



# Provider Guide to Care Manager Identification & Escalation

This guide is an overview of steps to identify Care Managers and escalate issues for Care Design New York members. Please refer to the information below for the correct contact information and resources.



## Identifying an individual's Care Manager:

After confirming that an individual is supported by Care Design New York with your OPWDD regional office or the individual you can take the following steps to identify the individual's Care Manager:

Monday-Friday from 8:30 AM - 5 PM, call Care Design New York at 518-235-1888 and press 0 for assistance in identifying an individual's Care Manager

**OR**

Contact [adminhelpme@caredesignny.org](mailto:adminhelpme@caredesignny.org)



## If a Care Manager is unresponsive or an issue requires further escalation, please take the following steps for assistance:

Please allow Care Managers reasonable time to respond to requests. For routine, non-urgent issues, expectations are that you should receive a response within 2 business days. If you do not receive a response within the expected time frame, please use the Care Management chain of command. All Care Managers have their supervisor's name and contact information listed in their email signature for ease of knowing who to contact.