



Office for People With  
Developmental Disabilities



# People First Care Coordination



# Introduction & Welcome

- Today's webinar is the start of a conversation we would like to have with individuals and families served by OPWDD, to help explain People First Care Coordination
- We will explain what People First Care Coordination is, the reason it is needed, and how it will benefit you
- We will also talk about what the transition will be like, when these changes will happen, and what you can do if you would like to provide input or have questions





## OPWDD's Commitment

- First we would like to reaffirm OPWDD's commitment to ensuring people with developmental disabilities have services that are person-centered, flexible, easy to access and responsive to their needs and preferences
- OPWDD is committed to listening to your feedback and working to address concerns, in partnership with individuals and families



# Transformation: A Plan for the Future

- In 2015 OPWDD initiated a comprehensive re-evaluation of our service system by establishing the Transformation Panel, including parents and people with disabilities
- The vision of the Panel is that people with developmental disabilities will be accepted as part of our communities, and live the lives they choose while experiencing good health, growth, and personal relationships
- The Panel recognized, and OPWDD agrees, that we must meet growing and changing needs, become more person-centered, and focus more on results and outcomes



# What is People First Care Coordination?

- People First Care Coordination is a new way of managing services, adding features to the service coordination provided today by Medicaid Service Coordinators
- Coordination of the OPWDD services a person receives along with the other services they receive in a single Life Plan
- These other services include health and wellness services, behavioral health and medication management services not currently coordinated by Medicaid Service Coordinators





# What is People First Care Coordination?

- Services will be tracked in a single Life Plan with the oversight of a care manager who specializes in person-centered planning for people with developmental disabilities. The Life Plan will be updated regularly and developed using a person-centered planning process
- Care managers will need to meet standards, including showing skill in developing person-centered life plans
- Individuals will still come to the Front Door for eligibility and authorization; CCOs will create Life Plans and help ensure services are being received



## Why is People First Care Coordination Needed?

- Coordinating everything in one location—the Life Plan—ensures that one person—the care manager—is aware of the person's entire plan and can assist in ensuring that appropriate services are being received
- Families will get more help managing services, and can rely on the care manager while still taking on as much of a role in coordinating their loved one's services as they do today
- Providers will receive financial incentives for meeting quality benchmarks and life plan goals



# Why is People First Care Coordination Needed?

- Improved data collection will help us to measure results—how well services are working for the person—as well as share data across service providers and service systems for better follow up and coordination
- It eliminates conflict of interest by separating service coordination and service provision
- Individuals and families expect that managed care in the OPWDD system will be specialized to the needs of people with developmental disabilities, and having People First Care Coordination means the foundation of our managed care system will be person-centered planning





# Who Will Provide People First Care Coordination?

- People First Care Coordination will be provided through Care Coordination Organizations (CCOs). The CCOs will be operated by experienced providers of OPWDD services
- The CCOs are also known as Care Coordination Organization/Health Homes, or CCO/HHs
- The Health Home terminology does not refer to a home, and this initiative does not concern residential services except in improving the way that people are assisted to access them
- A Health Home is a type of federal program that requires cross-system care coordination and enhanced IT, and provides additional resources for transformation



## Care Coordination Organization/Health Homes Will:

- Bring increased focus on outcomes and provide revenue for transformation
- Allow for improved cross-system care coordination
- Take a team approach to care coordination
- Help people more easily navigate multiple systems and transition points





## Application Timeline

- Draft application for CCO/HHs was released June 30 for stakeholder comment – comment period ends August 11
- The final application will be released in September, with applications due in November
- Review/Approvals will be granted from December 1, 2017 to February 1, 2018
- CCO/HHs will begin operations next summer



## How Does People First Care Coordination Fit with Managed Care?

- OPWDD is developing specialized managed care with a foundation of person-centered planning through the CCOs
- CCOs can apply to become, or affiliate with MCOs to move to managed care
- Voluntary enrollment in managed care will begin
  - with early adopter pilots in 2018
  - on a phased in schedule beginning in 2019
- Before moving forward with mandatory enrollment, OPWDD will ensure that individuals have a choice of plans and assess satisfaction and outcomes
- Five year transition to managed care





# Medicaid Service Coordination Transition

- All agencies providing Medicaid Service Coordination in the OPWDD system will become part of a CCO
- Our goal is that existing MSCs will be offered the opportunity to transition to care manager roles at CCOs
- OPWDD is convening a workgroup of MSC providers to develop strategies for the future



# How Can I Keep Informed and Ask Questions?

- Stay Informed by attending upcoming webinars offering additional details and checking out the content on our website, including a series of videos in development to better explain People First Care Coordination
- Reach out to OPWDD with questions by emailing us at:  
[care.coordination@opwdd.ny.gov](mailto:care.coordination@opwdd.ny.gov)
- Check out the Frequently Asked Questions document at OPWDD's website for answers to common questions. We will update this document regularly





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