



Medicaid Service Coordination Procedures (effective June 1, 2013)

For a New Provider

- Local DDRO Review of provider (Vendor) requesting to be an MSC Vendor (usually based on where provider has corporate office)
 - Prepares MSC Vendor Contract* – does not obtain signatures on the MSC Contract until DQI approval for Vendor to expand into district received
- Request for MMIS Enrollment & TABS program codes for New Medicaid Service Coordination (MSC) Vendor Form (by DDSO within DDRO where service will be provided) sent to DQI for review and obtain required approvals (DQI review is multi-step, not immediate turnaround)
- DQI transmits approved Request for MMIS Enrollment & TABS program codes for New Medicaid Service Coordination (MSC) Vendor Form to DDRO (copy Central Operations)
Upon receipt of DQI approval of Vendor to provide MSC:
 - DDRO obtains signatures on MSC Vendor Contract, distributes copy to Vendor and sends electronic copy to Central Operations
 - DDRO initiates request for TABS Program Code (**by DDSO within DDRO where service will be provided**)
 - Central Operations completes MMIS Provider ID Application and submits to DOH Provider Enrollment (includes copy of DQI report showing Vendor authorized to provide MSC)
 - Central Operations monitors eMedNY for establishment of Provider ID
 - ✓ On a monthly basis, Central Operations will monitor provider agency open MSC Program Codes to identify those without a Provider ID
 - When Provider ID established –
 - ✓ Central Operations enters Provider ID into TABS with Program Code
 - Daily report to Field Operations identifying individuals who require Recipient Exception (R/E) update – new Provider ID by effective date [A]
 - ✓ Central Operations sends initial price load to DOH (copy CARS so Provider ID added to list for transmittal of any fee updates)
 - ✓ Central Operations checks TABS Program Code established, if not, sends reminder to DDRO to establish
 - ✓ DOH sends Vendor notification letter when fees loaded
- DDRO enrolls authorized individuals through processing MSC-1/MSC-2[A]

*MSC Vendor Contract specific by DDSO except in New York City where the Contract will cover all four NYC DDSOs.

[A] Individuals must have Medicaid coverage and be enrolled in Vendor's TABS MSC program code before will appear on report for R/E update, R/E code update required for provider to get paid.



For an Existing Vendor Expanding to Additional District (DDSO)

- DDRO contacts DQI to determine if Vendor already an authorized MSC Vendor
- If NO, DDRO initiates review per “New Provider” process
- If YES -
 - DDRO sends Request for MMIS Enrollment & TABS program codes for New Medicaid Service Coordination (MSC) Vendor Form to DQI
 - ✓ DQI initiates review and obtains required approvals
 - ✓ DQI transmits approved Request for MMIS Enrollment & TABS program codes for New Medicaid Service Coordination (MSC) Vendor Form to DDRO (copy Central Operations)
 - DDRO requests new TABS Program Code (for specific DDSO) – Central Operations copied on notification of new Program Code opening processed by HelpTABS
 - ✓ Upon receipt of DQI approval, Central Operations checks to see if new program code established, and if not, contacts DDRO for request
- If/When program code available, Central Operations enters Provider ID
 - Daily report to Field Operations identifying individuals who require R/E update
- DDRO enrolls authorized individuals through processing MSC-1/MSC-2

Voluntary Termination of an MSC Vendor

- Vendor agency informs DDRO of intent to cease being an MSC Vendor
- DQI checks if Vendor authorized for PCSS under HCBS Waiver
 - If YES, DQI informs DDRO that HCBS Provider Agreement needs amendment to remove authorization of PCSS (Regulation requires MSC Vendors be authorized to provide HCBS PCSS), and DDRO works with individuals/families to chose another PCSS provider
 - If NO, DQI can process with MSC termination activities
- DDRO works with individuals/families to chose another MSC Vendor (MSC-2)
 - Daily report to Field Operations identifying individuals who require R/E update
- DDRO works with Vendor to identify effective date service can be terminated
 - When all individuals removed, DDRO requests Program Code be closed
 - Program Code closure reported on weekly “Rate Setting” report CARS staff review
 - ✓ if provider has other open MSC programs, no action taken
 - ✓ if provider has no other open MSC programs, sends transmittal to DOH to set fees to \$0 (terminate fees)
- Vendor sends letter to DQI formal notification of ceasing MSC with effective date
- DDRO will notify Vendor that the MSC Vendor Contract is being terminated (per defined Contract specifications and timeframes) and notify both DQI and Central Operations of the termination notice and effective date
- DQI sends letter of termination notice to DOH (copy Central Operations)
- Central Operations monitors for TABS program closures by DDRO and eMedNY for fee termination by CARS (if required)



Involuntary Termination of an MSC Vendor

- DDRO intervention with Vendor, inform of intent to cease MSC provider authorization
- DQI checks if Vendor authorized for PCSS under HCBS Waiver
 - If YES, DQI informs DDRO that HCBS Provider Agreement needs amendment to remove authorization of PCSS (Regulation requires MSC Vendors be authorized to provide HCBS PCSS), and DDRO works with individuals/families to chose another PCSS provider
 - If NO, DQI can process with MSC termination activities
- DDRO works with individuals/families to chose another MSC Vendor (MSC-2)
 - Daily report to Field Operations identifying individuals who require R/E update
- DDRO works with Vendor to identify effective date service can be terminated
 - When all individuals removed, DDRO requests Program Code be closed
 - Program Code closure reported on weekly “Rate Setting” report CARS staff review
 - ✓ if provider has other open MSC programs, no action taken
 - ✓ if provider has no other open MSC programs, sends transmittal to DOH to set fees to \$0 (terminate fees)
- DDRO will notify Vendor that the MSC Vendor Contract is being terminated (per defined Contract specifications and timeframes) and notify both DQI and Central Operations of the termination notice and effective date
- DQI sends letter of termination notice to DOH (copy Central Operations)
- Central Operations monitors for TABS program closures by DDRO and eMedNY for fee termination by CARS (if required)