New York State of Opportunity — Office for People With Developmental Disabilities

People First Care Coordination
MSC Information Session

Upcoming Session 6
February 28, 2018

Helping Individuals Transition to CCO/HH

An overview of what MSCs need to know and do to help individuals and families transition to CCO/HH.

Register
https://meetny.webex.com/meetny/onstage/g.php?MTID=ec31c65342dcda854b25ed8f16c1b8d5c

FROM MEDICAID SERVICE COORDINATION TO CONFLICT-FREE CARE MANAGEMENT

Presented by: Noelia Mango, MBA
Panelists: Dr. Gilbert Louis, Dr. Elizabeth Corrigan, Noelia Mango
February 14, 2018

Workshop Agenda

1. **From Medicaid Service Coordinator to Care Manager**

2. **Learning Objectives and 10 Skill Building Areas**

3. **Training Guidance**

4. **Q&A Session**

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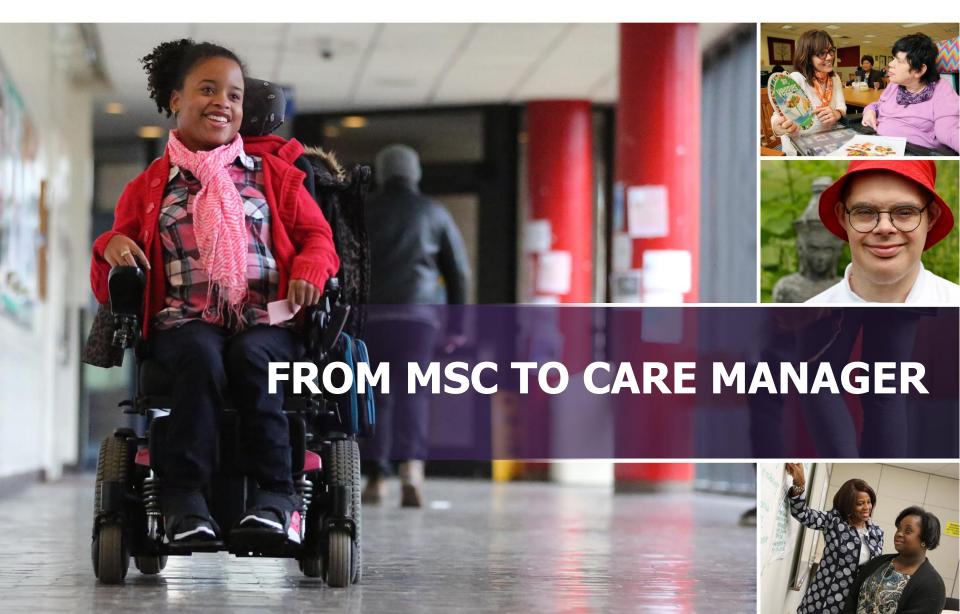
Why Does Our System Need to Transform?

The federal government requires *conflict-free care management* with no conflicts of interest.

This means that a person cannot receive *care management from the same agency that provides services.*

Care managers need to know how to assist individuals in *accessing services from the provider of their choice.*

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FROM MSC TO CARE MANAGER

Grandfathering MSCs to Care Managers

- New education and experience requirements for care managers *will be waived for existing MSCs* who apply to serve as care managers in Care Coordination Organizations/Health Homes (CCO/HH).

- CCO/HH will be required to provide Health Home core services *training for current MSCs who transition* and do not meet the minimum education and experience requirements.

  - *Training will be provided by the CCO/HH to MSCs, with support from OPWDD.*

  - *CCO/HHs are required to ensure that all CCO/HH Care Managers are qualified to deliver the six core Health Home services.*

HH CORE SERVICES

1. **Comprehensive Care Management**
2. **Care Coordination and Health Promotion**
3. **Comprehensive Transitional Care**
4. **Individual and Family Support**
5. **Referral to Community and Social Support Services**
6. **Use of Health Information Technology to Link Services**

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Enhanced Family Support Services

- Provide families with counseling or training, including *promotion of skills to provide specific treatment regimens* to help the individual improve function.
- Assist families to navigate the service system.
- Provide information and *assistance in accessing services* such as: self-help services, peer support services, housing, transportation, and respite services.

- Obtain information about individual's disability or chronic conditions.
- Identify resources to assist in acquiring, retaining, and improving self-help, socialization and adaptive skills.

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Unchanged Responsibilities

- Help the individual make *informed choices*

- *Ensure health and safety* of the individual

- Continually *focus on the individual's aspirations* and assist her/him to achieve personal goals

- Promote *self-advocacy, self-determination* and *community inclusion*

- Make the *satisfaction* of the individual and her/his circle of support a priority

- Understand and apply *person-centered planning* principles

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Unchanged Responsibilities

- *Conduct meetings* - Life Plan/Circle of Support

- *Communicate effectively* (verbally and in writing) with individuals, families, advocates, and providers

- Facilitate and *develop natural supports* for individuals

- Negotiate and *resolve conflicts*

- Access and *navigate benefits and entitlements*

- Keep an up-to-date care management record, including the *required documentation*

- Understand care management *ethics and conflict of interest*

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10 SKILL-BUILDING AREAS FOR CARE MANAGERS

SKILL-BUILDING AREAS	LEARNING OBJECTIVES *(Excerpts)*
1. Person-Centeredness and Communication	• Identify the eight hallmarks of person-centered planning • Describe the role of the care manager in ensuring that the individual's personal outcomes are being addressed
2. Relationships and Communication within Care Coordination Team	• Define Inter-professional collaboration • Apply mediation skills to avert or minimize care team conflict
3. Community Orientation	• Describe current transportation resources in New York State • Link the individual who wishes to pursue work to pre-employment and/or employment services that best support his/her needs and wishes
4. Cultural Competence	• Identify personal biases and how they affect your role as a care manager • Explain how ethnic, racial, and health disparities affect access to and engagement in services
5. Developmental Disabilities, Chronic Diseases, and Social Determinants of Health	• Explain a Chronic Care Model and its essential elements • List the major social determinants of health and their implications on wellness

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SKILL-BUILDING AREAS	LEARNING OBJECTIVES *(Excerpts)*
6. Community Supports and Services, New Models of Care, and Health Care Trends	• Describe the role of the CCO/HHs in the I/DD Medicaid Transformation • Explain how health care reform will impact the delivery of health care services
7. Ethics and Professional Boundaries	• Identify a framework for ethical decision-making • Explain why it is important for care managers to be aware of Compassion Fatigue
8. Quality Improvement	• Explain the importance of measuring quality and maintaining data integrity • Implement systemic improvements and corrective actions necessary to address identified issues and inadequacies
9. Health Information Technology	• Summarize the basic concepts of Health Information Technology (HIT) and how it influences care management • Explain the basic concepts of the Health Information Exchange (HIE)
10. Documentation and Confidentiality	• Explain and apply the requirements of HIPAA, MHL 33.13 and New York State Public Health Law • Describe the importance of thorough and proper documentation

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Skill-Building Area	OPWDD Training
1 & 5	Foundations of OPWDD
1	PRAISE Curricula
5	Choking Prevention
	Tuberculosis Control
6	Benefits and Entitlements
	Personal Allowance
	Supplemental Nutrition Assistance Program (SNAP)
	Liability for Services Training
	Overview of Services for Willowbrook Class Members
8	Fire Safety

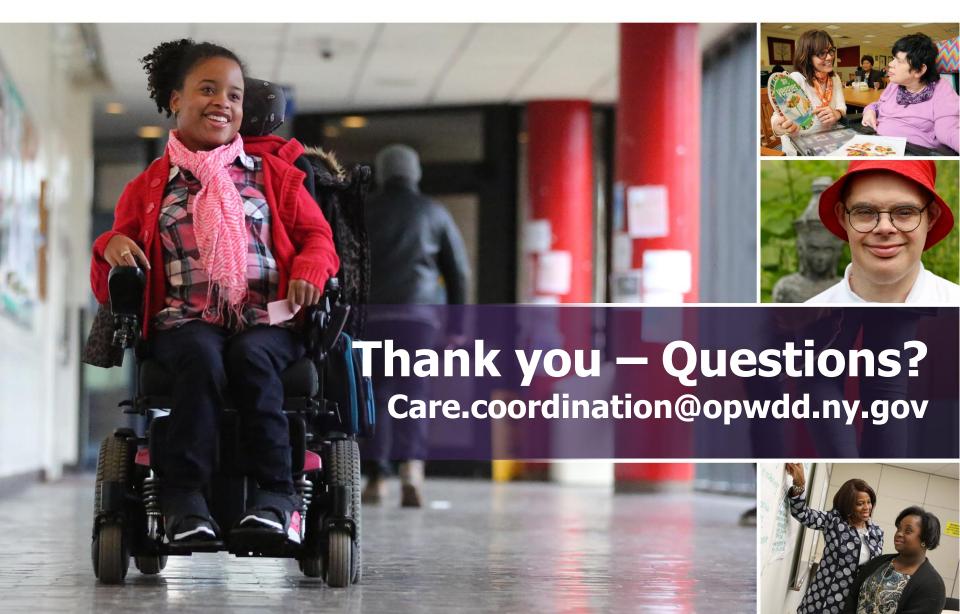*OPWDD TRAININGS THAT ALIGN WITH SKILL-BUILDING AREAS 1, 5, 6 & 8*
(NOTE: Some trainings listed above are still under development)

TRAINING GUIDANCE

1) CCOs can use the *Training Guide for Care Managers* to develop training materials for all 10 skill-building areas.

2) CCOs will have the freedom to select the number learning objectives they will expect care managers to complete.

3) Care managers will be trained on all 10 skill building areas by completing the number of learning objectives selected by CCOs.

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Thank you – Questions?
Care.coordination@opwdd.ny.gov

References

1. **New York State Department of Health**
   - [Frequently Asked Questions (FAQ) Care Coordination Organizations / Health Homes (CCO/HH) 7/28/17](#)
   - https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/idd/docs/frequently_asked_questions.pdf
   - https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/idd/docs/hhidd_application_part_1.pdf

2. **New York State Public Health Law (pertaining to HIPAA privacy rules and confidentiality)**
   - Article 27-F
     https://www.health.ny.gov/publications/9192.pdf
   - 10 NYCRR Part 63
     https://regs.health.ny.gov/volume-1a-title-10/1532292431/section-636-confidentiality-and-disclosure
   - 14 NYCRR 633.19
     https://govt.westlaw.com/nycrr/Document/I5039305ecd1711dda432a117e6e0f345?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)
   - 42 CFR Part 2
     https://www.ecfr.gov/cgi-bin/text-idx?rgn=div5;node=42%3A1.0.1.1.2

3. **Office for People With Developmental Disabilities**
   - Care Coordination Data Definitions
     https://opwdd.ny.gov/opwdd_services_supports/care_coordination_organizations/definitions
   - CCO/HH Application
     https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_home s/idd/docs/hhidd_application_part_1.pdf
   - Corrigan, E., Louis, G., & Mango, N. (2018). OPWDD training guide for care managers. New York State Office for People With Developmental Disabilities & New York Association of Emerging Multicultural Providers, Inc.
   - Medicaid Service Coordination Vendor Manual
     https://opwdd.ny.gov/sites/default/files/documents/medicaid_service_coordination_vendor_manual_1.pdf
   - Training Opportunities Webpage
     https://opwdd.ny.gov/opwdd_careers_training/training_opportunities/slms

4. **Office of Mental Health**
   - New York State's mental health confidentiality statute (section 33.13 of the Mental Hygiene Law)
     https://www.omh.ny.gov/omhweb/hipaa/phi_protection.html

5. **U.S. Department of Health and Human Services**
   - HIPAA Privacy Rule
     https://www.hhs.gov/hipaa/for-professionals/privacy/index.html