quarterly basis.
- ▶ It is essential that you do this regularly enough to know where you stand in the fiscal year and to ensure you do not exceed your allocation.

## **True False**

The following questions and answers are from the discussion on Units at the March 12, 2014 MSC Supervisors conference.

1. **A person living in a Supervised IRA may only received MSC six months a year.**

**False**, though each person brings a certain number of units to the agency pool it has no bearing on how many times a person may receive the service.

2. **An agency may only bill MSC for six month a year for someone living in a Supervised IRA.**

**False**, the agency responds to the individual needs of the person served while managing the overall allocation to ensure it is not exceeded.

3. **PCSS and MSC units are combined into the same allocation.**

**True**, units are allocated to an agency according to where the person resides, if the person is a Willowbrook Class member, and if they receive MSC or PCSS. The agency can then pool all of their units.

4. **Units are tracked based on the calendar year.**

**False**, units are tracked based on the fiscal year from April 1 – March 31.

5. **The local Regional Office may request a unit utilization report from my agency at any time.**

**True**, each provider is expected to keep track of their unit allocation and utilization and should be able to report this information to the Regional Office upon request.

6. **If someone transfers to my agency from another agency, how many units transfer to my agency depends on how many times the former agency billed for that person.**

**False**, the number of units that will transfer to your agency will depend on where the individual resides, whether they are a Willowbrook Class member, and when in the fiscal year the change occurred. The units will be allocated based on a proration depending on when in the fiscal year the transfer to your agency occurred.

7. **OPWDD will be issuing unit allocation reports to all agencies on a regular basis.**

**False**, each provider is expected to keep track of their unit allocation and utilization.

8. **Agencies have a separate unit allocation per district (DDSO).**

**True**, if an agency serves individuals in more than one DDSO the agency must maintain their unit allocation based on the DDSO in which the individual resides. The agency cannot interchange units between the DDSOs

9. **I must have available units before I can serve a new person.**

**False**, units are allocated to an agency once they are approved to serve an individual.

10. **If I over-utilize my unit allocation I can ask for more.**

**False**, an agency must respond to an individual's need while managing their overall allocation to ensure that it is not exceeded.

11. **Unused units roll over to the next fiscal year.**

**False**, units are allocated based on fiscal year April 1 – March 31. Unused allocated units would go away as of March 31 and April 1 would begin a new fiscal year.

If you have additional questions please contact your local [Regional MSC Coordinator](#) or Eric Pasternak, MSC Statewide Coordinator at (518) 474-1274 or [eric.pasternak@opwdd.ny.gov](mailto:eric.pasternak@opwdd.ny.gov), or Angie Francis, MSC Assistant Statewide Coordinator at (518) 486-9865 or [angie.x.francis@opwdd.ny.gov](mailto:angie.x.francis@opwdd.ny.gov)