Medicaid Service Coordination (MSC)

E-VISORY

ISSUE # 24-13 **September 27, 2013**

The MSC E-VISORY is an electronic publication which provides information on policies, guidance, available programs and services and training opportunities related to MSC. In order to receive an email notification when a new MSC E-Visory is posted, or to view past issues visit the following link: MSC E-Visory Mailing List.

In This Issue:

Materials for the MSC Supervisors Fall Conference – October 2, 2013

The MSC Supervisors Fall Conference is being held on October 2, 2013 via videoconference and webinar. A morning session from 9:30 am – 12:30 pm and an afternoon session from 1:00 pm – 4:00 pm are being offered. Interested parties, who have not yet registered, may do so until Sunday, September 29, 2013. The primary focus of this conference will be OPWDD's Front Door and the role of MSC. A large portion of this conference will be dedicated to questions, answers, and discussion. Registrants should consider this when deciding whether to attend by videoconference or webinar.

Agenda

- Overview of the Goals of the Front Door
- Status of the Front Door
- Work Flow from the MSC perspective
- MSC Front Door Service Planning Summary
- Expectations of the MSC in the Front Door Process
- Questions, Answers, and Discussion

NOTE: Attached to this E-Visory are the materials that will be reference during the conference. Handouts will not be available the day of the conference. An evaluation form has been included as part of your materials, if you could take the time to complete and return we would greatly appreciate it, as you feedback is valued.

Agenda

- Welcome
- Overview of the Goals of the Front Door
- Status of the Front Door
- Work Flow from the Service Coordinator Perspective
- MSC Front Door Service Planning Summary
- Expectations of the Service Coordinator in the Front Door Process
- Questions and Answers

Welcome

Eric Pasternak
MSC Statewide Coordinator
Eric.Pasternak@opwdd.ny.gov

Overview and Goals of the Front Door

Jill Gentile
Associate Deputy Commissioner
Jill.Gentile@opwdd.ny.gov

Kate Bishop
Health & Community Supports
Kate.Bishop@opwdd.ny.gov

Why Now: Three Factors

1. ***The sustainability factor*** – how do we sustain appropriate service provision within fiscal realities?
2. ***The relevancy factor*** – are the services we currently offer those that families and individuals coming into our service system are seeking?
3. ***The compliance factor*** – in light of Olmstead and recent federal decisions on ADA, will the menu of service options we provide allow us to meet the goals of Olmstead and federal requirements?

WHY NOW: Supporting OPWDD's Defined Values

Front Door services rest on the philosophy of *self-determination* and the principles that people with developmental disabilities have a right to:

- Enjoy meaningful relationships with friends, family and others in their lives
- Experience personal health and growth
- Live in the home of their choice
- Fully participate in their communities

WHY NOW: SUPPORTING THE TRANSFORMATION AGENDA FRONT DOOR SERVICES WORK TO:

- Ensure supports are provided in the most integrated setting possible
- Provide a person centered approach
- Maximize control of living setting by individual receiving services
- Increase education about and access to self direction
- Provide increased opportunities and supports for employment
- Prepare for OPWDD's move into managed care

WHAT IS THE FRONT DOOR?

OPWDD's Front Door creates a consistent approach, designed to expand knowledge for individual choice and information to make better service authorization decisions, for people with developmental disabilities to access, continue or modify the supports and services they use.

- For new individuals, the Front Door encompasses interactions with OPWDD from the point of contact through service authorization.
- Individuals already connected to OPWDD will use Front Door services when they seek a change in service.

INTENT AND PURPOSE

The intent is to:

- Improve the way people find out about OPWDD and OPWDD service options.
- To help people connect to the services that best address their needs.
- To give people as many opportunities as possible to direct their own supports and services.
- To build consistency in statewide application of policies and practices, consumer experience, and communication.

Recommended Front Door Practices

- Standardized training for all individuals and families accessing services for the first time
- Standardized training for providers regarding their role in OPWDD's front door
- Standardized communication with local school districts regarding transition to adult services
- Development of additional points of contact between OPWDD's Regional Offices and individuals and families for information sharing purposes
- Development of tools to assist regional office in tracking new front door processes

Who Comes Through the Front Door?

The Front Door is meant to ensure that all individuals have access to the same information as they learn about supports and services through OPWDD and make choices about how those supports and services can be best utilized to help them achieve their goals. This includes individuals:

- New to OPWDD
- People requesting a change of services due to a change in their interests or needs
- People who need to access state operated settings due to legal system interfaces or other circumstances

Front Door Operational Elements

- Initial contact
- Eligibility determination
- Assessment of skills
- Identification of support needs
- Practices that support informed decision-making
- Support to providers to reinforce reform goals
- Service authorization and implementation

The path to OPWDD's service from initial contact to service delivery

Front Door Operational Elements

- Initial Contact
  - Information sessions; to increase understanding of support options
  - Emphasis on self-determination, employment and most integrated living settings
- Eligibility
  - Determined through the existing three-step process
- Assessment
  - DDP2 tool and exploration of other life circumstances and interests as Front Door activities begin
  - CAS under development/testing and will be used in future

Front Door Operational Elements

- Identification of Support Options/Individualized Decision Making
  - Prioritizing Self-Direction – whenever possible, individuals and families are encouraged to consider a self-directed service model
    - **Empowers** individuals to determine a mix of supports and services that work best for their needs.
    - Gives individuals and families greater **control** over the services they receive, how they receive them and who provides them.
    - Promotes **independence**: helps the individual maintain independence at home and in their communities.

Front Door Operational Elements

- Identification of Support Options/Individualized Decision Making
  - Education on support options
  - Engagement of
    - Individuals
    - Providers
    - MSCs
  - DDRO makes connections with content experts consistent with planning need identified by individual, family, advocate and MSC
- Authorization of Supports
  - Central Office and Regional Office Partnership

Regional Office (RO) Front Door Roles

Each RO will have one or more *Front Door Team(s) with these functions:*

- ***Regional Office Director/Designee*** – provides oversight and leadership to front door process. Plays a significant role in the authorization of services.
- ***Front Door Team Leader***
- ***Front Door Facilitators*** – Initial engagement with individual/family.
- ***Eligibility Determination Staff*** – staff who support individuals, facilitate the eligibility process, and who provide eligibility determinations.
- ***Assessment Staff*** – responsible for assessing the capabilities and needs of individuals seeking services.

Relationships and Roles with Partners

- An individual and family member connection with a Service Coordinator is ***essential***
- Partnerships with providers will be sustained. OPWDD will continue to work with provider agencies in meeting needs.
- Providers may assist individuals and families through the eligibility and assessment processes.
- They will also be challenged to develop various service options that align with what individuals and families are seeking to have a life of quality.

Regional Office Roles in the Front Door Before, During, and After Implementation of Managed Care

Front Door as currently designed	Front Door with optional enrollment in managed care	Front Door with mandatory enrollment in managed care
Initial Contact	Initial Contact	Initial Contact
Eligibility Determination	Eligibility Determination	Eligibility Determination
Assessment	Assessment	Assessment
Identification of Skills	Identification of Skills	Identification of Skills
Plan Development	*Choice of Enrollment in Managed Care*	Choice of DISCO/ Enrollment Brokerage
Service Authorization & Implementation	**Fee for Service**: Plan Development; Service Authorization & Implementation	Oversight of DISCO
	Managed Care: Choice of DISCO/ Enrollment Brokerage; Oversight of DISCO	

Status of the Front Door

Jill Gentile
Associate Deputy Commissioner
Jill.Gentile@opwdd.ny.gov

James Doherty
Statewide Front Door Quality Management Coordinator
James.x.Doherty@opwdd.ny.gov

Front Door Status

1. *Soft Launch*
   - *June 1, 2013*
   - *New Individuals to OPWDD*
2. *Phase 2*
   - *All Individuals*
   - *Requests for new/change in service*
3. *Preliminary Data*

MSC Partnership In the Front Door Process

- Service Coordinators play an important role in the FD process;
- The role of the Service Coordinator remains the same;
- Review of Front Door Flowchart;
- Information Sharing: Notification Letters/MSC Front Door Service Planning Summary; and
- Questions?

Workflow from the Service Coordinators Perspective

Please refer to the
Front Door Access Flowchart provided
with today's materials

The MSC Front Door Service Planning Summary

Shelly Okure
Director, of Relationships and Natural Supports
Shelly.Okure@opwdd.ny.gov

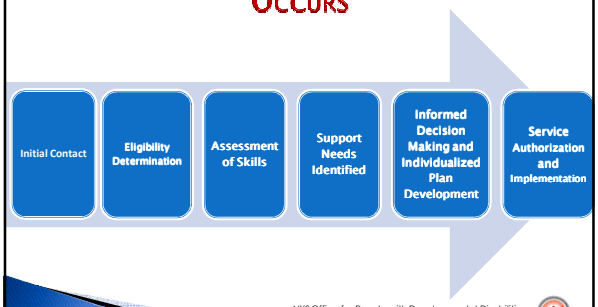
What and Why?

- Through the new Front Door process, individuals and families share a good deal of information with the Front Door Team (FD Team).
- Through consistent statewide conversations with individuals, the FD Team captures much of this information via an internal tracking tool we call Eligibility Assessment & Authorization (EAA).
- Although the EAA itself is an internal information tracking tool, we discovered that this information would be invaluable to service coordinators for service planning.
- We created the MSC Front Door Service Planning Summary.

Expectations

- Not intended to usurp the role of SCs but enhance it.
- Services are not pre-determined; although a variety of options are discussed prior to creation of the service plan.
- The FD Teams new role in assessment allows for a closer review of requests for high end traditional supports.
- We anticipate that the MSC Front Door Service Planning Summary will be used as a resource for the development of the ISP.

The Front Door Path to OPWDD's Service & Where Service Planning Occurs



Elements of the MSC Front Door Service Planning Summary

1. Individual's Information

- Captures basic information about the individual
  - Name
  - Date of Birth
  - Address
  - Primary Contact Info (may be the individual)
- Includes demographics
  - Type of residence
  - Who they live with
  - Marital Status

2. Individual's Needs and Interests

- Identifies individuals interested in self–directing some or all of their supports and services.
- How the individual is currently spending their day; AND
- How they want to spend their day.
- Also, identifies other interests or needs they have shared with the FD team; AND
- Whether they feel there are immediate needs they want to address – from **their** perspective.

3. Individual Participant Contact

- Highlights the initial need or interest identified by the individual (or someone on their behalf) to the DDRO.
- If the individual was referred to other services as well, this information will be shared.
- Confirms the individual's and/or their representatives' participation in scheduled ICS Access to Services Information Session.

4. Priority Factors for Consideration

- Identifies the individual's level of need for immediate services based on the priorities outlined in OPWDD's HCBS Waiver.
  - There are 3 levels of priority ranging from crisis situations to need for general supports and services.
  - Regional Office staff will have usually addressed the immediate needs of those Individuals who come to the RO as high priority (in crisis); this information is still important to share with you.
- A future edit will share information on individual's whose priorities also related to our transformation agenda
  - maximum opportunities for self-direction,
  - employment opportunities; and
  - various housing opportunities, certified and non-certified; in communities the individual may chose.

5. Eligibility Determination

- Shares the individual's eligibility determinations for:
  - OPWDD services,
  - Medicaid; and
  - HCBS Waiver services (if applicable); and
  - Eligibility to participate in OPWDD's Money Follows the Person.
- Enrollment dates are also shared.

6. Non-OPWDD Supports and Services Currently in Place

- Designed to share information on services the individual may be approved for or receiving from an agency other than OPWDD.
- Any information shared with us as to whether they want to change or stop receiving the service or if they want to increase or add a new service.

7. Assessment Information

- The assessment role is the newest role for the Front Door Team.
- As the DDP2 is completed, the SC is encouraged to partake in meetings, conference calls, and discussion between the FD Team and the Individual/Family.
- Although OPWDD is moving to the Coordinated Assessment System (CAS) as our new assessment tool, we presently continue to use the Developmental Disabilities Profile 2 (DDP2).

8. Natural and Community Supports in Place

- Designed to align a little more with the upcoming assessment tool, the Coordinated Assessment System (CAS).
- Presently, we continue to use the Developmental Disabilities Profile 2 (DDP2);
  - More deficit-based
  - OPWDD recognizes the valuable resource available to individuals who have other natural and community connections.

9. Current OPWDD Supports and Services in Place

- Identifies any services the individual may currently be approved for or receiving from OPWDD.
- Through your dialogue with the individual, once again you will determine whether the individual is actually receiving the service or if they want to add, change or stop receiving the service.

When will this be available?

- Working with our IMS division
- First draft will be available early October
- Hope to have a final version; with letters that help lead MSCs, family members and providers through the "Path" by the 1st of November.

Questions can be sent to OPWDD via:
EAA.Technical.Support@opwdd.ny.gov

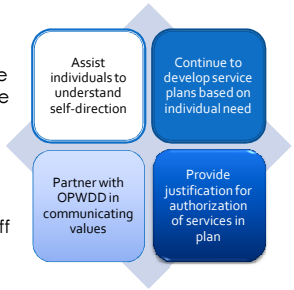
Expectations of the Service Coordinator in the Front Door Process

Relationships and Roles with Partners

- Partnerships with providers will be sustained. OPWDD will continue to work with provider agencies in meeting needs.
- Providers may assist individuals and families through the eligibility and assessment processes.
- OPWDD desires to partner with providers to develop various service options that align with what individuals and families are seeking to have a life of quality and meeting.
- Numerous partnerships underway across the state that are supportive of the system reform goals and are supporting customized support options

Role of the MSC in OPWDD's Front Door

The MSC acts as the conduit between OPWDD and the individual. S/he promotes OPWDDs policies of self–direction and services in the most integrated setting. The MSC helps the individual to develop and submit an individualized plan that meets needs in the most integrated setting possible and works with OPWDD staff to ensure that plan meets criteria for authorization.



Questions and Answers

Upcoming MSC Supervisors Conference

Registration is now open for the December 18, 2013 Conference

You Can Register through the OPWDD Training Catalog at:
http://www3.opwdd.ny.gov/wp/index.jsp

NYS Office for People with Developmental Disabilities
Putting People First

43

Thank You

Your feedback is greatly appreciated

An evaluation form has been provided with the conference materials.
Please share your ideas for upcoming session topics.

44

Evaluation Form:
MSC Supervisors Video Conference/Webinar
October 2, 2013

Please check a rating for each statement:

I attended the webinar ___ I attended the video conference ____

The session objectives were clearly explained.
__Strongly Agree __Agree __Neutral __Disagree __Strongly Disagree

The session effectively met its stated objective.
__Strongly Agree __Agree __Neutral __Disagree __Strongly Disagree

The session materials helped me to understand the subject matter.
__Strongly Agree __Agree __Neutral __Disagree __Strongly Disagree

The session content increased my understanding of the subject matter.
__Strongly Agree __Agree __Neutral __Disagree __Strongly Disagree

The subject matter will be useful to me in my job.
__Strongly Agree __Agree __Neutral __Disagree __Strongly Disagree

The presenter was knowledgeable about the subject matter.
__Strongly Agree __Agree __Neutral __Disagree __Strongly Disagree

The presentation style contributed positively to the program.
__Strongly Agree __Agree __Neutral __Disagree __Strongly Disagree

The length of the session was appropriate.
__Strongly Agree __Agree __Neutral __Disagree __Strongly Disagree

What were the positive points of this presentation?

What improvements could be made to this presentation?

Recommendations for future topics:

Name (optional) _____
Title _____
Location _____

Thank you for your feedback!

Please leave this form at the training site or return it to Angie Francis via email by October 11, 2013 to:
Angie.x.Francis@opwdd.ny.gov

NYS Office For People With Developmental Disabilities
Putting People First

Front Door Flowchart
- Individuals New to the System -

Front Door Welcome

Note: the Front Door Process isn't necessarily linear, and these steps may occur simultaneously

Front Door Team Role

Initial Contact

Initial call to Front Door Team (FD Team) at local DDRO - Individual and family recognize that, due to transitioning to adulthood (~ age 22), changing life circumstances, an urgent situation, or personal goals, there is a need for services.

Purpose

- Individual and family member (including Service Coordinator when applicable) learns about the range of OPWDD/Non-OPWDD services.
- Individual and family learn about self-direction, employment, housing supports, and other non-OPWDD supports/services that may meet their needs.

Outcome

- By attending the ICS Information Session, the individual and family begin to form a relationship with the FD Team.
- Upon completion of the initial session, the individual leaves with expanded knowledge and information about next steps, including how to follow-up with the FD Team.

OPWDD Eligibility

Purpose

- Determine if individual meets OPWDD eligibility criteria.

Outcome

- Individual meets eligibility requirements and continues Front Door process.
- If found not to be OPWDD eligible, the FD Team will provide information on other service options that may meet the individuals needs.

MSC Partner Role

Initial Contact

- Many individuals will come to an MSC agency prior to contacting OPWDD's Front Door.
- When this happens, Service Coordinators (SCs) will provide the individual with OPWDD's regional Front Door contact number[1] so an appointment can be made to attend an ICS Informational Session[2].
- The SC should begin to build a relationship with the individual, assist them in the Front Door process, and have a discussion about their needs and person-centered goals.
- The SC is encouraged to attend an ICS Information Session with the individual when possible.

OPWDD Eligibility

- The MSC Vendor Agency will assist the individual/family with the OPWDD eligibility process as needed.
- Once eligibility is established, the SC may complete the MSC Application including the Ongoing & Comprehensive Assessment (O & C), and forward it to the Regional Office for processing.
- Once the individual/family has engaged in a formal or informal ICS Information Session, the FD Team will verify with the individual/family the need for MSC and ensure that request for MSC provider is based on informed choice.
- Once verification is confirmed, the MSC1-App will be processed. Based on the level of need as indicated on the O & C the individual will be enrolled in MSC or PCSS. Note: MSC will not be approved until verification of Medicaid eligibility.
- Once the MSC1 is approved the 60 day (maximum) timeline begins for development of the ISP.

Front Door Flowchart
- Individuals New to the System -
(page 2)

Note: the Front Door Process isn't necessarily linear, and these steps may occur simultaneously

Front Door Team Role

Assessment

FD Team staff and individual discuss needs, interests, desire for self-direction and employment, natural/community supports, housing options, current OPWDD services, non-OPWDD supports in place, and person-centered goals. Through this process the DDP2 is completed with the individual and family member to gain an understanding of strengths and needs.

Purpose

- To determine the individual's needs and capacities.
- Focus on the value of self determination and self direction.
- Resources to individuals based on need, rather than the programs available.
- Opportunity for informed choices.

Outcome

- Individual and family develop an understanding of service options, person-centered planning, and options outside of traditional OPWDD services matched to the individual's needs.
- Individual and family understand level of resources/services available that support their needs/interests.
- If not enrolled in MSC, FDT staff provide information to individual on how to secure an SC (list of providers, process, etc)

Service Planning with Service Coordinator

The individual and family meet with their Service Coordinator to review service needs. The individual, family, and SC complete a HCBS waiver application if necessary and have a discussion about available/potential service providers, develop an ISP, and request Waiver services (if needed).

Purpose

- Individual, family, and SC develop a plan for services that will support the needs and interests of the individual.

Outcome

- A person-centered service plan is developed to match the individual's needs and goals.
- Once complete, the SC forwards the plan to the FD Team.

MSC Partner Role

Assessment

- As the DDP2 is completed, the SC is encouraged to partake in meetings, conference calls, and discussions between the FD Team and the individual/family.
- In those meetings, the individual's needs are discussed as well as their goals and interests (see "Assessment" box to left for description)
- The SC will receive an MSC Front Door Service Planning Summary based on assessment and individual/family's discussion with the FD Team.
- The MSC Front Door Service Planning Summary will include identified needs and interests as well as other information that will assist in the planning process.

Note: receipt of the MSC Front Door Service Planning Summary is not a prerequisite for starting the planning process.

Service Planning

- SC meets with individual, family, and advocate to develop the PISP/ISP.
- The SC should utilize the MSC Front Door Service Planning Summary as a resource for the development of the ISP, considering information provided by the FD Team and Individual regarding self-direction, employment, needs, person-centered goals, and those services that will help the individual to live a fuller, richer, independent life.
- As part of this planning process the SC will work with the individual/family to identify the service(s) needed. The SC will also begin to work with the individual, family, and advocate to identify a provider agency of their choice.
- The SC will submit the developed PISP/ISP to FD Team for authorization of services within 60 days (maximum) of the MSC1 approval.

Front Door Flowchart
- Individuals New to the System -

(page 3)

Front Door Team Role

Authorizing Services[3]

Purpose

- FD Team conducts a critical review of factors such as needs, interests, and resources.
- Based on the outcome of the review, the FD Team authorizes the agreed-upon service(s).

Outcome

- Service(s) authorized.

Accessing Services

The individual, family, and SC are notified by the FD Team of service authorization and enrollment in service(s). The individual, family, and SC make arrangements with new/ existing service provider to begin.

Purpose

- Individual, family, and SC finalize plans for accessing services that will meet the needs of the individual.

Outcome

- Once all necessary enrollment materials are received by the FD Team, the individual is enrolled in the service(s).
- Notifications of service enrollment are made to all pertinent parties, including the individual/family, SC, and service provider(s)
- Services begin.

Service Authorized & Enrolled

MSC Partner Role

Authorizing Services & Identifying Service Providers

- The Individual/family and SC are notified by the FD Team of authorized service(s).
- The SC works with the individual and family to identify provider agency(ies) of their choice.
- The SC will insure that all necessary enrollment information/documents are submitted to the FD Team.
- The SC will update the ISP to identify service providers accordingly.

Accessing Services

- Once notification of approved service provider is received, the SC can work with the individual/family and provider agency to coordinate the implementation of the new service(s) including identifying first day of service, transportation, etc.

[1]Front Door Contact Link: http://www.opwdd.ny.gov/welcome-front-door/Front_Door_Contact_Numbers

[2]ICS Information Sessions are designed to provide information to individuals and families on how to access OPWDD services and provides an overview of the full array of supports and services OPWDD offers.

[3]For individuals determined to be in an emergency or urgent situation, all Front Door processes (including authorization and enrollment) will be accelerated.