

Transfer Process between the Children's Waiver and OPWDD Comprehensive Waiver

For Health Home Care Managers (HHCM),
Children and Youth Evaluation Services (C-YES), &
Developmental Disabilities Regional Offices (DDRO)
Children's Liaisons (CL)

Agenda

- ✓ Definitions
- ✓ Transfer Process
 - 1: DOH Children's Waiver to OPWDD Comprehensive Waiver
 - 2: OPWDD Comprehensive Waiver to DOH Children's Waiver
 - Steps
 1. Notification of Intent to Transfer
 2. Opening Conference and Verification of Information
 3. Selection of Care Management
 4. Sharing Plan of Care / Life Plan
 5. Application, Eligibility, and Documentation
 6. Establishing an Effective Transfer Date
 7. Transfer Process Confirmation
 8. System changes
 9. Notice of Decision
 10. Enrollment in the other Waiver
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Definitions

May 2021

Definitions

- **Care Coordination Organization (CCO):** For individuals who choose to receive services under the OPWDD Comprehensive Waiver, a CCO Care Manager.
- **Children's Liaison (CL):** are the direct OPWDD Regional Office contact staff who track and assist with maintaining the OPWDD ICF/IID LCED for the Department of Health (DOH) Children's Waiver.
- **Child and Youth Evaluation Service (C-YES):** is a statewide program that determines whether a child/youth (under age 21) is eligible for Home and Community Based Services (HCBS) for children who do not currently have Medicaid or for children who opt-out of the Health Home Serving Children's program.
- **Developmental Disability (DD):** the OPWDD eligibility review process determines if an individual has a developmental disability and is eligible for supports and services. DD Eligibility must be determined prior to an ICF/IID LCED determination.
- **Developmental Disabilities Regional Offices (DDRO):** are the regional offices of OPWDD and are where the Children's Liaisons are located throughout the State.
- **Health Home Care Manager (HHCM):** single contact person creating, documenting, executing and updating the individualized child centered Health Home Plan of Care (POC) that integrates medical, behavioral health, rehabilitative, long term care, community and social services, family and peer supports.

Definitions (cont.)

- **Health Homes Serving Children (HHSC):** organization responsible for the oversight of HHCMA.
- **Health Commerce System (HCS):** is a secure online communications and application system operated by the NYS Department of Health.
- **Intermediate Care Facilities for Individuals with Intellectual and Developmental Disabilities (ICF-IID):** is an optional Medicaid benefit that enables states to provide comprehensive and individualized health care and rehabilitation services to individuals to promote their functional status and independence.
- **Level of Care Eligibility Determination (LCED):** is an eligibility tool used for the initial determination and annual redetermination that an individual meets the ICF/IID Level of Care.
- **Home and Community Based Services/Level of Care (HCBS/LOC):** is a tiered assessment where multiple factors must be met for child/youth's HCBS/LOC eligibility to be determined. To access Children's HCBS, a child/youth must meet target population, risk factors, and functional criteria as described in the Children's Waiver. The HCBS/LOC Eligibility Determination is housed within the Uniform Assessment System (UAS).
- **Notice of Decision (NOD):** the determination that is issued to the child/youth/parent/guardian/legally authorized representative regarding their eligibility and their Fair Hearing rights.

Purpose

May 2021

Transfer Process Policy

This policy pertains to children and youth receiving either:

- The Children's Waiver Home and Community Based Services (HCBS) **OR**
- The Office for People With Developmental Disabilities (OPWDD) Comprehensive HCBS Waiver

And who want to transfer from one of the waivers to the other waiver

The policy outline the procedural steps necessary when a child/youth is receiving care management/waiver services from either NYS Department of Health (DOH) or NYS Office for People With Developmental Disabilities (OPWDD) and wants to receive care management/waiver services under the other system.

**Communication and coordination
by all parties is necessary
for the individual to have a smooth transition**

**The process must be followed to ensure no gap in service
delivery to the child/youth**

Steps for the Process

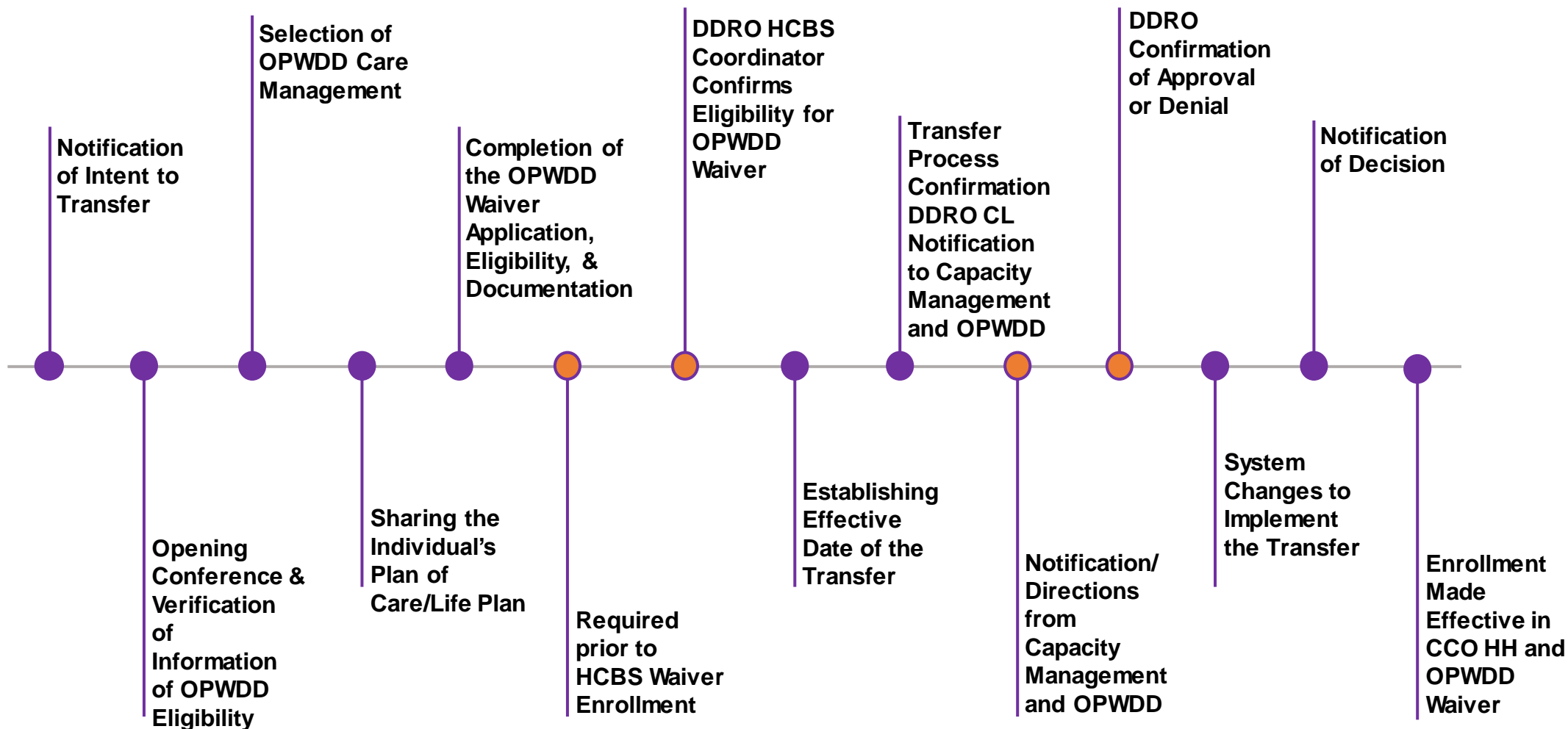
The following outline the **Steps required for a transfer from one waiver to another:**

1. Notification of Intent to Transfer
 2. Opening Conference and Verification of Information
 3. Selection of Care Management
 4. Sharing Plan of Care / Life Plan
 5. Application, Eligibility, and Documentation
 6. Establishing an Effective Transfer Date
 7. Transfer Process Confirmation
 8. System Changes
 9. Notice of Decision
 10. Enrollment in the other Waiver
- The policy is broken out into two processes even though the steps are the same

Transfer from: DOH Children's Waiver to OPWDD Comprehensive Waiver

May 2021

Process Flow 1: DOH Children's Waiver → OPWDD Waiver



Step 1: Notification of Intent to Transfer

- HHCM/C-YES notifies the DDRO CL and Lead Health Home in the Health Commerce System (HCS) Secure File Transfer that the individual is interested in services under OPWDD's Waiver.
- This request must include the following:
 - Individual's first and last name;
 - CIN (Medicaid number);
 - OPWDD's TABS ID (if known);
 - Date of Birth (DOB);
 - Anticipated transfer date (When the individual would like to transfer by);
 - Reason(s) for transfer;
 - Name of CCO HH (if known at the time of initial notification)

Note: Notification by the HHCM/C-YES must happen **up to two months prior** to anticipated transfer date to ensure a timely collaborative transfer.

Step 2: Opening Conference & Verification of OPWDD Eligibility

- DDRO CL and DOH Capacity Management will schedule a phone conference with the HHCM/C-YES to provide an overview of the next steps.
- The individual and the parent/guardian/authorized representative should be encouraged to participate in the call
 - a) If the individual does not have OPWDD ICF-IID eligibility established and a current LCED, the DDRO CL will work closely with the HHCM/C-YES to coordinate with the DDRO parties and assist with the DD eligibility and documentation



Step 3: Selection of OPWDD Care Management (CCO HH or Basic HCBS Plan Support)

- The DDRO CL will provide the HHCM/C-YES information on available Care Coordination Organizations (CCOs) and coordinate with the DDRO Care Coordination Support Liaisons (CCSLs).
- The HHCM/C-YES will advise the member regarding the choices of available CCOs and the need to choose a CCO for care management services through OPWDD to be able to transition to the OPWDD Waiver.
- Once a CCO is chosen by the member and/or parent/guardian/legally authorized representative, the CCO will begin the processes for CCO enrollment.



Step 4: Sharing of the Individuals Current POC

- The HHCM/C-YES will provide the individual's current Health Home POC inclusive of the HCBS to the CCO.
- HHCM/C-YES will notify the interdisciplinary team members (IDT), inclusive of HCBS providers of the choice of the family to transition to the OPWDD Waiver/CCO.

Step 5: Application, Eligibility, and Documentation for the OPWDD Comprehensive Waiver

- The HHCM/C-YES, who has current oversight, will assist where necessary, in gathering information that is needed for the OPWDD Waiver application:
 - a) **Application for Participation and Documentation of Choices Form** – Completed by HHCM/C-YES
https://opwdd.ny.gov/system/files/documents/2020/11/final-waiver-application-doc-form_final-11.19.20.pdf
 - b) **ICF-IID Level of Care Eligibility Determination (LCED)** – Provided by DDRO CL if ICF-IID LCED eligibility has been established. If the child/youth does not have ICF-IID eligibility established, the HHCM/C-YES works to gather the required documentation. This is referenced in the [DDRO Manual](https://opwdd.ny.gov/system/files/documents/2020/02/final-lced-fillable-form-2.3.20-locked-editing.pdf).
<https://opwdd.ny.gov/system/files/documents/2020/02/final-lced-fillable-form-2.3.20-locked-editing.pdf>
 - c) **DDRO HCBS Waiver Coordinator Confirms Eligibility for the OPWDD Waiver** - The DDRO HCBS Waiver Coordinator will review the Waiver Application packet for completeness. When the DDRO HCBS Waiver Coordinator has determined that all enrollment criteria have been satisfactorily met, the DDRO HCBS Waiver Coordinator will confirm eligibility to the CL for the OPWDD Waiver.

Note: Eligibility for the OPWDD Waiver means that the child/youth meets criteria for transfer from the Children's Waiver and HH care management, although no transfer will occur until the effective transfer date is established.



Step 5: CCO Processes (cont.)

- d) **Request for Service Authorization (RSA)** – Completed by the CCO identifying the services the child/youth is requested

<https://opwdd.ny.gov/system/files/documents/2020/02/request-for-service-authorization.pdf>

- d) **In-Process Life Plan**– Completed by CCO

The CCO will be creating the “In-Process Life Plan” or “Justification for Services” in accordance with CCO Policy Update regarding Service Authorizations and the need for waiver services prior to enrollment in a CCO at the following link:

https://opwdd.ny.gov/system/files/documents/2020/03/care-coordination-organization-policy-update_-_service-authorizations-post-july-1-2018.pdf



Step 5: Required prior to HCBS Waiver Enrollment (*cont.*)

- The DDRO CL will ensure the following are completed:
 - a) Front Door Information Session:** The child/youth/family must attend a Front Door Information Session
 - b) Front Door Quality Review:** Services must be approved by the OPWDD Quality Review before the person can be enrolled in the OPWDD HCBS Waiver
 - c) Distribution:**
 - The Application for Participation and the Documentation of Choices form should be sent by the HHCM/C-YES to the DDRO CL
 - The CL uploads the documents into CHOICES and provides copies to the CCO
 - The CCO will upload the “In-Process Life Plan” into CHOICES. The LCED should already be uploaded into CHOICES by OPWDD, if not, the CL will make sure it is included

Step 6: Establishing Effective Date of the Transfer

- DDRO CL will schedule a phone conference with the HH/HHCM/C-YES, CCO Intake Coordinator and any other DDRO staff (if applicable) to discuss/confirm child/youth's eligibility for enrollment in the OPWDD Waiver and to discuss an agreed upon and effective date of the transfer.
- The following must be reviewed:
 - Confirmation of ICF-IID LCED determination
 - OPWDD Waiver approval
 - Consents
 - Target Population
 - The HCB service(s) under the Children's Waiver
 - Desired OPWDD Waiver services and units
 - Reason(s) why the change is being pursued (e.g., choice, no longer meets criteria for the Children's Waiver, aging out of Children's Waiver).
 - End date for HH/C-YES and Children's Waiver month/day/year
 - Start date for CCO/OPWDD Waiver month/day/year

Note: The effective date of the transfer must be a future date and must be the first of the month.



Step 7: Transfer Process Confirmation

a. Confirmation DDRO CL Notification to Capacity Management and OPWDD Central Office

DDRO CL will notify Capacity Management (capacitymanagement@health.ny.gov) and OPWDD Central Office CL Coordinator (childrensliaisoncentraloffice@opwdd.ny.gov) via the HCS Secure File Transfer that the child/youth is ready to officially transfer to OPWDD's Waiver. This notification must include the following:

- Name, DOB, CIN, and TABS ID
- Name of HH and CMA
- Name of CCO
- Confirmation of ICF-IID LCED determination
- OPWDD Waiver approval
- Consents
- Target Population
- The HCB service(s) under the Children's Waiver
- Reason(s) why the change is being pursued (e.g., choice, no-longer meets criteria for the Children's Waiver, aging out of Children's Waiver).
- Desired OPWDD Waiver services and units
- End date for HH/C-YES and Children's Waiver month/day/year
- Start date for CCO/OPWDD Waiver month/day/year



Step 7: Notification/Directions & DDRO Confirmation (cont.)

b. Notification/Directions from Capacity Management and OPWDD Central Office

- Capacity Management and OPWDD Central Office will confirm/deny/request further information to DDRO.
- Transfers cannot take place without approval from Capacity Management and OPWDD Central Office.

c. DDRO Confirmation of Approval or Denial

- DDRO confirmation of approval or denial notification must be sent to the HH/HHCM/C-YES, CCO Intake Coordinator.

Note: The HHCM/C-YES and/or CCO should only include the CL in correspondences related to transfers.

Step 8: System Changes to Implement the Transfer

- The completion of the transfer involves both CCO and HHCM/C-YES issuance of NODs and system changes (R/RE Codes) to allow billing and payment under the new CCO care management and OPWDD HCBS Waiver.
- The specific process for coding changes can be found in the Transfer Process between Children's Waiver and OPWDD Comprehensive Waiver for Care Management and Waiver Services

Step 9: Notice of Decision (NOD)

- The appropriate NOD must be sent to inform the child/youth and/or their parent, guardian, or legally authorized representative, and other identified persons of the enrollment and/or disenrollment status.
- The following is required:
 - a) HHCM/C-YES sends NOD regarding the disenrollment from Health Home and Children's Waiver with additional copy to DDRO CL.
 - b) DDRO Waiver Coordinator sends NOD regarding the enrollment in the OPWDD Waiver with additional copy to the DDRO CL.
 - c) CCO sends NOD regarding the individual's enrollment in the CCO with copy to the DDRO CL.
 - d) The DDRO CL will send the OPWDD Waiver NOD.

Step 10: Enrollment Made Effective in CCO HH and OPWDD Waiver

- The child/youth is now enrolled in the OPWDD Waiver and CCO.
- The CCO now provides Care Management to the child/youth.

Special Note: Residential Transfers and Coding (skip this if the transfer is not a residential move).

- If the individual is moving to an OPWDD certified residence, the Children's Waiver must end the day before the date the individual moves into the new residence.

**Transfer From:
OPWDD
Comprehensive
Waiver to DOH
Children's Waiver**

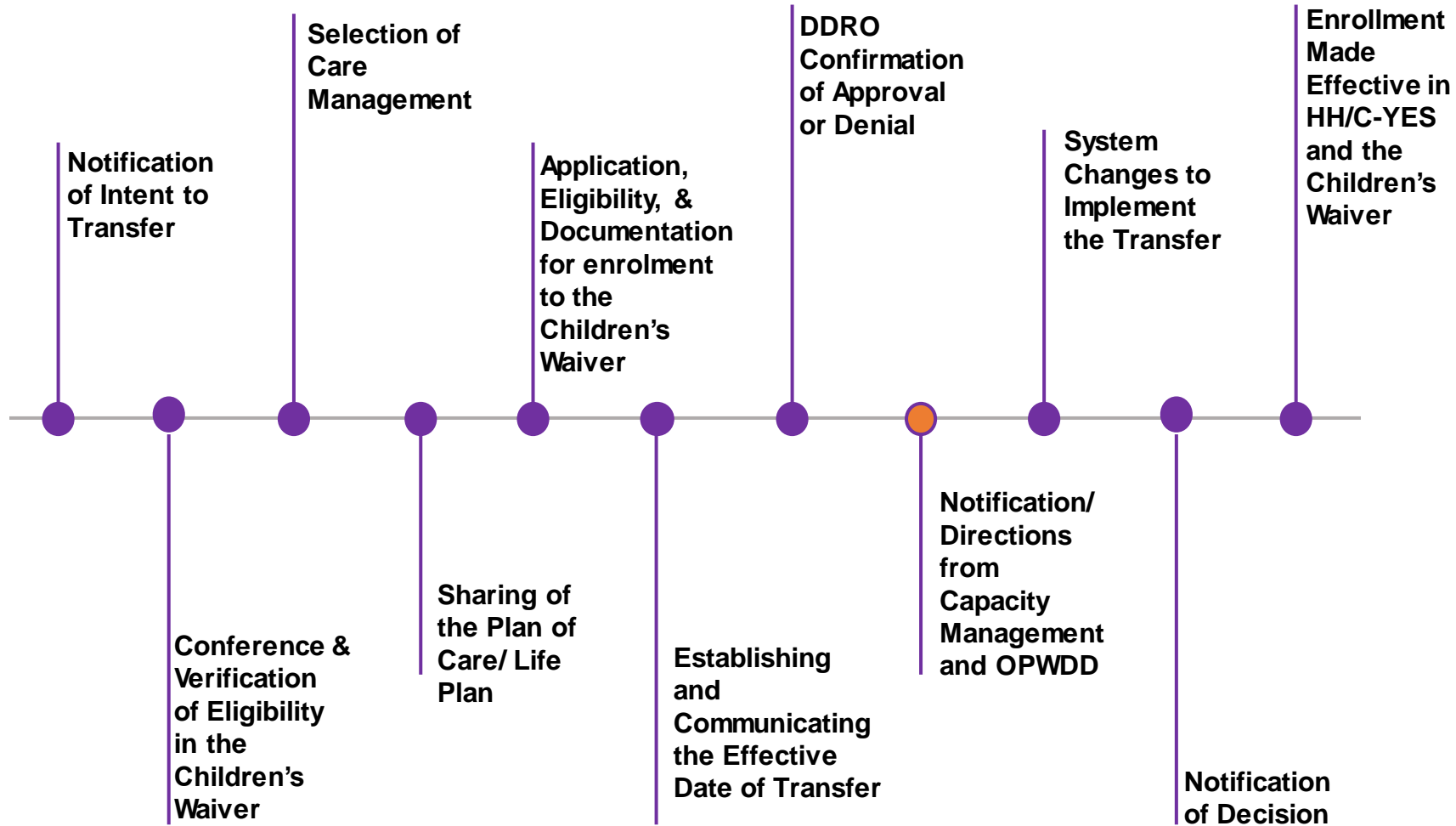
May 2021



Department
of Health

Office for People With
Developmental Disabilities

Process Flow 2: OPWDD Waiver → DOH Children’s Waiver



Step 1: CCO Notification of Intent to Transfer

- The child/youth's CCO Care Manager notifies the DDRO CL that the member is interested in exploring opportunities with the Children's Waiver. This request must include the following:
 - Child/youth's first and last name;
 - CIN (Medicaid number);
 - OPWDD TABS ID (if known);
 - DOB;
 - Anticipated transfer date (When the individual would like to transfer by);
 - Name of chosen HHSC or C-YES
 - Reasons why the change is being pursued (e.g., choice, foster care)

Note: Notification by the CCO and CL must happen up to **two months prior** to anticipated transfer date to ensure a timely collaborative transfer. If the child/youth had been referred to a Health Home Serving Children first, the HH must look in ePaces to determine if the member is currently enrolled in the OPWDD Comprehensive Waiver. If so, the HH will notify the DDRO CL. The CCO will take the lead with the child/youth/family in gathering the supporting documentation required for transfer.

Parent/Consumer resources on the Children's Waiver can be found at:

https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/consumer_info.htm



Step 2: Conference and Verification of Eligibility for the Children's Waiver

- DOH Capacity Management and the DDRO CL will schedule a phone conference with the CCO to provide an overview of the next steps. The individual and the parent/guardian/authorized representative should be encouraged to participate in the call.
- The CCO will need to work with the child/youth and their parent, guardian or legally authorized representative by providing information about the Children's Waiver and the Health Home Serving Children's program.
- The CCO will work with the HH to gather the necessary consents and supporting documentation for the HH to conduct the HCBS/LOC eligibility determination.



Step 3: Selection of HH/C-CYES and CMA

- Capacity Management and DDRO CL will provide CCOs information on available HHs and CMAs or C-YES
- The DDRO CL and CCO will advise the member regarding the choices of available HHs and CMAs or C-YES to be able to transition to the other Waiver.
- Once a HH/C-YES/CMA is chosen by the member and/or parent/guardian/legally authorized representative, the HH/C-YES/CMA will begin the processes for HH/C-YES enrollment

Step 4: Sharing of the Current Life Plan by CCO

- The CCO will provide the member's current Life Plan inclusive of current services and providers. As well as the Children's Waiver services being requested.
- The CCO will notify the interdisciplinary team members (IDT), inclusive of HCBS providers of the family's choice to transition to the Children's Waiver.

Step 5: Application, Eligibility, and Documentation

- The CCO and DDRO CL, who has current oversight, will assist where necessary, in gathering information that is needed for the Children's Waiver eligibility and enrollment as outlined:

For a child and youth with ICF-IID LCED

- The CCO and HHCM/C-YES will coordinate to send the required information and documentation to complete the Children's Waiver HCBS/LOC eligibility determination to the CL.



Step 5: For a child/youth with ICF-IID LCED (cont.)

- The CCO and HHCM will send the required information and documentation to complete the Children's Waiver HCBS/LOC eligibility determination to the DDRO CL.
 - a. For DD/Medically Fragile Target Population:**
 - I. Verification that the individual meets LCED
 - II. HHCM completes the HCBS subset of the CANS-NY questions within the UAS for the Developmental Disability/Medically Fragile Target Population
 - b. For DD in Foster Care Target Population:**
 - I. Verification that the individual meets LCED
 - II. Documentation of the individual entering foster care
 - III. The DDRO CL will complete the CANS-NY subset and attest that the child meets Target Population, Risk Factors, and Functional Criteria for Children's Waiver eligibility.
- The HHCM/C-YES and the DDRO CL will confirm that individual meets targeting requirements (is in foster care or is medically fragile). The DDRO CL will inform CCO if transfer can proceed or if additional documentation may be required to confirm eligibility.
 - c. HH/C-YES Enrollment Documentation**

HHCM/C-YES begin to develop the POC and choice of Children's Waiver services and providers with the completion of the Freedom of Choice form and signing of consents.



Step 5: For a child/youth ICF-IID LCED Determined Not Eligible (cont.)

- CCO must provide the child/youth and/or parent/guardian/legally authorized representative information on the HHSC program and the Children's Waiver.
- CCO will assist with referring the child/youth to the selected HHSC.
- A referral to the HHSC and Children's Waiver from CCO/OPWDD's Waiver can be made for the following two target populations for a HHCM to conduct the HCBS/LOC Eligibility Determination for:
 - a) Serious Emotional Disturbance (SED)
 - b) Medically Fragile (MF)



Step 6: Establishing an Effective Date of the Transfer

- DDRO CL will schedule a phone conference with the HH/HHCM/C-YES, CCO Intake Coordinator and any other DDRO staff (if applicable) to discuss/confirm child/youth's eligibility for enrollment in the OPWDD Waiver and to discuss an agreed and effective date of the transfer. This notification must include the following:
 - Confirmation of ICF-IID LCED determination
 - OPWDD Waiver approval
 - Signed consent(s)
 - Target Population
 - The HCB service(s) under OPWDD Waiver
 - Desired Children's Waiver services
 - Reason(s) why the change is being pursued (e.g., choice, no-longer meets criteria for the OPWDD Waiver i.e. provisional eligibility)
 - Start date for Health Home/C-YES and Children's Waiver (month/day/year)
 - End date for CCO/OPWDD Waiver (month/day/year)

Note: The effective date of the transfer must be a future date and must be the first of the month.



Step 7: Transfer Process Confirmation

a. DDRO CL Notification to Capacity Management and OPWDD Central Office

DDRO CL will notify Capacity Management and OPWDD Central Office via the HCS Secure File Transfer that the child/youth is ready to officially transfer to OPWDD's Waiver. This notification must include the following:

- Name, DOB, CIN, and TABS ID
- Name of HH and CMA
- Name of CCO
- Confirmation of ICF-IID LCED determination
- OPWDD Waiver approval
- Consents
- Target Population
- The HCB service(s) under OPWDD Waiver
- Reason(s) why the change is being pursued (e.g., choice, no-longer meets criteria for the OPWDD Waiver i.e. provisional eligibility)
- Desired Children's Waiver services
- Start date for Health Home/C-YES and Children's Waiver month/day/year
- End date for CCO/OPWDD Waiver month/day/year



Step 7: Transfer Process Confirmation (*cont.*)

b. Notification/Directions from Capacity Management and OPWDD Central Office

- Capacity Management and OPWDD Central Office will confirm/deny/request further information to DDRO.

Note: Transfers cannot take place without approval from Capacity Management and OPWDD Central Office.

c. DDRO Confirmation of Approval or Denial

- DDRO confirmation of approval or denial notification must be sent to the HH/HHCM/C-YES, CCO Intake Coordinator and any other DDRO staff (if applicable).

Step 8: System Changes to Implement the Transfer

- The completion of the transfer involves both CCO and HHCM/C-YES issuance of NODs and system changes (R/RE Codes) to allow billing and payment under the new CCO care management and OPWDD HCBS Waiver.
- The specific process for coding changes can be found in the Transfer Process between OPWDD Comprehensive Waiver to the Children's Waiver for Care Management and Services

Step 9: Notice of Decision (NOD)

- The appropriate NOD must be sent to inform the child/youth and/or their parent, guardian, or legally authorized representative, and other identified persons of the enrollment and/or disenrollment status.
- The following is required:
 - HHCM/C-YES sends NOD regarding the enrollment from Health Home/C-YES and Children's Waiver enrollment.
 - DDRO Waiver Coordinator sends NOD regarding the disenrollment in the OPWDD Waiver with additional copy to the DDRO CL.
 - CCO sends NOD regarding the individual's disenrollment in the CCO with copy to the DDRO CL.
 - The DDRO CL will send the OPWDD Waiver NOD.



Step 10: Enrollment Made Effective in HH and the Children's Waiver

- The child/youth is now enrolled in the Health Home/C-YES and the Children's Waiver.
- The HHCM/C-YES now provides Care Management to the child/youth.



Appendix

May 2021

OPWDD Resources

OPWDD Website

<https://opwdd.ny.gov/>

OPWDD Front Door

<https://opwdd.ny.gov/get-started/front-door>

Care Management

<https://opwdd.ny.gov/providers/care-management>

For questions please contact:

hhidd@health.ny.gov

OPWDD DDRO Manual

https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/docs/ddro_manual_for_childrens_waiver.pdf



OPWDD Children's Liaisons

Region/Counties	Contact Information
Region 1: Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Wayne, Wyoming, Yates, Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans	childrensliaisonregion1@opwdd.ny.gov
Region 2: Broome, Chenango, Delaware, Otsego, Tioga, Tompkins, Cayuga, Cortland, Onondaga, Oswego, Herkimer, Lewis, Madison, Oneida, Clinton, Essex, Franklin, Hamilton, Jefferson, St. Lawrence	childrensliaisonregion2@opwdd.ny.gov
Region 3: Fulton, Montgomery, Saratoga, Schenectady, Schoharie, Warren, Washington, Albany, Rensselaer, Orange, Sullivan, Rockland, Westchester, Columbia, Dutchess, Greene, Putnam, Ulster	childrensliaisonregion3@opwdd.ny.gov
Region 4: Queens, Kings, New York, Bronx, Richmond	childrensliaisonregion4@opwdd.ny.gov
Region 5: Nassau, Suffolk	Childrensliaisonregion5@opwdd.ny.gov



Resources and Questions

- HHCMs and HHCMAAs should first talk with their Lead Health Home regarding questions and issues they may have.
- Questions, comments, or feedback on Health Homes Serving Children to: hhsc@health.ny.gov or contact the Health Home Program at the Department of Health at 518.473.5569.
- Specific Questions/Comments regarding Transition services BH.Transition@health.ny.gov
- Subscribe to the HH Listserv http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/listserv.htm



NYS DOH Children’s Waiver Website

Find guidance, policies, forms, webinars, and more on the NYS DOH 1915c Children’s Waiver webpage located at, https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/1115_waiver_amend.htm

Department of Health					Individuals/Families	Providers/Professionals	Health Facilities	Search
Children’s Behavioral Health	You are Here: Home Page > Behavioral Health > 1915(c) Children’s Waiver and 1115 Waiver Amendments							
Home	1915(c) Children’s Waiver and 1115 Waiver Amendments							
Children’s Medicaid System Transformation—Webinars/Trainings/Timelines	As part of the Children’s Medicaid System Redesign, the 1915(c) Children’s Waiver and 1115 Demonstration Waiver work together to offer an array of services to provide the communities in the least restrictive settings. The goals of the Children’s Waiver are to keep children/youth on their developmental trajectory, identify needs early and intervene to maintain accountability for improved outcomes and delivery of quality care, and make more services available to children/youth from birth to age 21.							
Children and Family Treatment and Support Services	This site provides information related to the Children’s Waiver – including guidance and resources for providers, care managers, managed care organizations, families, and BH.Transition@health.ny.gov							
1915(c) Children’s Waiver and 1115 Waiver	IMPORTANT: Please visit our main Health Home page for COVID-19 Updates and Policy Guidance							
Provider Designation	CANS-NY Information and Resources can be found on the Health Home Serving Children page							
Managed Care Organization (MCO) Qualification Process	Overview of 1915c Children’s Waiver and 1115 Waiver	Family and Consumer Information	Children’s HCBS Waiver Provider Guidance, Policies, & Training	Children’s HCBS Manuals and Rates	Capacity Management	Eligibility	Plan of Care	Care Management Guidance, Policies, & Training
Billing Guidance								
Information for Consumers/Medicaid Recipients	Child and Youth Evaluation Services (C-YES)	EMods, VModS, AT, & Non-Medical Transportation	OPWDD Resources	Archive				
Children’s Medicaid Redesign Team (MRT)								
29-J Health Facility (VFCA Transition)								
Children’s Health Homes								
Links/Learn More								
Adult Behavioral Health								
Home								
MRT BH Subcommittees Archive								
Behavioral Health Home and Community Based Services (BH HCBS)								
Health Homes for Individuals in HARPs and HARP Eligibles in HIV								

Department of Health Complaints

- Enrollees and providers may file a complaint regarding managed care plans to DOH by contacting:
 - 1-800-206-8125 or
 - managedcarecomplaint@health.ny.gov
- When filing:
 - Identify plan and enrollee; and
 - Provide all documents from/to Plan.
- Medical record not necessary.
- Issues not within DOH jurisdiction may be referred.
- DOH is unable to arbitrate or resolve contractual disputes in the absence of a specific governing law.
- File Prompt Pay complaints with Department of Financial Services:
<https://www.dfs.ny.gov/insurance/provlhow.htm>



Referral Form Instructions

- The Children and Youth Evaluation Service (C-YES) accepts referrals from individuals and providers including a parent, wider family member, doctor, therapist, school guidance counselor, CBOs and others:
- Individuals and families should call C-YES so that we can send you a Referral Form and a pre-paid return envelope in the mail right away! You can mail back the form in the envelope at no cost to you. Call C-YES at 1-833-333-CYES (1-833-333-2937). TTY: 1-888-329-1541
- Providers and Organizations with secure email protocols can download the Referral Form below. Return the form to: CYESREFERRAL@MAXIMUS.COM. Be sure to include the child/youth's name and contact information.
- [C-YES Referral Form](#)

Upcoming HCBS Children’s Waiver Webinars

HCBS Overview	LOC/ Eligibility Determination	Waiver Enrollment	POC Development/ Referral	Waiver Operations	Maintaining Waiver Enrollment / Service Delivery	Transfer / Disenroll
Children’s Medicaid System Overview/ Children’s Waiver Overview	CANS-NY/ Eligibility Assessment	Capacity Management	Plan of Care/Person-Centered Planning Requirements	IRAMS User Intro for HHCM	Care Management Requirements for HCBS	Waiver Disenrollment
Health Home Care Management Basics	NODs, Fair Hearing, Critical Incident Reporting, Grievances and Complaints	Participant Rights and Protections	Service Delivery and Definitions	IRAMS User Intro for HCBS Providers	Service Delivery Requirements	Transferring to Adult Services (aging out) or OPWDD waiver
HCBS Provider Requirements for Designation	C-YES – the Role of the Independent Entity	Conflict Free Care Management	HCBS POC Workflow and MMCP Authorization	Modifications (E/V) and Assistive Technology Updated Process for HHCM/C-YES		
Medicaid Overview / Medicaid and the Children’s Waiver	LCED for Children’s Waiver Participants			Modifications (E/V) and Assistive Technology Updated Process for LDSS		

Required for only Health Home Care Managers

Required for only HCBS Providers

Required for Both

Optional for Both

To find the postings for the completed webinars, refer to this link:
https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/care_management.htm