




Health Home Care Management vs. Basic HCBS Plan Support	Health Home Care Mgmt.	Basic HCBS Plan Support
Develops Care Plan and Reviews Bi-Annually	■	■
Monitors Health and Safety	■	■
Coordinates Access to Behavioral Health Services	■	
Coordinates Access to Medical and Dental Services	■	
Identifies Community-Based Resources	■	
Uses Technology to Link Your Services	■	
Connects Your Care Providers	■	
Takes Burden of Navigating Systems From Families and Individuals	■	

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Office for People With Developmental Disabilities

People First Care Coordination

A New Way to Coordinate Your Care

What You Need to Know About Health Home Care Management

(866) 946-9733 | www.opwdd.ny.gov

Health Home Care Management is the People First Care Coordination you deserve.

Health Home Care Management is a new way to coordinate care, combining developmental disability services and supports with health and wellness services.

This new way of coordinating care is an enhanced version of the Medicaid Service Coordination (MSC) program, offering **more options, greater flexibility and better outcomes**.

Health Home Care Management will be provided by Care Coordination Organizations (CCOs).

What is a CCO?

CCOs are organizations that were formed by existing developmental disability service providers. These new organizations will be staffed by Care Managers with training and experience in the field of developmental disabilities.

What is a Care Manager?

A Care Manager is a person who will work with you to create your Life Plan. Many Care Managers will be current Medicaid Service Coordinators who have received additional training to become Care Managers in the new system. Your Care Manager will help coordinate services across systems, including OPWDD, the Department of Health and the Office of Mental Health, providing you one place to plan all your service needs.

What is a Life Plan?

The Life Plan will replace the Individualized Service Plan (ISP). It will be reviewed routinely and updated as needed based upon your life goals and changing needs. Your Care Manager will work with you to create a plan based on your wants and needs. Your Life Plan will include coordination of your developmental disability related supports and your other services, like medical, dental and mental health.

Why is OPWDD switching from Medicaid Service Coordination to Health Home Care Management?

Health Home Care Management is an improved type of service coordination that will better support people, including those with complex needs. It will provide consistency in services and allow for better information sharing, resulting in more flexible and comprehensive service planning.

Am I required to participate in Health Home Care Management?

Effective July 1, 2018, the Medicaid Service Coordination or PCSS you currently use will be replaced by new Care Management services provided by Care Coordination Organizations. By choosing to enroll in Health Home Care Management, you will receive an improved level of service to help you or your loved one coordinate all services.

If you do not want to receive the more comprehensive care management that will be provided with Health Home Care Management, you can talk to your service coordinator about the

option to receive Basic Home and Community Based Services (HCBS) Plan Support. Basic HCBS Plan Support will also be provided by the CCO, but it will be a very minimal coordination option, less than the support you currently receive if you are enrolled in Medicaid Service Coordination, and it will not include coordination of health care or mental health services. You are less likely to keep your current service coordinator if you choose this option.

Is Health Home Care Management a form of Managed Care?

No, Health Home Care Management should not be confused with Managed Care. Managed Care will take several years to develop in the OPWDD system and will be offered at a future date.

What do I need to do to continue or change my services?

Your MSC will contact you to review your Care Coordination Organization (CCO) options. You will need to work with your Medicaid Service Coordinator to review and sign a form to enroll in the CCO program of your choice. You may choose the CCO that your current MSC agency has become affiliated with, or you can choose a different CCO in your region. To continue to receive HCBS waiver services, you must enroll in one of the two service options.

When will the transition to Health Home Care Management take effect?

Care Coordination Organizations will begin providing Health Home Care Management services on July 1, 2018.

For more information about People First Care Coordination, check out the OPWDD Website: www.opwdd.ny.gov call (866) 946-9733 or email care.coordination@opwdd.ny.gov



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