

MSC E-VISORY

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State of New York Office For People With Developmental Disabilities
Max Chmura, Acting Commissioner
Distributed by: Division of Policy and Enterprise Solutions
Suzanne Sennett, Acting Deputy Commissioner

The MSC E-Visory is an electronic advisory distributed to MSC Supervisors. Each issue provides pertinent and timely information about programs and services available to individuals receiving MSC. Announcements about MSC training, conferences and meetings appear regularly. **MSC Supervisors: Please forward this issue to all MSC Service Coordinators and others as appropriate.**

The MSC E-Visory is sent out from OPWDD via an e-mail distribution list. To update or add a name of an MSC Supervisor, contact msc.e.visory@omr.state.ny.us. Please type "MSC E-Visory LIST Change" in the SUBJECT line and include in the body of the email the following information: e-mail address, name, TITLE, agency name. Please indicate ADD or REMOVE from the MSC E-Visory distribution list.

In This Issue:

Letter to Individuals and Families Concerning Medicaid Service Coordination (MSC) Changes

Attached to this MSC E-Visory is a letter to individuals and families concerning the MSC program effective October 1, 2010. This letter, dated August 12, 2010, was sent to Executive Directors of voluntary agencies and the Provider Associations via e-mail with guidance to ensure distribution to individuals and families. The letter will help individuals and families understand how the MSC changes may effect them. The letter is available on the OPWDD website at:

http://www.omr.state.ny.us/images/hp_msc_ltr_ind_families.pdf

OPWDD is arranging to have the letter translated into other languages and will make these available when ready.

Executive Office

44 Holland Avenue
Albany, NY 12229-0001

TEL: 518-473-1997

FAX: 518-473-1271

TTY: 866-933-4889

www.omr.state.ny.us

August 12, 2010

Dear Friends:

This letter will help you understand changes that are coming to the Office for People with Developmental Disabilities (OPWDD) Medicaid Service Coordination (MSC) program. These changes will start on October 1, 2010. These changes will affect everyone who gets this service except those of you who are Willowbrook Class members.

You can go to our website www.opwdd.ny.gov to learn more about these changes. To see this information, click on “**MSC Redesign Information.**” If you do not have access to the Internet, you can ask for a copy of this information from your service coordinator.

The Job of the Service Coordinator Will Not Change

The job of your service coordinator will stay the same. He or she will still help you get the services you want and need and make sure you are happy with your services.

Your service coordinator will help you make choices about your life and your services. He or she will still talk with you about what is happening in your life and work with you to write your goals and your service plan. Your service coordinator will also continue to help you with your funding and services and complete paperwork. If you are not happy with your service coordinator or the agency that is helping you, you may ask for a new person or a new agency to help you. It is your service coordinator's job to help you find new people to help you.

As before, your service coordination agency will continue to be available to you. That agency should provide you with a 24-hour telephone number to call if you have an emergency and need help. If you do not have this telephone number, you should contact your service coordinator to get it.

The Changes You May See:

- The whole MSC Program is changing. One of the changes is that service coordinators will not have to meet with the people they serve each month. Even if your agreement says you will have a meeting every month or every two months, your service coordinator might meet with you less often. However, you will still meet with

your service coordinator at least three times a year. If you need to, you will meet more often.

- Your service coordinator may not come to your home as often. Service coordinators will not have to make home visits every three months. Starting in October, your service coordinator will have to visit you in your home once a year, even if your agreement says you will get a home visit every three months. Of course, if you need more home visits, your service coordinator will have to visit you at home more often. The visits described in your agreement will be changed when the agreement is renewed. You will not have to change your agreement on October 1st.
- Your service coordinator will not give you rides. For example, rather than take you grocery shopping, he or she will help you find someone to take you grocery shopping.
- You will not have as much paperwork to sign as you do now. For instance, the new Service Coordination Agreement will not need to be signed every year. It will still be reviewed with you every year.
- Your service coordinator will still read your service plan to make sure it is up to date twice each year. However, just one of these reviews will involve meeting with you and your other service providing agencies face-to-face.
- If you are enrolled in the HCBS Waiver, you may be asked if you would like to receive Plan of Care Support Services (PCSS) instead of MSC. PCSS is a Waiver service that provides a little less help from a service coordinator than the MSC program does. In PCSS, you would meet with your service coordinator twice a year to update your service plan. Your service coordinator would still help you with your funding and services.

In PCSS, you can have the same person and agency help you. If you find you need more help, you may return to MSC.

I hope this letter helps you understand the changes you may see in October. If you have any questions, please contact your service coordinator or the Developmental Disabilities Services Office in your area.

Sincerely,



Max E. Chmura
Acting Commissioner