

**MSC Webinar Q&A**Submitted during the March 29, 2018 CDNY Webinar

**Q: We were originally told that we will remain with the individuals on our caseload. Was just informed our caseload may become smaller. What do we tell our families?**

A: We have committed to individuals and families that they could retain their current service coordinator if they so choose effective 7/1/18. However, we have also told them we plan to review/evaluate caseloads with care managers and their supervisors over the first several months to make sure that care managers are able to effectively support them and meet their needs. Over time, our goal is to adjust caseload size to an average of about 1:35.

**Q: What is the maximum Care Manager caseload? Will it change from the current max amount?**

A: As of 7/1/18 we won’t have a maximum caseload except for those individuals classified in Tier 4 (those that are part of the Willowbrook class and other high need individuals identified by OPWDD). MSCs will bring their current caseload with them, unless families either don’t choose CDNY or they want a different care manager. As indicated in the answer to the question above, we will be evaluating caseloads in the first several months of “go live”.

**Q: When will we have a better understanding of our permanent location and whom will be our supervisor, etc is there an anticipated time frame?**

A: Almost all MSC agencies want the CCO’s to lease space from them. CDNY has committed to our affiliated MSC agencies and to staff that we will minimally stay in the current locations for two years. It could be longer. We are only committing to two years since we are supposed to be conflict free and should not be permanently located in the same space of service providers. Even if we move, CDNY plans to keep staff in the communities of the individuals and the families that they support. CDNY will also be evaluating in the first year or so, the possibility for care managers to eventually be able to telecommute for part of their work week.

**Q: When do the consent forms come out?**

A: CDNY had expected the entire MSC toolkit to have been officially released by OPWDD this past Wednesday March 28. OPWDD did post most of the toolkit on their website but not the consent forms. We expect the consent forms will be released this coming week.

**Q: When will the supervisor positions be posted to apply?**

A: Once CDNY receives and evaluates responses to the offer letters sent to 800 affiliated MSC transition staff we will be able to identify how many supervisory positions by location may be available. CDNY will then post those positions, first for internal promotions, that qualified transition MSC can apply for.

**Q: Will supervisors still keep their caseloads? Some families are wanting to maintain them as their MSCs.**

A: We will allow supervisors to carry caseloads if that their individuals and families want, however, our goal is to eventually not have supervisors carry active caseloads except when we have care manager vacancies and to cover for care managers who are out for any extended period of time.

**Q: Speaking about children and transition, are there designated people at CDNY working with OPWDD on eligibility and getting through the Front Door?**

A: Once we go live, CDNY will have intake staff that will be available to assist individuals and families to get through the OPWDD front door process. We also plan to work with OPWDD to streamline that process as much as possible.

**Q: CDNY mentioned several additional providers coming on board. Will there be an update list of who they are?**

A: CDNY keeps a running list of affiliated MSC agencies on our website (www.caredesignny.org)

**Q: What exactly will change with the transition dealing with MSC billing? Will case notes continue and monthly notes to be submitted?**

A: Documentation & Billing will be simplified under the new service model. CDNY will be providing training and a checklist for staff on billable activities across the six health home categories along with the required documentation and monthly note.

**Q: Where can we find the recording?**

A: The recording of the webinars will be posted to the CDNY website ([www.caredesignny.org](http://www.caredesignny.org)). We will share the particular link to its location as it will be visible to our future workforce but not the general public.

**Q: How many caseloads per CCO will work with? Minimum number of caseload? Thank you. So my big question is: will our caseloads change? We and our families have been told that they (our families and individuals) will stay with us if they come to care design NY with us? Will MSC's have the same amount of people on their caseloads?**

**How does CDNY plan to handle the managing of caseloads as of July 1st? For example, CDNY anticipates caseloads no higher than 35 people but with the agency I work for, most MSC's are well above that. Will MSC's choose the individuals to stay or leave their caseloads in order to drop down to the 35 person mark? Will this be effective as of July 1st or will this take more time?**

**What is a caseload for full time?**

**How soon will we know what to expect for our caseloads- i.e. if we are keeping our current families?**

A: We have committed to individuals and families that they could retain their current service coordinator if they so choose effective 7/1/18, therefore if everyone on your caseload chooses CDNY as their CCO and they choose the Health Home Care Management Service you will continue to support them.

However, we have also told individuals and families that we plan to review/evaluate caseloads with care managers and their supervisors over the first several months to make sure that care managers are able to effectively support them and meet their needs. Over time, our goal is to adjust caseload size to an average of about 1:35 for a full-time employee.

**Q: When will we get the documentation of choices so that we can begin that process?**

A: CDNY thought that this information was going to be formally sent out by OPWDD to MSC agencies last Wednesday March 28 but it was not. It is likely to go out early this coming week.

**Q: Will care coordinators be accompanying individuals on doctor’s appointments?**

A: Yes, care managers will be an expected to do so if individuals and families need such assistance.

**Q: Is there a specific form that OPWDD wants people to sign to indicate their choice?**

A: Yes, OPWDD will be providing consent forms to MSC agencies for their MSCs to use to document and have individuals/authorized advocates to sign for their choice of CCO and the service (health home care management or the limited Basic HCBS Plan Support).

**Q: How many hours for a week is a full time?**

A: At CDNY, 30 hours/week or more of compensated time (excluding lunch) will be considered full-time.

**Q: What is/are the difference(s) between CDNY vs. other CCO agencies within the same region(s)?**

A: CDNY is the only CCO in the communities that it will be located in that will hiring all of the staff from day one. This will provide certainty and continuity to individuals and their families as well as the staff. CDNY will always put individuals and families at the center of all that is done. We will work for and want to be held accountable by individuals and families.

**Q: When will trainings start? Is there any plan to have MSC's attend training sessions in regards to Health Home Care Management prior to 7/1?**

A: Prior to 7/1/18, training of care managers and supervisors will focus on enrollment and the Electronic Health Record (HER) system. The enrollment training will be starting this coming week and the EHR training will occur in late May and June.

**Q: The video contained in the MSC toolkit shows the MSC telling the family that if they choose Basic HCBS Plan Support, they most likely would not get to keep their current service coordinator.**

A: That is correct, it is highly unlikely that individuals and families will retain their current MSC if they choose the Basic HCBS plan support. Caseloads will be larger for this lower level service. In addition, individuals and families will not be able to continue to receive MSC level support if they choose this service.

**Q: Will supervisors carry a full caseload?**

A: No. Our goal is that supervisors not carry their own caseloads. However, some supervisors currently have caseloads and we have told families that we will let them retain them if they so choose. Ideally, supervisors will only have a caseload to cover care manager vacancies or when they are on extended leave.

**Q: If we haven’t received a proposal letter should we contact someone?**

A: We assume that you mean an offer letter. The first question is, did you submit a transition form? If you submitted and did not hear from us, you should contact us through at [transition@caredesignny.org](mailto:transition@caredesignny.org)

**Q: Would bilingual MSC’s with a caseload that includes up to 1/3 of different than English speakers be reimbursed more?**

A: CDNY will be adjusting a care manager’s salary if they proficient in a second language that is needed to support individuals and families on their caseload. This will be identified once you begin work with CDNY and the caseloads are finalized based upon individual and family choice of CCO.

**Q: Is the enrollment question mailbox email address correct? It appears to be missing an e. Q: FYI - On PowerPoint page 15 of Contacts, there is a typo within the Enrollment Questions Mailbox address...missing the "e" in the word 'design'.**

A: Excellent eye for detail! We have corrected.

**Q: Will CDNY has benefit specialist or a team to support care managers (MSC) to solve the problems of Medicaid or other benefits for individuals.**

A: Yes, CDNY will have a Benefits Management support team (at least one person in each region plus staff in the main office) to assist care managers troubleshoot issues with individual and family benefits.

**Q: Any suggestion that if one of current MSCs decides NOT to become CM and how Care Design will expect other MSCs to handle this MSC's caseload? If not enough Care Managers are available for the cases enrolled on 7/1 who will cover the cases?**

A: CDNY will be assessing it’s staffing needs based upon both the number of individuals choosing CDNY as their CCO and the number of MSCs that transition to care managers that accept positions within CDNY. We anticipate the need and will be prepared to hire new managers prior to 7/1/18.

**Q: How are most agencies dealing with the transfer of individuals information that has been uploaded in the agencies system or in binders at the MSC office?**

A: The issue of what information by individual is needed for the transition is being discussed by all the CCO’s. OPWDD and the EHR vendor, MediSked and as such has yet to be finalized. There is info that is needed by 7/1/18 and there may be additional information that would great to have but not needed by 7/1/18. Once finalized MSC agencies and staff will be notified.

**Q: Are they saying that OPWDD has to wait until June 30th to step in and decide for unresponsive/unable people/families?**

A: OPWDD has yet to tell the CCOs the process and timeline for their stepping in if individuals and/or their authorized advocate is not willing to make the decisions of choosing a CCO or service.

**Q: Are the family webinars bilingual? Will you have someone Spanish speaking in the webinar? I have people that don't speak English?**

A: CDNY will look into the possibility of doing bilingual webinars but if that is not possible we will have the webinars posted to the CDNY website in a number of different languages

**Q: Is the Consumer advisory board in agreement with this change and or are MSC's that have individuals on their case load represented by CAB going to change? What happens to people who do not complete the consent form that currently have MSC?**

A. CDNY has met with the CAB and the Willowbrook parties about CDNY and the upcoming changes, however, OPWDD has been dealing directly with them on the transition. In order to receive HCBS services all individuals or their authorized advocate must pick both a CCO and the service. CDNY’s plan is to try and keep continuity of individuals with their MSC if at all possible if that is what is desired by the individual or authorized advocate.

**Q: If a person decides to choose a different CCO, will their current MSC sign that person up? Or refer them to the CCO to be signed up?**

A: Yes, the existing MSC agency for that individual is responsible for processing and enrolling them into their choice of CCO and service.

**Q: Russian speaking families feel very insecure. They want to keep their current coordinators. What should we tell them?**

A: CDNY’s goal is maintain that continuity between individual and family and the MSC, soon to be care manager, if that is what the individual and family desire.

**Q: When will we have to sign up for insurance?**

A: Once you agree to accept CDNY’s job offer, more information from CDNY’s Human Resource Office will be forthcoming about the onboarding process including enrolling in Health Insurance prior to 7/1/18. Coverage will be effective on July 1st.

**Q: Have a manual on how to do been developed for care coordinator such as how to request services for the people on your caseload?**

A: CDNY is in the process of developing policies and procedures for care managers and they will be available to the workforce prior to 7/1/18.

**Q: Will the PowerPoint be available to us?**

A: Yes. It will be posted soon to the CDNY website: www.caredesignny.org We will share the particular link to its location as it will be visible to our future workforce but not the general public.

**Q: When will a webinar or FAQ sheet be available for questions regarding the care coordinators benefits, job requirements, etc. be offered?**

A: CDNY has been working on FAQ’s for staff based upon our meetings with MSC staff and individual questions submitted by MSCs. They will be posted this week to the CDNY website at [www.caredesignny.org](http://www.caredesignny.org) We will share the particular link to its location as it will be visible to our future workforce but not the general public.

We will continually update as new questions are submitted. We also be holding weekly MSC staff webinars where we will discuss the Q&A and there will be opportunity to ask additional questions.

**Q: The enrollment form is not in the MSC Toolkit on OPWDD site, will this be available in the future? Will enrollment forms come directly from OPWDD?**

1. Yes, you are correct, the enrollment form was not made available yet by OPWDD. That should be available this coming week.

**Q: Will there be home visit requirements?**

A: OPWDD/DOH will not have a home visit requirement but it is very likely that CDNY will establish one subject to the consent of the individual and family.

**Q: When will we find out who the Senior Supervisors/Directors will be for our group of care coordinators?**

A: CDNY has offered Senior supervisor and care manager director positions to those MSC currently in similar positions who wish to transition. Assuming they accept, CDNY’s goal is try and continue those supervisory relationships as much as possible. However, there will be situations where that won’t be able to work.

**Q: I worry that conflict free supports will be difficult being located inside the walls of the agencies we currently work for. This would include separation of duties, use of printers, advocating, etc. How will these issues and others be addressed?**

A: We understand and don’t disagree. However, this is a significant change and it would be impossible to relocate all of the staff into new space in the local communities. That is why CDNY is saying that it is only committing to staying in the existing space for up to two years. This will give us enough time to evaluate and decide on a long-term course of action with respect to space. We will be establishing policies and procedures regarding electronic equipment, confidentiality, etc.

**Q: When will be webinars available on how to use the Health Home platform?**

A: Training on the EHR system will occur in late May and June.

**Q: Will we still be the MSC for our clients with Basic HCBS Plan Support?**

A: This is not likely since caseloads will be higher to support those individuals taking the Basic HCBS Plan Support.

**Q: What are the forms and format that CDNY will use for enrollment?**

A: OWDD is responsible for the forms to be used for enrollment. OPWDD should have them available to MSC agencies, staff and the CCO’s the week of April 2.

**Q: What model was used to determine salaries? And how come no one was able to negotiate the offer?**

A: CDNY contracted with a company that is expert in compensation analysis to assist with developing the salaries and benefits. The analysis was based upon compensation information provided by CDNY’s affiliated MSC agencies. The analysis incorporated education and relevant experience supporting individuals and their families. We believe that the results reflect very competitive salary and benefits in each region that CDNY will provide services. On average the resulting salaries and benefits for care managers and supervisors exceeds the current level being paid to MSCs and supervisors. We have indicated all along that in order to maintain integrity and a reasonable compensation structure that we were not going to individually negotiate salaries with MSC staff.

**Q: Do you anticipate the need for Care managers to work OT?**

A: It is possible that on occasion care managers may need to work overtime in order to meet the needs of the individuals and families that they support. It will require the prior approval of supervisors. CDNY will also allow care managers to schedule adjust in order to meet the needs of individuals and families, again with approval from their supervisor.

**Q: Will CDNY still accept new MSC application after July, 1. Whom should the families contact with?**

A: As part of the transition, individuals and families already receiving MSC or PCSS must choose a CCO. It is possible they will choose a CCO other than the CCO that their MSC agency has affiliated with. In those instances, the individual will move to that CCO as of 7/1/18. Individuals who are not currently enrolled in MSC can still be enrolled in MSC at least through 5/31/18 according to OPWDD. From that point on, OPWDD is looking for individuals and families to begin the enrollment process with the CCOs except in emergency situations.

**Q: What about care coordinators' physical location after July 1st?**

A: CDNY has committed to keeping staff in their current work locations for at least up to two years. During that time CDNY will be assessing its space needs and the possibility of allowing care managers to telecommute. CDNY is working with its affiliated MSC agencies to lease space from them so that staff can remain where they are currently located to the extent possible. Regardless, either in the short or long term, CDNY is committed to keeping staff within the communities of the individuals and families that they support.

**Q: Are you going to have an administrative office in the Hudson Valley area? For HR questions?**

A: In addition to the main office, each regional office will have a human resource person available to assist staff.

**Q: Will we be getting PDFs of the CDNY brochure to print and give to families as we go through the consent packets with them?**

A: Yes, CDNY will provide each MSC affiliated agency with an electronic version of the CDNY brochure.

**Q: Are we going to have an interview before July 1?**

A: For affiliated MSC agency service coordinators and supervisors transitioning over to a similar position within CDNY there will be no interview process. However, once we post promotional opportunities such positions will require an interview and will be first offered to MSC staff who are transitioning and have accepted CDNY’s salary offer at their current position level.

**Q: Will the releases come directly from OPWDD?**

A: We are not sure what you mean by releases.

**Q: Are the letters in the "tool Kits" just a sample? Is OPWDD sending each agency completed letters to distribute to MSC's to give/mail out to families.... OR are MSC's supposed to complete these letters themselves?**

A: OPWDD will not being issuing letters directly to families. Each agency will set up the expectations for the MSCs. There will be a spreadsheet provided to each agency is to create the electronic form letter provided as part of the toolkit and insert the individual’s name and present the letter to the individual and family.

**Q: If OPWDD has currently assigned a child to PCSS, are they able to select HHCM or Basic HCBSPlan?**

A: Yes, a family has choice and can change from their current PCSS service to the Health Home Care Management Service (HHCM). Families should choose the service that is best able to meet current and prospective needs. If they take the HHCM service they can also change their choice in the future.