



**To: Executive Directors of MSC Vendors  
DDSO Directors**

**From: Eric Pasternak  
OPWDD Statewide MSC Coordinator**

**Subject: Revised MSC Monthly Note (MSC-10b)**

**Date: July 11, 2011**

**Suggested Distribution:**

**DDSO Medicaid Service Coordination Coordinators  
MSC Service Coordinators and Supervisors  
Quality Management and Corporate Compliance Personnel**

**Applicability:**

This information is applicable for all vendor agencies authorized to provide OPWDD Medicaid Service Coordination. The information in the attached materials is effective as of the date of this memorandum; however, the use of this particular format is optional.

**Background:**

On October 1, 2010, OPWDD implemented a redesigned Medicaid Service Coordination (MSC) service in an effort to streamline the service and to afford more flexibility in service delivery to individuals. In the spring of 2011, OPWDD staff conducted statewide Listening Forums to receive feedback from individuals, families, and service providers regarding their experiences with the new MSC framework.

One of the most common concerns expressed by service coordinators was in regard to the format of the newly required MSC Monthly Note (MSC-10). Specifically, service coordinators voiced concern regarding the frequency in which they are required to initial and date items on the form.

In response, OPWDD has developed an optional alternative MSC Monthly note format, titled MSC-10b. This optional new form and protocol has been developed in consultation with the Office of the Medicaid Inspector General (OMIG) and is approved by OPWDD for immediate use.

**Summary of Changes:**

On the original MSC-10, the service coordinator is required to document each service activity with initials and dates. With the new format, the service coordinator must still indicate the date of service activity, however, only one signature is required attesting that the services described were

delivered on the dates indicated. As with the previous version of the document, the form must be signed and dated by the 15<sup>th</sup> of the month following the service activity month.

Please note, the new format (MSC-10b) allows only one staff member to complete and sign the form. If for some reason more than one agency service coordinator or supervisor provides services to the same individual in a given month each service coordinator or supervisor will have to complete an MSC-10b or use the original MSC-10 which allows for completion by multiple qualified staff members.

**Additional Information:**

The new MSC Note (MSC-10b) and instructions are included with this memorandum and may also be found on the OPWDD website.

If you have questions regarding the use of this form you may contact Eric Pasternak, MSC Statewide Coordinator, at (518) 474-1274 or [eric.pasternak@opwdd.ny.gov](mailto:eric.pasternak@opwdd.ny.gov).

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