



Medicaid Service Coordination (MSC)

# E-VISORY



ISSUE # 07-14

March 18, 2014

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](#).

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## **In This Issue:**

### **Medicaid Service Coordinator's Training Records and Certificates**

As discussed at the March 12, 2014 Medicaid Service Coordination (MSC) Supervisors conference Service Coordinator's may find that they need to reference course work and professional development hours completed in their years of service as a MSC should they pursue future work endeavors. Therefore all MSCs are urged to maintain personal copies of all training records as well as training certificates received. MSC Supervisors are also encouraged to assist MSCs with obtaining copies of this information should they seek assistance.

### **Telephone Interpretation Access Code for Providers**

On March 14, 2014 OPWDD's Office of Diversity Management issued a memorandum offering provider agencies access to telephone interpretation for individuals, family members, and designees who speak a language other than English. Please refer to the attached memorandum as it provides information and the necessary steps required to obtain an access code for telephonic interpretation services as well as resources for additional information.

### **Prader-Willi Alliance of New York (PWANY) 24<sup>th</sup> Annual Conference**

On May 2<sup>nd</sup> and 3<sup>rd</sup> PWANY's will be holding their 24<sup>th</sup> Annual Conference in East Syracuse. This conference is held to provide families living with Prader-Willi Syndrome the information and support they need. Please see the attached conference announcement for further details. You may also learn more about PWANY's, the conference, or register for this event at the following link:

<http://www.prader-willi.org>



### **Justice Center Guidance Memo: Authority to Collect Social Security Numbers**

On March 17, 2014 the Justice Center's General Counsel, Robin Forshaw, issued a memorandum regarding the requirement and authorization for investigators to collect Social Security Numbers (SSN) for all suspects involved in an abuse and neglect investigation. Cases submitted to the Justice Center with incomplete or missing contact information, including SSN, will not be able to be closed by the Justice Center until all required information is received. The OPWDD Form 158, Submission Form for Investigative Record of Abuse/Neglect contains the required contact information and SSN and is required as part of each submission to OPWDD for Investigative Records of abuse/neglect. Please refer to the attached memorandum for further details.

### **Letter from Acting Commissioner Kelley Regarding Consolidated Supports and Services (CSS)**

On March 17, 2014 Acting Commissioner Laurie A. Kelley issued letters to Consolidated Supports and Services (CSS) Participants, Family Members, Advocates, and Fiscal Management Services (FMS) agencies regarding the current revisions to the CSS model to meet federal Medicaid guidelines and streamline self-direction services. The revised CSS model will take effect on or after October 1, 2014. Please refer to the attached letters for further information.



**TO:** Voluntary Provider Agency

**FROM:** Office of Diversity Management

**SUBJECT:** Telephone Interpretation Access Code for Providers

**Date:** March 14, 2014

OPWDD is offering provider agencies access to telephone interpretation for individuals, family members, and designees who speak a language other than English. To begin using the telephonic services, please follow the steps below.

- The Director of Quality Assurance for the provider agency should complete and submit an attestation form with a list of employees for the agency who will be using the service. The completed form must be submitted to the local regional office (DDROs).
- The OPWDD regional office will then provide the voluntary agency with an access code for telephonic interpretation services.
- Attached is the *Attestation Form* and *instructions* on how to complete the form, please follow the link to:  
<http://www.opwdd.ny.gov/resources/language-access> .
- For additional information or language access resources please visit the OPWDD website at: [http://www.opwdd.ny.gov/resources/language-access/Language Access Resources for Providers](http://www.opwdd.ny.gov/resources/language-access/Language%20Access%20Resources%20for%20Providers) .

If you have, additional questions please contact your local regional office or OPWDD's Language Access Coordinator Elatisha Kirnon at 518-408-2146 or [elatisha.d.kirnonblair@opwdd.ny.gov](mailto:elatisha.d.kirnonblair@opwdd.ny.gov).

Contact us: (800) 442-1655

Email: [alliance@prader-willi.org](mailto:alliance@prader-willi.org)

## PWANY's 24<sup>th</sup> Annual Conference

Our annual conference is held to provide families living with Prader-Willi Syndrome the information and support they need.

This year, our conference will be taking place on May 2<sup>nd</sup> and 3<sup>rd</sup> at Best Western Plus Carrier Circle in East Syracuse.

### Why You Should Attend:

- ❖ Excellent line-up of speakers!
- ❖ Sharing Session for parents with newly-diagnosed children!
- ❖ Fun-filled and **FREE** Children's program!
- ❖ Meet-and-Greet – Drink and mingle with other parents while your children enjoy a supervised pajama party!
- ❖ Fundraising Event with opportunities to earn Free registration, gala tickets, and hotel stays for the 2015 PWANY conference!



### Our Speakers:

It is our pleasure to announce the attendance of several internationally renowned medical and research professionals (*Dr. Moris Angulo, Dr. Jennifer Miller, Dr. Harold van Bosse, Elizabeth Roof, Janice Agarwal*) to discuss common medical and behavioral issues in PWS.

In addition, we will also hear from professional providers at residential centers servicing those with Prader-Willi Syndrome.

### Sharing Session:

Every year, our very own Nina Roberto, Executive Director of PWANY, reserves a special block of time for parents of newly-diagnosed children to come together and share their experiences, and to provide hope and support for one another.

### Children's Program:

How can one focus on staying updated in PWS research and development when one has children to tend to? Luckily for you, we have a FREE program packed with fun! Your children (PWS or not) will be dancing, doing yoga, receiving visits from Rosemond Gifford Zoo, Beaver Lake Nature Center, My Gym, and more!

And nobody has to miss the Meet-and-Greet because your children will be busy attending a magic show with Jeff the Magic Man!

### Meet and Greet:

Join us on Friday evening, May 2<sup>nd</sup>, for our annual Meet and Greet, where you can enjoy a complimentary beverage and plenty of great conversations! As mentioned before, whilst you mingle with other parents/grandparents/aunts/uncles, your children will be enjoying a magic show. We will also do the drawing for our raffles and announce the winners of our silent auction.

### Fundraising Walk

This year, we will be hosting a fundraising walk on Saturday, May 3<sup>rd</sup>, while we have everyone together. It's a great way to raise funds for support and research, and also another opportunity to bond with other families.

Help us fundraise! Your efforts can earn you free conference registration, free gala tickets, a free hotel room, free raffle tickets for our 2015 conference. Find out how you can qualify for ALL of these items by visiting:

<http://www.firstgiving.com/11088/walkforpwany>

To learn more about us, our conference, or to register for our conference, please visit us at:

<http://www.prader-willi.org>

**TO: SOA AIN Representatives/SOA General Counsel**  
**FROM: Robin Forshaw, General Counsel**  
**DATE: March 17, 2014**  
**SUBJECT: Authority to Collect Social Security Numbers as Part of Justice Center Investigation and Staff Exclusion List Submission**

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In order to ensure the positive identification of persons who may be involved in a substantiated Category 1 offense (placement on Staff Exclusion List (SEL)), substantiated Category 2 offense or subject to the State disciplinary process, it is necessary for investigators to collect the Social Security Number (SSN) or Alien Registration Number (ARN) for all suspects associated with an abuse or neglect case that was called into the Justice Center's hotline. This information must be entered directly into the VPCR or included in the Investigations Cover Sheet. Cases submitted with incomplete or missing contact information, including SSN or ARN, will not be able to be closed by the Justice Center until all required information is received.

The collection and use of SSNs and ARNs as part of an abuse or neglect investigation is addressed in 14 NYCRR Part 702. This regulation authorizes the Justice Center or a *delegate investigatory entity* responsible for investigating a reportable incident to obtain the Social Security Number of any *custodian* who is being investigated as a subject of a reportable incident. The Social Security Number may be obtained by consent from the custodian under investigation or from the applicable facility or provider agency, for the purpose of verifying identity. See 14 NYCRR 702.5(a). A delegate investigatory entity includes any State oversight agency or private provider under the jurisdiction of the Justice Center.

Part 702 also authorizes the collection of SSNs for the purpose of verifying a person's identity to determine whether he or she is included on the SEL. See 14 NYCRR 702.5(b). Under this regulation, any person applying for a position that requires a SEL check shall provide the *screening agency* with his or her Social Security Number for submission to the Justice Center during the pre-employment screening process.

By collecting the SSN or ARN both during the investigative phase, and during the SEL screening process, we can be confident that a "match" of a prospective employee with a person on the SEL is accurate. In addition, screening based on a unique identifier, such as an SSN or ARN, can be done virtually instantaneously, assuring that the SEL check process will not unduly delay the pre-employment screening process.

Please be assured that SSN and ARN data is stored securely by the Justice Center in the VPCR and access to this information is strictly controlled. Thank you for your continued cooperation.



March 17, 2014

Dear CSS Participants, Family Members and Advocates:

In recent conversations between OPWDD and the Centers for Medicare and Medicaid Services (CMS), CMS and OPWDD agreed to revise the current Consolidated Supports and Services (CSS) model to meet federal Medicaid guidelines and streamline self-direction services. The revised CSS model will take effect on or after October 1, 2014.

OPWDD's goal is to ensure that current CSS services flow seamlessly into the new version of CSS. Many of the revisions relate to business procedures like Medicaid billing and financial reporting rather than the way CSS participants actually receive services. We are confident that the result will give more individuals the financial tools to self-direct their own services. These tools include a new way of budgeting and a new template.

Your OPWDD Regional office and CSS liaison will work with you and your broker to discuss any specific changes to your plan. District offices also will work with you, support brokers, and Fiscal Management Services (FMS) agencies to set timelines for changes in CSS services.

OPWDD will hold statewide videoconferences and follow-up meetings midday on April 1<sup>st</sup> and on the evening of April 9<sup>th</sup> in each district for individuals who are involved in self-directed services, and their families. An announcement with details on times and locations will be mailed in the coming days. I encourage you to save the date for one of these meetings if you would like to learn more. In addition, OPWDD will convene individual and family stakeholder work groups to help guide changes to the CSS model.

As OPWDD moves forward with changes in CSS, we are committed to high quality, self-directed services so that you can live richer lives. Our system redesign is a key part of this journey. Working together, it requires all of us -- you and your families, nonprofit providers and OPWDD staff -- to build a service delivery system that sustains our future. I look forward to working with you.

Sincerely,

Laurie A. Kelley  
Commissioner

Executive Office

- 44 Holland Avenue, Albany, NY 12229-0001, TEL: 518-473-1997 FAX: 518-473-1271
  - 25 Beaver Street, 3<sup>rd</sup> Floor, New York, NY 10004, TEL: 646-766-3468
  - 101 West Liberty Street, Rome, NY 13440, TEL: 315-336-2300 x246 FAX: 315-571-7118
  - 500 A Ballfawn Road, Schenectady, NY 12304 TEL: 518-381-2110 FAX: 518-381-2190
- TTY: 866-933-4889, [www.opwdd.ny.gov](http://www.opwdd.ny.gov)



Letter to FMS Agencies

March 17, 2014

Dear Stakeholders:

I am writing to let you know about key, upcoming changes to the Consolidated Supports and Services (CSS) model. These changes will affect services delivered on or after October 1, 2014.

As you know, OPWDD is in the midst of extensive negotiations with the Centers for Medicare and Medicaid Services (CMS) on the development and submission of the People First Waiver. During recent conversations, CMS and OPWDD agreed to change the current CSS model to meet federal Medicaid guidelines and streamline self direction services. Thus, our goal is to ensure that current services -- paid for now in CSS -- flow seamlessly into the new version of self direction.

As a Fiscal Management Services (FMS) agency, these required changes to CSS will directly affect your administrative operations. At CMS' directive, new requirements -- such as adjustments in the monthly unit of service and separate Medicaid billings for FMS reimbursement -- will fundamentally change the design of CSS.

Although change often can be challenging, in the case of CSS, we have a unique opportunity to streamline service development, eliminate much of the Central Office involvement in rate setting and ultimately provide a strong framework for more individuals to self-direct their own services. Among the fiscal tools included in this framework are a new way of budgeting and a new template. OPWDD Regional offices will work with FMS agencies to implement needed changes in CSS.

To enhance communication during the CSS transition, a stakeholder group of FMS agencies and OPWDD staff will provide feedback on changes to CSS business operations. A stakeholder group consisting of individuals and parents from each district will provide input on the impact of CSS changes on the delivery of services.

Additionally, OPWDD will hold a statewide videoconference and follow-up meetings in each district for FMS agencies to discuss the impact of CSS changes on business operations. The date for the initial statewide video conference is tentatively scheduled for April 17<sup>th</sup>. An announcement with time and registration information will be sent in the coming days.

As OPWDD moves forward with the redesign of CSS' administrative foundation, we are committed to high quality, self-directed services so that the individuals we serve can live richer lives. Working together, it requires everyone -- individuals and families, nonprofit providers and OPWDD staff -- to build a service delivery system that sustains our future. I look forward to our continued collaboration on this transformational journey.

Sincerely,

Laurie A. Kelley  
Acting Commissioner

Executive Office