



Medicaid Service Coordination (MSC)

E-VISORY



ISSUE # 09-14

April 16, 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](#).

In This Issue:

Access Pass

The Access Pass permits residents of New York State with certain permanent disabilities, as defined in the application, free or reduced cost admission to state parks, historic sites, and recreational facilities operated by the New York State Office of Parks, Recreation and Historic Preservation and the New York State Department of Environmental Conservation. For more information on the program or applications, contact 518-474-2324 during normal business hours or visit the following link:

<http://www.nysparks.com/admission/access-pass/default.aspx>

The National Parks and Federal Recreational Lands Pass Series also includes the use and acceptance of the Access Pass which covers entrance fees at national parks and national wildlife refuges as well as standard amenity fees at national forests and grasslands, and at lands managed by the Bureau of Land Management and Bureau of Reclamation. For more information please visit the following link:

<http://www.nps.gov/findapark/passes.htm>

Learning about Incidents Brochure

An updated version of OPWDD's *Learning about Incidents* is available on the OPWDD website at the following link: <http://www.opwdd.ny.gov/node/395>. Please refer to the memorandum attached to this E-Visory for further information.

National Core Indicators

As a result of participating in the National Core Indicators (NCI) project for the seventh year, OPWDD will be interviewing approximately 600 individuals statewide using an Adult Consumer Survey to learn more about system-wide performance on various indicators, and individual satisfaction with services and supports. The purpose of this E-Visory is to inform Medicaid Service Coordination providers of survey activities that their service coordinators are being asked to assist with. Service coordinators will be providing OPWDD with contact and demographic information regarding some individuals on their caseload. Some service coordinators will receive a **Pre-Survey and Background Information** form to complete on behalf of one of the individuals they serve. Not all service coordinators will be asked to participate because the sample size is 600 for the survey year 2013-2014. In fact, only a small percentage of service coordinators will receive this request from OPWDD. Even if a service coordinator is asked to participate, it is likely they will only be responding on behalf of one or two people. Thus, the workload related to this project is very small for service coordinators and providers. This document answers frequently asked questions about NCI that service coordinators might have. Even though only a small



percentage of service coordinators will be affected, please share this with all service coordinators so they will understand what NCI is about should they be contacted for assistance.

National Core Indicators: Frequently Asked Questions from Service Coordinators

1. What are the National Core Indicators?

The National Core Indicators (NCI) project is a collaboration among participating National Association of State Directors of Developmental Disability Services (NASDDDS) member state agencies and the Human Services Research Institute (HSRI). The aim of the initiative is to develop nationally recognized performance and outcome indicators that will enable developmental disabilities policy makers to benchmark the performance of their state against the performance of other states. NCI also enables each participating state developmental disabilities agency to track system performance and outcomes from year to year on a consistent basis. As a result of participating in the project, states have created performance monitoring systems, identified common performance indicators, worked out comparable data collection strategies, and shared results. Many of the state agencies use NCI as a key component within their quality management systems. This multi-state collaborative effort to improve performance is unprecedented.

2. How is NYS participation in NCI going to benefit individuals with developmental disabilities?

One of the key data collection tools that OPWDD will utilize is the Adult Consumer Survey. The Adult Consumer Survey asks individuals questions about their satisfaction with home, health, work, staff, service access, relationships, safety, choice, and community inclusion. Based on the input provided by people with developmental disabilities, OPWDD will assess how well the developmental disability service delivery system is meeting individual needs. By participating in NCI, OPWDD hopes to forward its mission of "Putting People First" and create a quality management system that is person-centered.

3. What is the role of the Medicaid Service Coordinator (MSC)?

Medicaid Service Coordinators will contact the individuals to let them know that they have been selected to participate in a survey conducted by OPWDD and that an interviewer will contact them to schedule a face-to-face interview. Service coordinators also have the very important role of completing the **NCI Pre-Survey and Background Information** forms, in order to assist the Regional Office staff to schedule and conduct the interviews. Service coordinators may provide interviewers with ongoing assistance if there are challenges contacting individuals or if there is additional information needed. Service coordinators will NOT be doing the interviews.

4. What will the MSC receive from the Regional Office?

1. Pre-Survey and Background Information Forms
2. The return address of the Regional Coordinator
3. A letter introducing the NCI Project
4. Instructions for completing the Pre-Survey and Background Information

5. What do service coordinators do once they receive the Pre-Survey and Background Information?

Service coordinators should first read through the instructions and look over the documents they received from the Regional Office to ensure their packet is complete. Then the service coordinators can begin answering the questions in the **Pre-Survey and Background Information** forms. Most questions request contact information or demographic information about the individual being served. Many service coordinators will be able to answer the questions based



on their knowledge of the person and information contained in the MSC record. **Service Coordinators should review and answer every question in only the Pre-Survey and Background Information document. Please do not leave blanks.** As previously stated, not all service coordinators will be asked to participate in this project, and it is anticipated this activity will take less than an hour to complete. The Regional Office will have entered the name of the person and TABS ID into the **Pre-Survey and Background Information** form. The Pre-Survey section contains the name of the individual on page 4. The survey code will be found on page 9, at the beginning of the **Background Information** section.

6. What if there is a question that I don't understand or if I'm not sure what to do?

First ask your supervisor for some direction. He or she might be able to help you find the information you need to complete the questions. You can also contact your Regional Coordinator for assistance or clarification. For some questions you may have to contact other staff who provide services to the individual. For example, to complete questions about employment and wages, you may have to contact the person's job coach.

7. What should I tell the person I support and/or their advocate about the survey?

When you speak with them about the survey process, you should tell them that they will be contacted by someone from OPWDD who is conducting interviews for a Consumer Survey. OPWDD wants to ask them questions about their experiences receiving supports and services. This interview will help OPWDD improve services and supports for people with developmental disabilities. Their participation would be greatly appreciated and should only take one hour of their time. Their answers to the survey will remain confidential and will not change the services that they currently receive.

8. What if the individual being interviewed wants me to participate in the interview?

As a best practice, service coordinators are not present during the interviews because there are questions about service coordination and individuals may not respond honestly if the service coordinator is present. It may create a bias and skew the survey results. If you are asked to be present, assist the person to find someone else he or she trusts to help them participate.

9. What if the individual I support doesn't want to participate?

The individual has the right to refuse to participate in the Adult Consumer Survey. It is completely voluntary and there will be no negative consequences for not participating.

10. What if the advocate/guardian doesn't want the person to participate?

Again, participation is voluntary. If the advocate/guardian has the authority to represent the best interests of the individual, then it is their right to not participate.

11. Should I keep a copy of the Pre-Survey and Background Information?

It is not necessary for service coordinators to keep a copy of this document.

12. What if I don't think the person has the ability to be directly interviewed?

The Adult Consumer Survey is for everyone with a developmental disability, no matter their ability level. The first section of the interview is for individuals who can answer the questions by themselves. If an individual is not capable of answering the questions by him or herself, then the questions are skipped. In the second part of the interview, individuals are able to answer the questions with help from another person. A person who knows the individual really well must participate in this section of the interview. This method will help OPWDD use the Consumer Survey to represent everyone receiving services, regardless of ability level.



13. Who will be answering the questions on behalf of the individual if they are unable or unwilling to respond for themselves?

As noted in the answer to the question (Q.12) above, Section II of the Consumer Survey allows for a proxy (i.e., a representative) to answer questions on the individual's behalf. This person should be someone who knows the individual really well, including knowledge of their daily schedule. The proxy could be a family member, circle of support member, guardian, advocate, friend, or direct support professional.

14. How will the interviewers accommodate the individual's personal preferences for meeting time, place, etc?

The interviewers will contact the individuals or their advocate/guardian to set up the interviews. Based on each person's preferences and schedule, the interviewer will set up a meeting time and place where the individual feels most comfortable. This may be in the person's home, community, or day program.

15. How will the individual's information remain confidential?

Each individual selected to be part of the interviews is assigned a unique identifying number called the "Survey Code". Each person will be identified by the survey code and no one else besides OPWDD staff working closely with the NCI project will know who the person is. HSRI will not be able to trace the answers to the Adult Consumer Survey back to the individual who completed the questions.

16. Who do I send the completed Pre-Survey and Background Information to?

When you have finished filling out the **Pre-Survey and Background Information**, and have informed the individual that OPWDD will be contacting him or her to schedule an interview, please send the completed documents back to your Regional Coordinator.

17. When is this information due back to the Regional Office?

The completed Pre-Survey and Background Information must be returned to the Regional Coordinator within the designated time frame you are given. Service coordinators must help us meet this deadline so the interviewers and others involved in the project can meet their deadlines.

18. How can I learn more about the National Core Indicators?

If service coordinators are interested in learning more about NCI, please check out the website at <http://hsri.org/nci/>. There are reports and additional documents describing the project.



Putting People First

Memorandum

To: Provider Associations
 Voluntary Provider Agency Executive Directors
 Developmental Disabilities State Operations Office Directors
 Developmental Disabilities Regional Office Directors
 IBR Director
 Commissioner's Advisory Council
 DDPC Consumer Caucus
 OPWDD Required Regulations Mailing List

From: Barbara Brundage, Director BB
 OPWDD Regulatory Affairs Unit

Date: April 15, 2014

Re: *Learning about Incidents* brochure

Suggested distribution:

Administrators and Management Staff
 Incident Coordinators and Investigators
 Quality Assurance/Quality Improvement Staff
 Qualified Intellectual Disabilities Professionals
 Medicaid Service Coordination Staff

Background:

OPWDD regulations contain a requirement that agencies make “written information” about incidents available to individuals, parents, guardians, correspondents or advocates. (See **OPWDD regulation** below for the full requirement.)

Purpose:

OPWDD has issued an updated version of its *Learning about Incidents* brochure. OPWDD has designated the April 2014 version of the *Learning about Incidents* brochure to be the “written information” that is required to be made available as noted above.

OPWDD expects that translations of the brochure in various languages will be available in the near future. The translated versions can also be used to satisfy this requirement.

The *Learning about Incidents* brochure can be found on the OPWDD website at:

<http://www.opwdd.ny.gov/node/395>

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OPWDD Regulation:

14 NYCRR 624.5(a)(3)(i) states:

- (i) Upon commencement of service provision, and annually thereafter, an agency shall offer to make available written information developed by OPWDD in collaboration with the Justice Center for the Protection of People with Special Needs (Justice Center), and a copy of the agency's policies and procedures, to persons receiving services who have the capacity to understand the information and to their parents, guardians, correspondents (see glossary, section 624.20 of this Part) or advocates (see glossary, section 624.20 of this Part), unless a person is a capable adult who objects to their notification. The agency shall also offer to make available a copy of OPWDD's Part 624 regulations. In order to satisfy this requirement the agency shall:
 - (a) provide instructions on how to access such information in electronic format; and
 - (b) upon written request, provide paper copies of such information.

If you have any questions about complying with this requirement or other aspects of incident management, contact the OPWDD Incident Management Unit at:

Incident.Management@OPWDD.ny.gov.

Thank you.