



Medicaid Service Coordination (MSC)

E-VISORY



ISSUE # 20-13

July 30, 2013

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:

Front Door Processing of Medicaid Service Coordination (MSC) Applications

On June 1, 2013 phase one of OPWDD's new Front Door process began, and all individuals new to OPWDD, including those seeking Medicaid Service Coordination, must now go through the Front Door in order for the Regional Offices to provide education and training to individuals and their families. MSC Vendors may continue to submit new applications for MSC to the Regional Office, however those applications will not be processed until the Regional Office has verified the person/family have been involved in the front door process. As an MSC Vendor you should refer individuals seeking services and supports to the Front Door contact person in the region in which they reside. For further information regarding this process please read the attached memorandum from Jill Gentile, Associate Deputy Commissioner.

Provision of Community Habilitation II will end effective September 30, 2013

Effective September 30, 2013 the provision of the Home and Community Based Service option Community Habilitation (CHII) will end. Please read the attached letter from Gerald Huber, Deputy Commissioner of OPWDD's Division of Person-Centered Supports as it provides detailed information of this coming change. Service Coordinators should begin engaging in person centered planning with those individuals affected by this change to identify the appropriate services that will meet the needs of those individuals.

Reporting Responsibilities of Voluntary Agencies to Medicaid

OPWDD has been made aware that agencies are failing to report mandated information in a timely manner to their local Medicaid offices. Please read the attached OPWDD advisory: Reporting Responsibilities of Voluntary Agencies to Medicaid for general information concerning the responsibilities of the agencies in relation to mandatory reporting of changes that could potentially affect a person's eligibility for Medicaid.

Registration is now open for the Level of Care Eligibility Determination (LCED) Refresher Training

On Monday August 12, 2013 from 10:00 am – 12:30 pm OPWDD will be holding a refresher training for Service Coordination Supervisors and Service Coordinators on the proper completion and processing of the LCED. This training will be offered by Videoconference and Webinar statewide with multiple registration options in an effort to provide the opportunity for all those interested to participate. For further information on the training and to register please visit the following link:

http://www3.opwdd.ny.gov/wp/wp_catalogz2425.jsp



Training Opportunity: End of Life Decision Making

On Tuesday, September 24, 2013 OPWDD will be holding a training which will focus on End of Life Decisions and the Health Care Decisions Act (HCDA) process. Medicaid Service Coordinators/Case Managers, MSC Supervisors, district Willowbrook Liaisons and both State and Voluntary Treatment Team Leaders / Residential Services Coordinators who have Willowbrook class members on their caseloads or in their residential programs are strongly encouraged to attend this very important training. Service Coordinators and Supervisors can earn 2 hours of professional development credits for attending. To register, please go to the following link:

http://www3.opwdd.ny.gov/wp/wp_catalogz2424.jsp

Language Access Resources

OPWDD recognizes effective communication is an important aspect of person centered care and essential to provide individuals meaningful access to our system of care. In an effort to assist voluntary agencies with providing culturally and linguistically competent care, resources have been made available on the OPWDD website and can be accessed via the following link:

[OPWDD Language Access Resources](#)



Andrew M. Cuomo, Governor
Courtney Burke, Commissioner

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-MEMORANDUM-

To: Provider Associations
 Voluntary Provider Agency Executive Directors
 Medicaid Service Coordination Vendors
 Developmental Disabilities State Operations Office Directors
 Developmental Disabilities Regional Office Directors

From: Jill Gentile, Associate Deputy Commissioner 

Date: July 23, 2013

Re: Front Door Processing of Medicaid Service Coordination (MSC) Applications

Beginning June 1, 2013 OPWDD initiated Phase One of our new Front Door process. All individuals new to OPWDD, including those seeking Medicaid Service Coordination, must now go through the Front Door in order for the Regional Offices to provide education and training to individuals and their families

Service Coordination plays a vital and unique role within the Front Door and many of the people seeking OPWDD services will continue to require the support of agencies throughout this process; from eligibility determination and plan development, to service delivery. It is therefore important to be clear and consistent in regards to the process for approving new requests for MSC services.

A key element of the Front Door is the education of individuals and families regarding available service options including self-direction and ensuring that their selection of service provider, including MSC, is based upon an informed choice. We must ensure that individuals and families receive this information either as part of a formal informational session or by direct contact (by phone or in person) with OPWDD Front Door personnel. Following the process described below enables us to accomplish this objective.

Process for new MSC Applications: MSC Vendors may continue to submit new applications for MSC to the Regional Office. However, new applications for MSC will not be processed until the Regional Office has verified the person/family has been involved in the front door process. If you receive a request for MSC please refer the individual to the Front Door Contact number in the region in which the person resides. Regional Office personnel will then communicate with the individual and family to discuss the need for services and to ensure that the request of service provider is based upon an informed choice. After these verifications have been completed the Regional Office will process the MSC application.

Please note: It remains the responsibility of the MSC Vendor to complete the Ongoing and Comprehensive assessment as an attachment to the MSC Application.

CC: COLT PLUS Members, Kate Bishop, Eric Pasternak, Angie Francis, Diane Woodward



July 19, 2013

Dear OPWDD Provider:

Effective September 30, 2013 OPWDD will end the provision of Community Habilitation II (CHII).

The reasons for this change are several and are outlined below. This letter is to inform you of this coming change in the menu of HCBS waiver services so that you may prepare to transition the individuals you serve who are currently receiving Community Habilitation II services to other, appropriate HCBS waiver services that meet their needs.

Why the change in services?

OPWDD implemented the Community Habilitation Phase II Pilot on October 1, 2012 to allow flexibility for service providers who provided both Day Habilitation and Residential Habilitation services to an individual, allowing them to combine the habilitation plans and providing streamlined the documentation/billing mechanisms. As discussions have progressed between NYS and federal Centers for Medicare & Medicaid Services (CMS) regarding the implementation of managed care in the OPWDD service system, it has become clear that this service will not fit into the new rate methodology known as the Brick Methodology which will be implemented this fall. Combining Day and Residential Habilitation services unduly complicates the determination of payment rates in a managed care environment. System-wide, the impact of this change is minimal. As of mid-June 2013, there were 78 individuals authorized to receive CHII services, with less than five percent of all eligible provider agencies participating in this service.

Transition Assistance

As of 7/1/13, OPWDD's DDROs will no longer authorize new Community Habilitation II program codes. Over the next several months, DDRO staff will assist provider agencies in transitioning individuals enrolled in the CHII Pilot into the component Day Habilitation and Residential Habilitation programs, including individuals who previously had OPTS Comprehensive Supervised IRA Residential Habilitation.

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TTY: 866-933-4889. www.opwdd.ny.gov

As you prepare to make the necessary changes for those individuals currently receiving CHII and those who may have been contemplating including CHII in their service plans, please note the following:

- There is no reduction in service level for the participants, merely a change in agency service documentation and billing.
- A variety of Day Habilitation service options can be used to meet individuals' needs.
- The rate code will be set to zero for services provided after 9/30/13. Remember to inform billing staff/vendor of the date of the change in an individual's services (when CHII billing ceases) and the need to begin billing for discrete documented services (i.e. Supervised IRA Residential Habilitation **and Group Day Habilitation**).

Action items

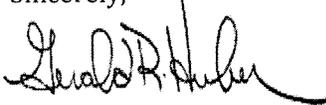
In order to prepare for the termination of the CHII service, agencies should plan on the following work load:

- Begin discussions with affected individuals and their advocates to coordinate needed residential and day supports they will need as soon as possible.
- Contact the appropriate DDRO to have services authorization changed for individuals who will have day habilitation specifically authorized when CHII ceases. No later than 10/31/13, revise the habilitation plan(s) to accurately reflect the new type(s) of services that will be provided and submit the revised plan(s) to the MSC for inclusion in a revised ISP.

More information to follow

In the coming weeks, OPWDD will provide further guidance about this change and make the necessary regulatory changes. Please contact the Waiver Unit with additional questions at Patricia.Downes@opwdd.ny.gov

Sincerely,



Gerald R. Huber
Deputy Commissioner
Division of Person Centered Supports

OPWDD ADVISORY: REPORTING RESPONSIBILITIES OF VOLUNTARY AGENCIES TO MEDICAID

It has come to the attention of OPWDD that agencies are failing to report mandated information in a timely manner to their local Medicaid offices. This Advisory provides general information concerning the responsibilities of the agencies in relation to mandatory reporting of changes that could potentially affect a person's eligibility for Medicaid.

Pursuant to Social Services Law 366-a(4) if an individual receives Medicaid, they are required to report changes in the following items to their Medicaid worker:

- Address
- Living arrangement, including temporary stays in a hospital or nursing home
- Household composition
- Source and/or amount of income, both earned and unearned, and receipt of lump sum payments
- Amount and location of assets, including pre-needs funeral agreements and special needs trusts
- Disabling condition
- Any other factors that might affect Medicaid eligibility or coverage

These changes must be reported to the Medicaid worker within 10 days along with proof of the change (such as a pay stub, award letter or landlord statement). Contact information for Local Social Services Districts can be found at:

http://www.health.ny.gov/health_care/medicaid/ldss.htm

If the person has District 98 (OPWDD) Medicaid, the agency must submit the information to the local Revenue Support Field Office (RSFO) (contact information may be found at: <http://www.opwdd.ny.gov/node/1537>.)

Implications of failing to report timely changes could and have included:

- Financial penalties assessed against the individual and/or the residential agency
- Delays in processing at DSS, resulting in billing being pended
- Closure of the Medicaid case resulting in loss of income to the agencies providing services to the individual; and
- Liens against the individual's assets

Clarification

Please refer to the following scenarios below. Depending on the scenario, the person's residential provider may be responsible for maintaining the person's Medicaid and reporting as required. In any scenario, the Service Coordinator is expected to assist as needed.

1. Individual resides in a certified residential setting and the residential agency is or will be the Authorized Representative for Medicaid – in this scenario the residential agency staff is responsible for all applications, recertification and reporting requirements.

2. Individual resides in a certified residential setting and is capable of handling his or her benefits – in this scenario the Medicaid Service Coordinator is responsible for assisting the individual as needed.

3. Individual resides in the community – in this scenario the Medicaid Service Coordinator is responsible for assisting the individual and/or their representative as needed.

If the individual has a parent, other family member or friend serving as the Authorized Representative, the MSC should provide assistance if requested to do so. Nothing in this clarification should be interpreted as removing any of the responsibilities placed on all providers under the Liability for Services regulations to ensure the individuals they serve obtain and maintain the coverage necessary to pay for the services they receive.

Further Information

Benefits information is available at:

http://www.opwdd.ny.gov/opwdd_resources/benefits_information

The previous advisory about lump sum payments is available at:
http://www.opwdd.ny.gov/opwdd_resources/benefits_information/documents/OPWDD_lump-sum_advisory.

General questions regarding Medicaid, Social Security, SSI and Personal Allowance may be directed to your local RSFO. Contact information is available through the link above. Questions regarding Medicaid Service Coordination may be directed to the Statewide MSC Coordinator, Eric Pasternak at: eric.pasternak@opwdd.ny.gov or (518) 474-1274.