**April 5, 2018**

1. **What is** **Care Design NY prepared to do about the “black out period”? We understand that OPWDD will not enroll new individuals into MSC/CCO between May 31st – July 1. What can CDNY do to help families and individuals during this time?**
2. First, OPWDD will allow emergency enrollment situations during the black-out period. For all other situations, CDNY will begin to assist individuals and families in the enrollment process beginning on June 1 with the earliest effective date of enrollment being July 1.
3. **Families are being turned away now form receiving MSC services – is there a list of providers who are taking new referrals leading up to July 1, 2018?**
4. Care Design NY continues to work with its affiliated MSC agencies to determine which have availability to support new individuals. You can also refer individuals and families to Care Design NY to contact us via email through our website at <http://caredesignny.org/contact-us/> or by phone at 518-235-1888.
5. **Is Care Design NY meeting with colleges to let them know what the new educational requirements are for care managers/coordinators?**
6. No not yet but plan to do so over the next several months.
7. **Families are concerned about the tiers. They want to know where their loved ones fall – Tiers 1-4. They are fearful that a low tier score now will lead to less services as OPWDD transitions to managed care. Can Care Design NY share information with families on the tiers and how families can appeal?**
8. The tiers that OPWDD have developed are based the Developmental Disability Profile-2 scores of individuals and are solely used to determine the funding level that the Care Coordination Organization (CCO) will be provided to support the care management service for the individual. This has no bearing or impact on the level of support the individual and family actually receive in terms of care management services or any other service they receive or may need.
9. **What will Care Design NY do about home supports – families can’t find home staffing supports. What position will Care Design NY take and how can they help.**
10. Care Design NY is very much aware of the issue confronting individuals and families regarding approved home supports not being able to be delivered by the service providers. Our plan is to first identify where this exists for each person and to then begin to work with individuals, families and service providers to solve this issue one person at a time. We will need to be creative and think outside the box in order to do our best to solve this problem.