



## Office for People With Developmental Disabilities

**ANDREW M. CUOMO**  
Governor

**KERRY A. DELANEY**  
Acting Commissioner

Dear <name>,  
<MSC Agency Name>

The Medicaid Service Coordination (MSC) program, or the Plan of Care Support Services, you currently use is being replaced by a new program called Health Home Care Management. Health Home Care Management will provide the service coordination that you or your loved one currently receive for OPWDD services and will also provide coordination of the services that you receive from other service systems, such as mental health, medical and dental care or services.

Health Home Care Management will be provided by Care Coordination Organizations (CCOs) starting July 1, 2018. CCOs are new organizations formed by existing providers of developmental disabilities services in your area. They will be staffed by Care Managers, which in many cases will be current Medicaid Service Coordinators (MSCs). There will be no changes to the current authorized services you receive for your developmental disability, or who can provide them, as this transition from MSC to Health Home Care Management takes place.

In the coming weeks, you will need to sign a form to enroll in the CCO of your choice. Your current service coordinator will help you with this process. Your MSC provider, (insert current MSC provider name), will be joining the (insert CCO name) CCO and its staff will have the opportunity to transition to this CCO. You may choose the CCO that is working with your current MSC, or you can choose a different CCO that serves people who live in your county. The CCOs that serve people who live in (insert county name) County are:

(insert CCO name)

Insert name(s) of other Designated CCOs in the region

Insert name(s) of other Designated CCOs in the region

If you do not want to receive the more comprehensive care management that will be provided by the new program 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 only provide minimal coordination of services.

Your current service coordinator will meet with you and your family to provide you with information about the transition and answer any questions you may have.

We look forward to supporting you or your loved ones through this improved service.

Sincerely,

A handwritten signature in black ink, appearing to read 'Megan O'Connor-Hebert', with a stylized flourish extending to the right.

Megan O'Connor-Hebert  
Deputy Commissioner  
Division of Service Delivery – Regional Offices