



The MSC E-VISORY is an electronic publication which provides information on policies, guidance, available programs and services and training opportunities related to MSC. In order to receive an email notification when a new MSC E-Visory is posted, or to view past issues visit the following link: [MSC E-Visory Mailing List](#).

In This Issue:

Health & Safety Alert: Preventing Heat-Related Illness

OPWDD has issued a Health & Safety Alert, dated July 2013 and is attached to this E-Visory. There appears to be no end in sight to these hot and humid temperatures, therefore it is important to take precautions in order to prevent heat-related illnesses and subsequent consequences. Please read this Health & Safety Alert in full as it provides precautionary measures as well as steps to take in the event that someone is suspected of or exhibiting symptoms of a heat-related illness. Service Coordinators are encouraged to share this information with individuals and families that they serve.

MSC Conference in New York City

The MSC Supervisors Development Team is pleased to announce the Sixth Annual MSC Supervisors Conference, CHANGE, CHOICE & POSSIBILITIES scheduled for Thursday October 31, 2013 at the Sheraton LaGuardia East Hotel in Flushing, New York. Breakfast and a plated lunch will be provided. Though the event will take place in NYC, providers from all over the state are welcome to attend. The conference is open to all MSC Supervisors, Clinicians, TTLs, Directors MSCs and Program staff. The deadline to register is October 10, 2013, a registration form is attached to this E-Visory. Once again, this year promises to be an exciting event in a new venue.

Special Considerations on Documentation Following Hurricane Sandy

On June 3, 2013 OPWDD issued notification and guidance relating to documentation requirements for the time period of October 27, 2013 through December 26, 2013 and special considerations to be given for some instances where documentation is not available for services provided. Please read the attached guidance in full as it provides detailed information on flexibility of documented instances.

MSC Training for Voluntary Providers Serving Willowbrook Class Members

REMINDER: On August 29, 2013 from 9:00am-1:00pm OPWDD will be holding a training session for Region 2, which will focus on the provision of Medicaid Service Coordination/Case management by Non-Profit voluntary providers to Willowbrook Class members. Voluntary providers in need of this training, who cannot wait for their region's "designate" session, are welcome to register for this session. Registration ends August 15, 2013. Further information on this training and/or to register please follow the link below:

[MSC Training for Voluntary Providers Serving Willowbrook Class Members](#)

Preventing Heat-Related Illness

July 2013

There appears to be no end to these hot and humid summer days. A refresher to continue summertime safety in these conditions is appropriate. Heat-related illnesses and deaths are preventable. People suffer heat-related illness when their bodies are unable to cool down properly, especially in high temperatures and high humidity. People at greatest risk for heat-related illness are the elderly, the very young, people with acute/chronic illness, persons diagnosed with impaired ability to regulate their body temperature, those with cognitive impairments, and people taking certain medications. Agencies should activate heat-related plans of action any time external temperatures reach 80° and continue with implementation as temperatures rise.

Taking Precautions: These tips are applicable to everyone. Support for implementing precautions should be individualized based on the health needs and abilities of each person to ensure their well-being. We need to fully support those who cannot independently follow these precautions.

- Be aware of the heat, and modify or reschedule outdoor activities accordingly.
- Stay in air conditioned areas whenever possible and stay in the shade when outdoors.
- Drink and offer/encourage plenty of fluids, limit caffeine, and eat/provide well-balanced, light, and regular meals. If you need assistance to modify meals or fluids contact your agency's nursing or nutrition staff.
- Wear loose fitting, lightweight, and light-colored clothing and support individuals to make weather appropriate clothing choices, when possible.
- When indoors, use window coverings to help keep the inside areas cool.
- Be aware that fans do not provide cooling—they only move hot air around.

Types of Heat-Related Illnesses: It is helpful to know signs and symptoms of these illnesses, so needed care can be sought and provided promptly:

Heat Exhaustion— a milder form of heat-related illness. Signs and symptoms include:

- **Heavy sweating**, paleness, skin may feel cool
- Muscle cramps, fatigue, weakness
- Dizziness, headache, fainting, nausea or vomiting
- Pulse rate may be fast and weak, and breathing may be fast and shallow

Heat Stroke— **this is a medical emergency.** When a person's body temperature rises to a dangerous level, it can lead to vital organ damage and death. Signs and symptoms include:

- An extremely high body temperature (above 103 °F)
- Red, hot, dry skin and **absence of sweating**
- Rapid, strong pulse rate, throbbing headache, dizziness, nausea or vomiting

Immediate Steps to Take:

- If heat stroke is suspected or a person is exhibiting extreme symptoms of heat exhaustion—contact Emergency Medical Services (EMS) immediately.
- Get the person to a cool, shady area, and attempt to cool them down with cool water applied to the skin; especially to the wrists, neck, and armpits (where the blood is closest to the skin.) Monitor body temperature, if possible.
- Give fluids if person is alert and able to safely swallow.
- Seek medical follow-up for milder heat-related illness as soon as possible.

Training should be provided for all appropriate staff in prevention and recognition of heat-related illnesses. For more information, please visit: www.health.ny.gov/publications/1243/ Please contact OPWDD at people.first@opwdd.ny.gov should you have questions or concerns about the information in this alert or suggestions for future alerts.



**The MSC Supervisors Development Team Presents:
The **Sixth** Annual MSC Supervisors Conference**

Thursday October 31, 2013

Sheraton LaGuardia East Hotel

135-20 39th Ave

Flushing, NY 11354

CHANGE, CHOICE & POSSIBILITIES



**MSC SUPERVISORS CONFERENCE
"CHANGE, CHOICE & POSSIBILITIES"**

9:00 ~ 9:30 ~ Registration & Light Breakfast ~

9:30 ~ 9:45 ~ Welcome & Greetings ~

Keeva Jackson-Breland, OPWDD

9:45 ~ 10:00 ~ Jill Gentile ~

Associate Commissioner ~ OPWDD

10:00 ~ 10:45 ~ GUEST SPEAKER ~

~ Gerald Huber ~

Deputy Commissioner for OPWDD

Division of Person-Centered Supports

10:45 ~ 11:30 ~ Eric Pasternak ~

MSC Statewide Coordinator ~ OPWDD

11:30 ~ 12:30 ~ Dr. Gilbert Louis ~

Associate Executive Director. IAHD

(12:30-1:45)

PLATED LUNCH & NETWORKING

2:00 ~ 3:15 ~WORKSHOPS ~

A. The Art of Supervision ~ Gnané Sinha, AABR

B. CSS ~ Emily Wright, OPWDD

C. The Front Door ~ Facilitator TBA

D. Documenting Services in the ISP to Justify Billing ~

Kathy Smith, Catholic Charities

3:30 ~ Business Card Raffle ~ MSC Supervisors Only

You must be present to win an IPAD Mini

Special Thanks To:

MSC Supervisors Development Team Members

Allana John, FEGS

Kathy Kelly, AHRC /NYC

Ivy Butler, OPWDD

Dionna Gardner, PSCH

Monique Clarke, FEGS

Kathleen Dunbar, ICL

Joy Ellis, Goodwill Industries

Julet Gray, Block Institute

Cindy Soto, Heaven's Hands

June Solomon, PSCH

Stephanie Mays, ILA

Jesse Janvier, Heaven's Hands

Tisha Garcia, EHCCI

Summer Boyd, Catholic Charities

Gail John, Lifespire

Joann Bates, HeartShare

Jenine Kirschner, OPWDD

Diana Levy, AHRC Suffolk

Deborah Moody, Life'sWORC

Mary Knox, Heaven's Hands

Irene Rodgers, EPIC

Brenda Williams, SUS

Veronica Edwards, ARC

Dorothy Wohl, Shield Institute

Keeva Jackson-Breland, OPWDD

Melissa Giuffra, HeartShare

Tisha Umeadi, IVAHO

Luisa Eusse Roche, Human First

Francis Ngadi, Heritage Human Services

Dawnmarie Hughes, Goodwill Industries

Katherine Smith, Catholic Charities

Danielle Romanucci, Block Institute

Hosted By ~ Sheraton LaGuardia East Hotel

Financial arrangements coordinated by:

Independent Living Association (ILA)

Stephanie Mays ~ ILA/Dionna Gardner ~ PSCH



**MSC SUPERVISORS CONFERENCE
"CHANGE, CHOICE & POSSIBILITIES"**

Thursday October 31, 2013

SHERATON LAGUARDIA EAST HOTEL

135-20 39TH AVE

FLUSHING, NY 11354



The **SIXTH** Annual MSC Supervisors Conference

REGISTRATION & FEE REQUIRED

Name: _____

Agency: _____

Phone: _____

E-mail: _____

If Kosher Lunch is required check here _____

Select one workshop: A B C D

(The first 50 people to register will be entered into a raffle for a chance to win a Kindle Fire)

NO REGISTRATION AT THE DOOR

Please return this page and \$80 (Eighty) fee by October 10, 2013 to:

Stephanie Mays

Independent Living Association

110 York Street 4th Floor

Brooklyn, NY 12201

Please make check/money order payable to:

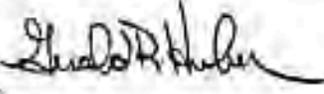
Independent Living Association/CMS

If you have any questions please contact:

Keeva Jackson at (718) 642-3816 or keeva.jackson@opwdd.ny.gov
Stephanie Mays at (718) 852-2000 Ext. 123 or smays@ilaonline.org



To: CAH Case Managers
Medicaid Service Coordination (MSC) Service Coordinators
Regional Office Care at Home (CAH) Coordinators
Regional Office MSC Coordinators
Regional Office Waiver Coordinators

From: Gerald Huber, Deputy Commissioner 
Division of Person-Centered Supports

Date: June 3, 2013

Subject: Documentation Following Hurricane Sandy

During the days following Hurricane Sandy, agencies and staff made tremendous efforts in responding to the health and safety needs of people receiving OPWDD supports and services. Recognizing the service delivery challenges caused by such widespread devastation, New York State submitted a request to the Centers for Medicaid and Medicare Services (CMS) that special considerations be given for some instances where documentation is not available for services provided in the hardest hit areas of the state. Specifically, the geographic areas affected included the following counties in New York City (Bronx, Brooklyn, Kings, New York, Queens, Richmond); Long Island (Nassau and Suffolk); Hudson Valley (Orange, Rockland, Sullivan and Westchester). The time period covered in this emergency request is October 27, 2012 through December 26, 2012.

NYS has requested flexibility for documented instances where the annual level of care assessment (Care at Home Level of Care or HCBS Level of Care Eligibility Determination) was not made within established timeframes, plan of care reviews (Care at Home Plan of Care or HCBS Individualized Service Plan) were not completed within established timeframes, or typical service delivery did not take place within expected timeframes or locations during the emergency period.

OPWDD would like to remind all Care at Home (CAH) Case Management and Medicaid Service Coordination (MSC) providers that if any issues were noted in meeting specific requirement deadlines, there should be documentation of those issues, including all efforts taken to remedy them.

Executive Office

44 Holland Avenue, Albany, NY 12229-0001, TEL: 518-473-1997 FAX: 518-473-1271
75 Marlon Street, New York, NY 10014, TEL: 212-229-3221 FAX: 212-229-3234
101 West Liberty Street, Rome, NY 13440, TEL: 315-336-2300 x246 FAX: 315-571-7118
500 A Boltowin Road, Schenectady, NY 12304 TEL: 518-381-2110 FAX: 518-381-2190
TTY: 866-933-4889, www.opwdd.ny.gov

For Care at Home (CAH), OPWDD requires that case managers and CAH Coordinators have documented the reason why the level of care or service plan review was not completed on time. For HCBS services, the MSC Service Coordinators should have documented any reason why a level of care review or semi-annual/annual review could not be done on time. In the above scenarios case managers/service coordinators should have documented why services may have been retroactively added to the service plan/ISP during the emergency.

OPWDD also requires that for any MSC Service Coordinator in the affected areas that was unable to meet training requirements, there is documentation as to the reason for late trainings and subsequent documentation that the MSC Service Coordinator has obtained required training as soon as practicable after disaster conditions were alleviated.

Additionally, all documentation related to the above must be retained in the participant's and or service coordinator's files for the service for a minimum of six years from the date of service, or the date a claim was submitted, whichever was later.

For additional information regarding this matter, contact Lynda Baum-Jakubiak of the OPWDD Waiver Unit at 518-474-5647.

cc: Lynda Baum-Jakubiak
Eric Pasternak
Tricia Downes
Kate Marlay
Kate Bishop
DDRO Directors
SOO Directors
Jill Pettinger
Jill Gentile
John Gleason