



Office for People With Developmental Disabilities



People First Care Coordination MSC Information Session



Info Session Updates

- Sessions 1-5
 - Posted on the OPWDD Website.
- Session 7 – March 14, 2018
 - ***MSC Next Steps: Updates on CCOs, Training and Enrolling Individuals***
- Session 8 – March 28, 2018
 - ***Cultural Competency: Why It's Important for Care Managers***

For viewing or registration go to the OPWDD website at:

https://opwdd.ny.gov/opwdd_services_supports/care_coordination_organizations

Information sessions count towards current annual MSC professional development hours.



MSC Information Session 6

Transitioning to CCOs – What MSCs Need to Know and DO

EDUCATE to ENROLL

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Purpose

- The next several months will have significant activity related to the transition to CCOs
- We need your help and dedication to work in partnership to achieve a smooth transition and ensure individuals receiving services have a positive experience
- We will provide you with information and guidance to share with individuals and families about transitioning to Care Coordination Organizations (CCOs)



Your Role as an MSC

- As an MSC you will have a critical role in informing individuals and families about Care Coordination Organizations (CCO).
- You will also inform them of the 2 care management options offered by the CCO.



The two care management options are:

1. The robust and comprehensive **Health Home Care Management**
2. Basic HCBS Plan Support

Both care management options will be provided by (CCOs) across the state.



To do this task effectively, you will need to:

- **Understand** Health Home Care Management and Basic HCBS Plan Support services.
- **Educate** individuals on care management options and benefits.
- **Clarify** questions to ensure care management decisions are based on informed choice.
- **Support** individuals' care management selection and record it in the OPWDD CHOICES system.
- **Obtain** consent for chosen care management option
- **Share**, documentation of choice/consent and share current care plan with the CCO..



Materials to Help You

- OPWDD, in collaboration with stakeholders developed a “Toolkit” for MSCs to use as a resource to educate individuals currently receiving MSC and PCSS and to assist them to transition to care management by July 1, 2018
- The toolkit consists of:
 1. CCO Informational Brochure
 2. Scripts for MSCs to engage and educate individuals.
 3. Example Individualized information letter that will go to individuals and families about transitioning to CCO.
 4. Documents for the individual’s selection of care management.
 5. Frequently Asked Questions.



**Department
of Health**

**Office for People With
Developmental Disabilities**

YOU MUST UNDERSTAND

- Effective July 1, 2018, MSC Services will end and new care management services will begin.
 - The primary new service will be Health Home Care Management and will provide:
 - coordination of the developmental disability services that individuals and families are currently receiving,
- AND**
- comprehensive coordination of other health and behavioral health care services individuals may receive.



YOU MUST EDUCATE

Individuals and families about what they need to know about Health Home Care Management and Basic HCBS Support Plan options.



You Must **EDUCATE**

- By meeting or speaking with **everyone** you provide MSC or PCSS services to, **BEFORE JULY 1, 2018**, to inform them of this new change in service.
- By informing that they will have a care manager and team to rely on throughout the transition.

You will use the Tool Kit Materials to provide this education.



You must **CLARIFY**

- That OPWDD has enhanced the coordination service by implementing the CCO model and wants people to benefit from this more robust comprehensive service
- That individuals will be able to choose the CCO they want to receive care management from.
- That individuals and families may continue to receive the same services and supports, including self-directed services from their current provider unless they request a change in service and/or service provider.



You must **CLARIFY**

- That the alternative option of Basic HCBS Plan Support services primarily focuses on planning related to only HCBS services and **does not** coordinate any other health or behavioral health services.
- That Basic HCBS Plan Support services is similar to PCSS and only requires:
 - Reviewing and updating service plan
 - Ensuring annual LOC completed



Benefits of Health Home Care Management and Basic HCBS Plan Support

Health Home Care Management

- Coordinated OPWDD Supports and Services
- Coordinated Access Behavioral Health Services
- Coordinated Access to Medical, and Dental services
- Identifies Community-Based resources
- Uses technology to Link Services
- Connects Your Care Providers
- Takes Burden of Navigating Systems from Families

Basic HCBS Plan Support

- Develop care plan and review bi-annually



You must **SUPPORT**

- Individuals to make informed choices using the Informational letter as a guide.
- Individual's enrollment by assisting them to complete the required consent forms.
- Accessing a decision maker if the person is not able to decide independently(future training will be provided)
- A smooth transition to CCO care management services.



You must **DOCUMENT**

- The individual's (or decision maker) care management choice into the OPWDD CHOICES system to ensure the enrollment process.
- This choice by June 30, 2018, for all individuals receiving MSC or PCSS,

This screen will be available in CHOICES as of 4/15/18.



You must **OBTAIN**

- The completed consent forms, individual's current service plan and state approved assessment summary, CAS or DDP2.

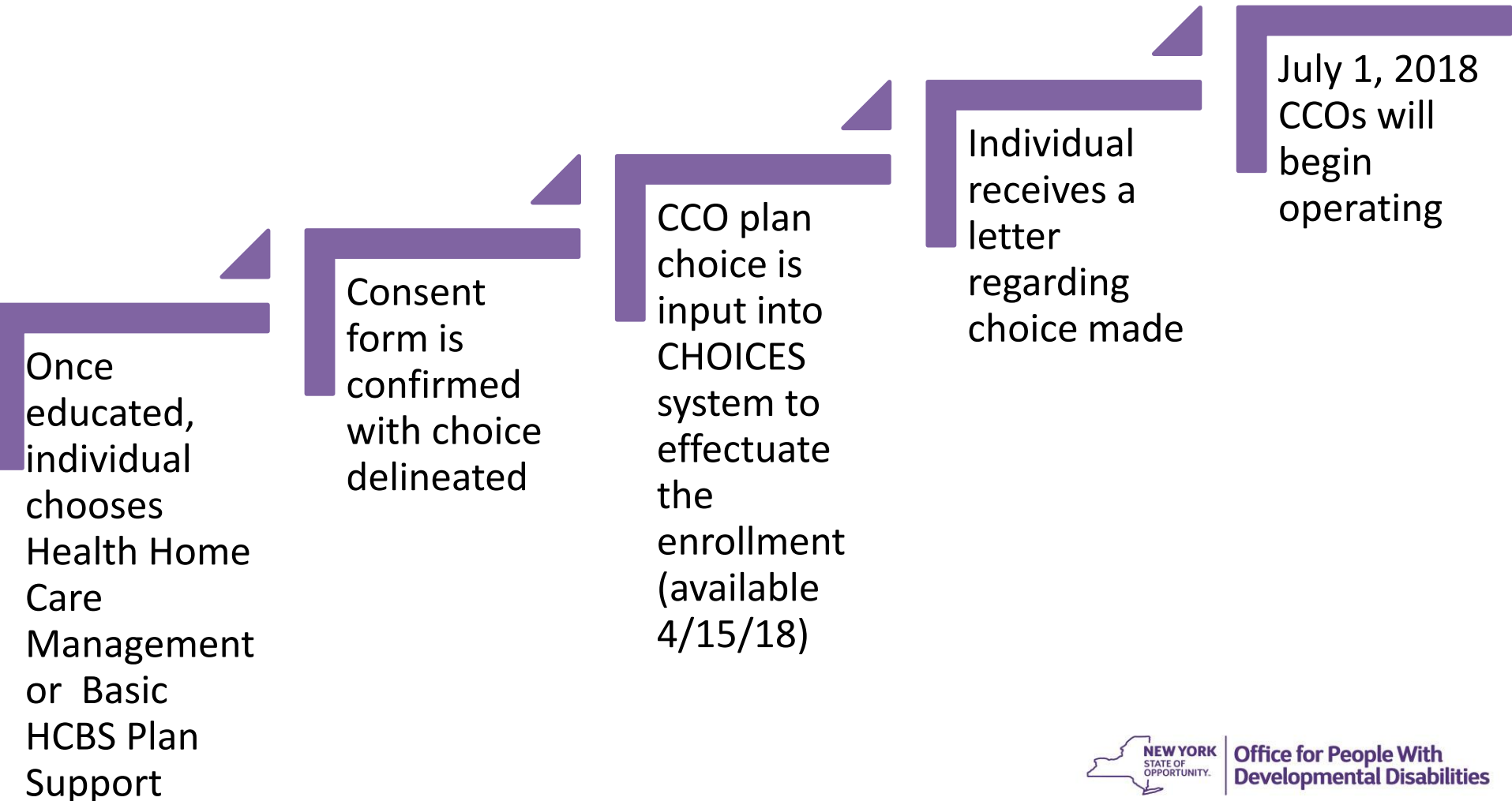


You must **SHARE**

- The individual's documentation of choice/consent.
- The individual's current service plan and state approved assessment summary (CAS or DDP2) with their chosen CCO.



Education, Consent, & Enrollment Activities: through July 1, 2018



Transition Activities and Milestones

3/28/18

OPWDD sends
MSC Toolkit
with
personalized
letters to MSC
providers

Beginning
4/1/18

MSCs conduct
education for
distribution of
informational
packet and
identify
program
choice

4/15/18-
6/30/18

Choices
Selection
Screen
available in
CHOICES for
MSCs to
record
individual
selection of
Health Home
or Basic
HCBS plan
support

No later
than 5/1/18

OPWDD will
send two
monitoring
reports each
week to
CCOs/MSC
providers to
assist in
verifying
enrollment



Next Steps

- Additional MSC informational sessions will be announced.
- There will be on-line training modules that focus on the IT system as well as more detailed information about the enrollment process.
- Regional Offices will schedule forums for MSC providers and forums for other stakeholders.



Summary

- You, seasoned MSCs, are essential in assisting individuals receiving services to transition to Health Home Care Management and enrolling with a CCO that will provide their care management service.
- OPWDD, the CCOs and your current agencies are working together to make this transition as easy as possible for those you support – and for YOU!





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Thank you – Questions?
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