



January 20, 2012

Mr. Michael Melendez  
Associate Regional Administrator  
Division of Medicaid and Children's Health Operations  
Centers for Medicare & Medicaid Services (CMS) – Region II  
Federal Building, 26 Federal Plaza, Room 37-100 North  
New York, NY 10278

Dear Mr. Melendez:

This letter outlines the actions taken by New York State in response to your December 5, 2011 letter to the New York State Department of Health (DOH) and the New York State Office for People With Developmental Disabilities (OPWDD) regarding the OPWDD comprehensive waiver. Subsequent to receiving your letter on December 5, leadership from DOH and OPWDD have worked closely with representatives from the National Quality Enterprise (NQE) to meet the CMS identified action items as described below:

- NQE representatives conducted onsite environmental scans with high level DOH and OPWDD officials on December 21-22, 2011 and January 4-6, 2012 to cover assurances in the areas of health and safety, qualified provider, plan of care, and administrative oversight.
- The NYS Quality Improvement Workplan is attached to this letter, and lists specific action items by waiver assurance as identified by New York State and recommendations made by NQE representatives. Also attached is OPWDD's six-month progress report, which provides further information on reform progress and next steps.
- New York State is in the process of amending its performance measures and quality improvement strategy to incorporate the quality reforms we have put in place, workplan items, and recommendations made from the NQE representatives during the scan. We expect to have a draft by March 1, 2012, which will be incorporated into the waiver amendment and the 1115 waiver.

DOH and OPWDD greatly appreciate the opportunity to explore ways to improve our system of quality oversight and welcome the constructive approach and feedback provided by the NQE representatives during their recent visits. The environmental scan process was positive and productive for New York State and confirmed that we were on the right track with the reforms that we have completed and those that are underway.



Courtney Burke  
Commissioner



Andrew M. Cuomo  
Governor



Nirav R. Shah, M.D.  
Commissioner



Through this workplan, we look forward to making additional strides that will strengthen our oversight system to ensure that the highest quality waiver services are provided for participants as we move into care management under the 1115 waiver. If you have any questions regarding the workplan or follow-up items, please contact Priscilla Smith, (DOH), at 518-474-9269, [pxs07@health.state.ny.us](mailto:pxs07@health.state.ny.us); or Maryellen Moeser, (OPWDD), at 518-402-4225, [Maryellen.Moeser@opwdd.ny.gov](mailto:Maryellen.Moeser@opwdd.ny.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Jason A. Helgerson".

Jason A. Helgerson  
Medicaid Director  
Deputy Commissioner  
Office of Health Insurance Programs  
New York State Department of Health

Sincerely,

A handwritten signature in black ink, appearing to read "Courtney Burke".

Courtney Burke  
Commissioner  
New York State Office for People  
With Developmental Disabilities

cc: James Moran, OPWDD  
Gerald Huber, OPWDD  
Alan Eskenazi, OPWDD  
Katherine Marlay, OPWDD  
Maryellen Moeser, OPWDD  
Greg Allen, DOH  
Mark Bertozzi, DOH  
Priscilla Smith, DOH  
Janet Elkind, DOH  
Keith Servis, DOH  
Jane Friedensohn, CMS



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Commissioner



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