

# MSC E-VISORY

Issue # 41-09

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State of New York Office of Mental Retardation and Developmental Disabilities  
Diana Jones Ritter, Commissioner  
Distributed by: Division of Policy and Enterprise Solutions  
Gary Lind, Deputy Commissioner

The MSC E-Visory is an electronic advisory intended to provide timely information to Medicaid Service Coordination Supervisors and their staff.

Questions and comments should be directed to Carol Kriss, MSC Statewide Coordinator via e-mail:  
Carol.Kriss@omr.state.ny.us

Each E-Visory has pertinent information on programs and services available to individuals receiving Medicaid Service Coordination (MSC). Announcements about MSC training, conferences and meetings appear regularly in issues of the MSC E-Visory. Please forward this issue to all Medicaid Service Coordinators and MSC Supervisors.

## In This Issue:

Information Regarding MSC E-Visory Distribution

Limited Changes to MSC: Calculating Willowbrook Workload Effective October 1, 2009.

MSC Supervisors Training Opportunity: October 29, 2009 in New York City

The MSC E-Visory is sent out from OMRDD via an e-mail distribution list. If you are an MSC Supervisor and anticipate a change in who should be receiving the MSC E-Visory, please let us know via e-mail at: [msc.e.visory@omr.state.ny.us](mailto:msc.e.visory@omr.state.ny.us) so that we may update the distribution list. These changes would include notifying us of any additions to or removals from the list. Please type "**MSC E-Visory LIST Change**" in the **SUBJECT** line. Type in the body of the email the following information: **name, title, agency name, street address, city, zip code, and agency phone number** and extension, if applicable, indicating **ADD or REMOVE** from the MSC E-visory list.

# MSC E-VISORY

## 1. What is the MSC E-Visory?

The Medicaid Service Coordination Electronic Advisory (MSC E-Visory) is an electronic mail (e-mail) system designed to disseminate timely information about MSC and related topics to MSC Supervisors and MSC Service Coordinators.

## 2. What type of information is in an MSC E-Visory?

Each MSC E-Visory has pertinent information on programs and services available to individuals receiving Medicaid Service Coordination (MSC). Time Sensitive Announcements about MSC training, conferences and meetings appear regularly in issues of the MSC E-Visory. Recent issues of the MSC E-Visory have contained information regarding Limited Changes to MSC for Individuals living in Supervised IRAs and Supervised CRs effective October 1, 2009, including new Basic Agreements and a revised Service Coordination Observation Report (SCOR).

## 3. How often is an MSC E-Visory distributed?

The MSC E-Visory is distributed at least monthly. There can be several issues of an MSC E-Visory within a month.

## 4. Who will receive the MSC E-Visory?

The MSC E-Visory is distributed to individuals from voluntary agencies and the DDSOs that are subscribed to the distribution list. This includes MSC Supervisors, MSC Program Administrators/Coordinators, Executive Directors and DDSO Directors. See Question #5 for the distribution protocol.

## 5. What is the protocol for distributing the MSC E-Visory to MSC Service Coordinators?

When an MSC E-Visory is sent out, it is the responsibility of the MSC Supervisor to distribute it immediately to **all** MSC Service Coordinators either electronically (via e-mail) or by printing copies as necessary.

## 6. What is the process in order to be included on the MSC E-Visory distribution list?

If you are a person who needs to be included in the MSC E-Visory distribution list, please contact: [msc.e.visory@omr.state.ny.us](mailto:msc.e.visory@omr.state.ny.us).

## 7. How is the E-Mail distribution list maintained?

The MSC E-Visory is sent out from OMRDD via an e-mail distribution list. It is the responsibility of individuals on the list to keep us informed of any changes so that your agency will continue to receive this pertinent communication in a timely manner.

Recently we have had an influx of e-mails and phone calls regarding MSC E-Visory distribution. The following are some reasons an MSE E-Visory was not received: person's email address changed; agency name changed necessitating a change in an e-mail address; the MSC Supervisor left or changed agencies without making arrangements for the MSCs to receive the MSC E-Visory. These problems can be managed easily as follows: If you are an MSC Supervisor and anticipate a change in who should be receiving the MSC E-Visory, let us know so that we can update the distribution list. It is equally important for us to be informed of REMOVALS from the e-mail listing. Ideally, the MSC Supervisor should report changes. However, any individual may report a change. If there is a new contact at your agency who should receive MSC information, please follow the procedure outlined below.

## 8. What is the Procedure for Updating the MSC E-Visory Distribution List?

- SEND an e-mail to [msc.e.visory@omr.state.ny.us](mailto:msc.e.visory@omr.state.ny.us).
- TYPE ***"MSC E-Visory LIST Change"*** in the ***SUBJECT LINE***.
- TYPE in the body of the e-mail whether it is an ADD or a REMOVE plus the following information: name, title, agency name, street address, city, zip code, and agency phone number and extension if applicable.

We have also had inquiries from individuals who believe they have dropped off the distribution list (see above). When we check the contact information, we have found that the e-mail address is definitely on the list. In these cases, the problem is most likely due to an agency's spam filter which is blocking e-mails sent to you via the MSC E-Visory distribution list. If this is the case, your own agency's information support staff needs to be contacted to investigate the problem.

To obtain more information about the MSC E-Visory or to suggest a topic for inclusion in a future MSC E-Visory, send an email to: [carol.kriss@omr.state.ny.us](mailto:carol.kriss@omr.state.ny.us).

**Please forward this and all issues of the MSC E-visory to all Medicaid Service Coordinators and MSC Supervisors**

## Important Notice:

### MSC Limited Changes Effective October 1, 2009 Workload Determination Regarding Willowbrook Class Members

This is to provide clarification on the October 1, 2009 implementation of limited changes to MSC and workload requirements for MSC Service Coordinators who serve Willowbrook Class members.

Per Paragraph 8 of the Willowbrook permanent injunction, *OMRDD shall continue to provide class members with case management services at a ratio of no less than one case manager to every 20 persons.* OMRDD has adhered to the following when calculating Willowbrook workload compliance:

- 1 work unit for all other individuals in non-VOICF settings, i.e., VOIRA, SOIRA, SOICF, FC, nursing home, independent living
- .5 work unit ONLY for individuals living in VOICFs\*

\* The .5 work unit ONLY for individuals living in VOICFs was negotiated in court many years ago.

The above are the only approved court-ordered work standards when calculating Willowbrook compliance.

While the MSC program has used 1.2 as a workload standard for people who live with family or in a non-certified setting with others or alone, the 1.2 does not apply when calculating Willowbrook workload.

**Similarly, the new .85 workload standard, effective October 1, 2009, allowed for individuals residing in Supervised CRs and supervised IRAs only does NOT apply when calculating Willowbrook workload.**

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## JUST A REMINDER

THE MSC SUPERVISORS DEVELOPMENT TEAM PRESENTS:  
THE 2<sup>nd</sup> ANNUAL MSC SUPERVISORS CONFERENCE

### Effective Leadership “Together We Are Better”

WHEN: THURSDAY OCTOBER 29, 2009

WHERE: METRO DDSO  
75 MORTON ST.  
New York, NY

TIME: 9:30 AM-4:30PM

FEE: \$25.00

Deadline for registration has been extended to Friday October 9, 2009. Please contact Keeva Jackson-Breland at 718 642-3816 for further information or to obtain a registration brochure.