



Department
of Health

Office of
Mental Health

Office of Addiction
Services and Supports

Office of Children
and Family Services

Office for People With
Developmental Disabilities

1915(c) Children's Waiver Feedback Session

For Children/Youth and Families

September 2021



Welcome!

- Today we are talking about the Children's Waiver.
- There will be time to provide feedback about your experience.



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Provide Feedback and Ideas

- To provide more feedback and ideas for the Children's Waiver Renewal, please use the survey posted on the website, as seen in the image below.

You are Here: [Home Page](#) > [1915\(c\) Children's Waiver and 1115 Waiver Amendments](#) > 1915c Children's Waiver Renewal

1915c Children's Waiver Renewal

Provide feedback for the 1915(c) Children's Wavier Renewal:

The purpose of this survey is for stakeholders to share suggestions, ideas, and solutions related to the 1915(c) Children's Waiver.

- [1915\(c\) Children's Waiver Renewal Feedback Survey](#)



- Survey link: [1915\(c\) Children's Waiver Renewal Feedback Survey](#)
- *This survey will close on October 8, 2021.*



House Keeping Items

- ✓ This webinar is being recorded
- ✓ The slides will be sent out to providers and other children's stakeholders by the end of the week
- ✓ The slides and recording will be posted to the NYS Department of Health website (see next slide)
- ✓ The Home and Community Based Services (HCBS) waiver has its own website page and information specific for consumers and for the Children's Waiver renewal
 - Today everyone is muted to ensure the speakers can be heard
 - If you would like to speak, please raise the hand where your name is listed
 - If you have comments or questions, you can also type them in the questions box. We will save everything written in this box even if we do not get to them at the end of the presentation
 - Comments and Feedback at **any time** at BH.Transition@health.ny.gov



NYSDOH Website

The NYSDOH Website has been updated to make finding materials is easier.

Specific Children's Waiver Renewal box

The NYSDOH 1915c Children's Waiver webpage is located at, https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/1115_waiver_amend.htm

1915(c) Children's Waiver and 1115 Waiver Amendments

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 right support, in the right trajectory, identify needs early and intervene, focus on recovery and building resilience, prevent escalation and need for higher-end services, maintain accountability for improved outcomes and delivery.

This site provides information related to the Children's Waiver – including guidance and resources for providers, care managers, managed care organizations, families, and community stakeholders

IMPORTANT: Please visit our main [Health Home page for COVID-19 Updates and Policy Guidance](#)

[CANS-NY Information and Resources](#) can be found on the [Health Home Serving Children page](#)



Purpose

- On April 1, 2019, six previous waivers for children were consolidated into one waiver called the Children's Waiver
- The Children's Waiver provides Home and Community Based Services (HCBS) to children/youth and their families that meet eligibility
- The Children's Waiver is up for a 5-year renewal in April of 2022, NYS will need to submit information to the federal government in November 2021 for the renewal
- NYS Department of Health is seeking all types of stakeholder feedback to identify and address gaps in services, ability to streamline processes, and or add/change in services
- Even if something is not addressed in the renewal, at any time, NYS can submitted an amendment to the waiver to make changes
 - From 2019 through 2021 – NYS has submitted 4 amendments for changes based on stakeholder feedback

Home and Community Based Services Overview

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HCBS Overview

1. What are Home and Community Based Services (HCBS)

- HCBS are services provided where children/youth and their families are most comfortable to help children/youth be successful at home, in school, and in other environments
- Services are personal and flexible to meet the health, mental health, substance use treatment, and/or developmental needs of each child/youth

HCBS Overview (cont.)

2. What services does HCBS provide?

- Community Habilitation
- Day Habilitation
- Caregiver Family Supports & Community Advocacy Services
- Respite
- Prevocational Services
- Supported Employment
- Palliative Care (Expressive Therapy, Massage Therapy, Bereavement Services, and Pain and Symptom Management)
- Adaptive and Assistive Equipment
- Vehicle Modifications
- Environmental Modifications
- Non-medical Transportation



Changes & Improvements

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Transition to Managed Care

- In October 2019, the transition to managed care was an effort to restructure the Medicaid program to improve health outcomes and make the programs more efficient.
- The Medicaid Managed Care Plans are health insurance companies that oversee and coordinate the care a member receives and are designed to manage cost, utilization, and quality.
- Benefits of Medicaid Managed Care:
 - It provides a better picture of a child/youth's healthcare
 - Allows for issues to be identified earlier to help children/youth find services
 - Improves access to care centers, including out of network providers
 - There are no co-pays, except for pharmacy



Addressing HCBS providers Administrative Processed to Provide the Services

- Changes to individual's qualifications to be able to provide the services
- Streamline paperwork and forms to make it is easier to help children/youth become eligible for the Children's Waiver
- Adjustment to services to meet identified needs of children/youth and families



Caregiver Family Supports & Community Advocacy Services – Combining of Services (Awaiting Federal Approval)

- Caregiver/Family Support and Services **and** Community Self Advocacy Training and Support have been combined into ONE service.
- This combined service will be called *Caregiver Family Supports and Community Advocacy Services*.
- This change will provide more options for who can deliver this service.
- **This combination will not change the services to children/families who are currently receiving the services.**



Palliative Care Bereavement Counseling and Additional Month of Health Home Care Management (Awaiting Federal Approval)

- Allowing for caregivers, siblings, and other family members to continue Counseling for six (6) months after the child/youth enrolled in the Children's Waiver passes away
- Allowing an additional one (1) month of Health Home care management services to provide notification to providers and assist the family after the passing of the child/you in the Children's Waiver



Education Materials Created for Families

- A [HCBS Care Management Brochure](#) was created to help children and their families decide what type of care management would be best for them.
- The [Children's Waiver Participant: Rights & Responsibilities Fact Sheet](#) was created to help children and their families/caregivers understand their rights and responsibilities as HCBS participants.
- The **EMod/VMod/AT Brochure** was created to help increase participants' understanding of what Environmental Modifications (EMod), Vehicle Modifications (VMod), and Adaptive and Assistive Technology (AT) services are.
 - *This will be posted on the website soon*
- **Emod, Vmod, and AT Info Sheets** have been created to help participants better understand the process of obtaining these services.
 - [Parent Info Sheet- Adaptive and Assistive Technology](#) (PDF)
 - [Parent Info Sheet- Environmental Modifications](#) (PDF)
 - [Parent Info Sheet- Vehicle Modifications](#) (PDF)



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Children's Waiver Feedback from Consumers

1. Medical professionals should learn about the Children's Waiver so they can recommend it to their patients.
2. The eligibility process takes too long.
3. There are difficulties with Medicaid allowing to backdate services and leaving families with the bill.
4. Children/youth are benefiting from the services and are experiencing an improvement in behaviors at home and in the community.

Specifics and examples are really helpful so NYS can determine how to address the feedback provided



Children's Waiver Feedback

Please provide feedback on your experience. This can include:

- Your experience going through the eligibility process
- Your experience with your care manager
- Telehealth services and the reduced in-person time due to COVID-19
- Your experience receiving a service
- The transition to managed care
- Any other information you would like to share

Note: If you are not comfortable speaking up, please use the chat box to type in your feedback and/or questions.



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Questions and Answers

Appendix

September 2021

Resources and Questions

- 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



Department of Health Complaints

- Enrollees and providers may file a complaint regarding managed care plans to DOH
 - 1-800-206-8125
 - managedcarecomplaint@health.ny.gov
- When filing:
 - Identify plan and enrollee
 - 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
- [C-YES Referral Form](#)

