



Health Home Serving Children Care Manager Qualifications Waiver Request Guidance

The New York State Department of Health (DOH) in collaboration with State Partners, have outlined in the Health Home Serving Children Standards that Care Managers must meet specific staff qualifications. These qualifications are the minimum standard and apply to *all* Care Managers serving children with an acuity level of “high” as determined by the CANS-NY.

Staff Qualifications Standards for Health Home Care Managers

Health Home Care Managers that serve children with an acuity level of “**high**” as determined by the CANS-NY must have:

- a) A Bachelors of Arts or Science with two years of relevant experience, OR
- b) A License as a Registered Nurse with two years of relevant experience, OR
- c) A Masters with one year of relevant experience.

For children enrolled in the Early Intervention Program and receiving Health Home services through a provider approved under the Early Intervention Program, the minimum qualifications for EIP service coordinators set forth in Section 69-4.4 of 10 NYCRR will apply.

Health Home Care Managers must complete CANS-NY training and certification annually.

- ◆ Supervisors must be CANS-NY certified and must achieve at least a score of 80% or higher on exam
- ◆ Care Managers must be CANS-NY certified and must achieve at least a score of 70% or higher on exam

Waiver of Care Manager Staff Qualifications Request

Health Homes and Health Home Care Management Agencies may request a waiver of the established Care Manager Staff qualifications. Health Homes and/or Health Home Care Management Agencies seeking a waiver of the Care Manager staff qualifications outlined in the Health Homes Serving Children Standards must submit a Waiver Request Form to the Department of Health at hhsc@health.ny.gov.

A Waiver Request Form can be completed for both existing employees and new hires/potential candidates of Care Manager positions within Health Homes and Health Home Care Management Agencies.

For Health Homes and Health Home Care Management Agencies seeking a waiver for existing employees, Section 1 of the Waiver Request Form must be completed. The employee’s related



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work experience, educational background, training, special skills and abilities must be described in Section 1 of the Waiver Request Form.

For Health Homes and Health Home Care Management Agencies seeking a waiver for new hires and/or potential candidates, Section 1 of the Waiver Request Form must be completed as well as Section 2 of the Waiver Request Form. In Section 2 of the Waiver Request Form, the Health Home and/or Health Home Care Management Agency must describe their rationale for considering the candidate and any specialized skills the candidate is meeting that cannot be obtained from a candidate that meets the minimum staff qualification standards. Examples for such skills needed would be multi-lingual candidates or a described shortage of qualified care managers. The Health Home and/or Health Home Care Management Agency must also describe specialized supervision, support and training that the candidate would receive within the first 6 months and within the next year of hire.

Health Homes and Health Home Care Management Agencies must attach a copy of the candidate's resume as well as list verified relevant degrees and certificates to the Waiver Request Form at the time of submission. A Contact Person for the Health Home and Health Home Care Management Agency must also be listed on the Waiver Request Form along with their title, phone number and e-mail address.

Review of Staff Qualifications Waiver Request Form

The New York State Department of Health, Division of Program Development and Management, Health Homes Serving Children Program staff along with State partners will review all Waiver Request Forms on a case-by-case basis. A determination of the staff qualifications waiver request approval or denial will be provided to the contact person of the Health Home and/or Health Home Care Management Agency seeking the waiver for Care Manager staff qualifications.

Please Note: Care Managers providing Early Intervention Service Coordination must meet the Early Intervention regulatory requirements and this form should not be utilized to waive those requirements.