



6.15.22 Provider Webinar Q&A

Understanding CCOs Role in Health Care



Webinar Q&A Follow UP

Question	Answer
What documents/medical records can residential provider agencies access from the CCO upon when a member moves into a certified setting?	During the eligibility and enrollment process, the CCO gathers all documents needed for OPWDD eligibility, specifically a psychological, physical, and other pertinent evaluations. The LCED is also established at this time. The Care Manager would be able to provide this information/documentation provided that the provider is listed on the consent form or there is a signed release of information.
Can Care Design get information uploaded to HealtheConnections?	The healthcare management team can potentially see encounter information such as lab results, ambulatory care visits, inpatient visits, medication orders, allergies, and immunizations. We do not yet have the availability to view hospital discharge summaries or annual physical exam records.
What do you recommend if it's difficult to obtain addendums from Care Managers?	Please escalate to Supervisor. We have now enabled the supervisor contact in all employee email signatures. You can also always call 518-235-1888 and ask for the Supervisor/Director/Regional Director.
Do Care Managers apply for Medicare Part A on behalf of individuals residing in a certified setting?	If the person lives in a certified setting – this would be the primary responsibility of the residential provider.



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Question	Answer
What is the role of the CCO and CM with health care oversight for people living independently without guardians?	All of the information presented applies to members living in the community. Care Managers are going to be working with those members on preventative care, age/gender appropriate screenings, managing chronic conditions, transitions in care (ie: hospital discharges, etc).
How can we assure all of a client's providers are notified when CMs are reassigned?	The regional teams should be reaching out to providers to inform them of staffing changes. As a backup – we do have auto-emails that refer to the Supervisor – in the event that notification did not reach the intended recipient.
What do you recommend if it's difficult to obtain addendums from Care Managers?	Please escalate to Supervisor. We have now enabled the supervisor contact in all employee email signatures. You can also always call 518-235-1888 and ask for the Supervisor/Director/Regional Director.
What is the role of Care Manager for those who live independently in apartments?	As mentioned in question 5 – it is all of the things that are outlined in the presentation/slide deck. Care Managers should customize their approach based upon the persons needs, but we would expect the CM would be more involved with members who may have less supports.