

**MSC Webinar Q&A   
April 6, 2018**

**Q.** **Will CDNY consider using a service like Language Link to provide translation services to the people we support?**

1. Yes, we would. This is an excellent idea.

**Q. With the new enhanced responsibilities, will we be required to accompany individuals and families to appointment or will we just schedule them.**

A. Care managers will need to both assist individuals/families with scheduling and getting to medical appointments if needed. This could involve both arranging transportation or accompanying the individual to their appointment.

**Q. Will the script provided in the MSC toolkit be translated into other languages? Or a vocabulary sheet to translate the new terms such as Life Plan?**

A. We will see what OPWDD plans to provide and CDNY will also see what it can do to fill in the gaps.

**Q. The Basic HCBS Plan Support consent form was not provided with the packet sent out yesterday; do we have information on how to access that form via website? Where are the consent forms? When will we receive the form for families to sign? When will we get the consent forms by?**

A. All of the consent forms, including the Basic HCBS Plan support, were provided to each MSC agency as part of the MSC toolkit. We will post all of the toolkit materials on our website.

**Q. What about individuals in group homes that do not have involved family or the ability to understand the enrollment?**

A. Their current advocate or the person that has decision making responsibility should assist such individuals in their decision making.

**Q. Thank you so much for the FAQs that you released; they were VERY helpful. With the MSC agencies losing all the MSC staff, could you clarify what is going to happen to individuals who are enrolled in a) FSS CM (non-Medicaid SC) and b) WB CM?**

A. The CCO will be responsible for providing care management services to those receiving support through FSS and to those that are part of the Willowbrook class.

**Q. Which training are you referring to next week-Care Design or something by OPWDD?**

1. OPWDD indicated that on their weekly webinar with MSCs that they will cover what to do when an individual lacks capacity and does not have a decision maker involved in their life.

**Q. Can I volunteer to become one of the super users?**

A. Thank you very much for your interest. Right now, we have identified a limited number of staff that have accepted supervisory positions with CDNY that we have first identified to become super users. We are trying to keep the number low as to not place an additional burden on the staff and agencies as we know you have so much to do in the next few months.

**Q. I would like to know if you could clarify what a flexible work schedule is. If you need to take say 3 hours off one day are you able to make it up on another day or do you need to take PTO?**

1. CDNY will look to be flexible with staff’s work schedules subject to meeting the needs of individuals and the families supported and the approval of the supervisor. Your request seems like it could be accommodated as long as the needs of the individuals are met and coverage for your particular area is ensured.

**Q. In regard to the Face to face visits in CDNY: how many are required within a year and will the ones that were already done prior to July 1st count towards the needed amount? Will a home visit be required?**

A. When care management begins on 7/1/18, the minimum face to face requirement set forth by OPWDD will be one in each quarter (i.e. July-Sept; Oct-Dec). The exception will be for individuals assigned by OPWDD to tier 4, which includes the Willowbrook Class, where a minimum of a monthly visit is required (with one taking place in both the home and day program per quarter). OPWDD will not be requiring a home visit for anyone other than those individuals who are part of the WB Class.

However, CDNY will expect that care managers (and supervisors if needed) provide the necessary face to face visits that meet the needs of the individuals and their families based upon their plan. In addition, CDNY will require that staff attempt to make at least one home visit each year subject to individual and family consent. Staff will be expected to document individual/family decision to not allow a home visit.

**Q. At the summit, please have OPWDD clarify pages 3 & 4 on DOH Form 5201. This is the consent that we are supposed to do with the child and have them sign without the parent/ representative present.**

**Should we have to do this form if it is truly felt that it is not relevant to the child? (For example, non-verbal/ unable to physically sign their name, unable to understand the concepts of the form). Some parents may have an issue with this part of the form.**

A. Thank you for raising this question. We will get clarity of this issue at the upcoming summit and let everyone know.

**Q. Will you need social worker positions?**

A. Aside from various Care manager level positions, there will be other positions such as regional behavioral health specialists; intake coordinators and benefit management specialists that such individuals may qualify for. We will be posting these positions over the coming weeks and months.

**Q. We are very concerned about Section 2 of the HH Consent Information Sharing for Use with children under 18 yrs. of age. This section is to be completed with child only without parent/guardians. I anticipate that his is going to be very difficult for families.**

A. Thank you for raising this question. We agree and plan to discuss at length with OPWDD and DOH at the upcoming summit. We will let everyone know the outcome of those discussions.

**Q. Some of the persons I support still has not receive and information concerning the changes. However; I have explaining to the best of my ability. Some will like documents explaining the difference. Is there a brochure I can give to them to make choice easier? When will the family have to complete this decision?**

A. Care Design NY has hosted a number of family forums and continues to do so. Also, an MSC toolkit was provided in the past few days to the MSC agencies by OPWDD. Families will have until 6/30/18 to decide on their CCO and service but they should be encouraged not to wait that long. The sooner they make their decisions the better the CCOs can plan to ensure continuity of support.

We have two upcoming webinars. Please share with families and invite them to attend.

**Please register for the CDNY Presentation for Individuals and Families on April 10, 2018 6:30 PM EDT at:**[**https://attendee.gotowebinar.com/register/5625601055655819778**](https://attendee.gotowebinar.com/register/5625601055655819778)

**Please register for the CDNY Presentation for Families on April 17, 2018 6:30 PM EDT at:**[**https://attendee.gotowebinar.com/register/1316687554169160450**](https://attendee.gotowebinar.com/register/1316687554169160450)

After registering, you will receive a confirmation email containing information about joining the webinar.

There are also additional in person upcoming sessions and OPWDD Forums listed on our website at: <http://caredesignny.org/upcoming-events/>

**Q. Will positions such as intake, admin, etc. still be based at our current agency or will there be a central location for these?**

A. Care Design NY will have several regional offices to support managers intake, admin, benefit specialists and clinical positions to support care managers. NYC will have 2 offices, LI one, Hudson Valley 2 offices, the main office in the Capital District and 1 in the North Country. There will be a blend of support positions based at local agencies and regional offices.

**Q. How is consent going to go in that situation? I have families very concerned that enrolling in a CCO will disrupt their insurance Medicaid and private based what is your recommendation in terms of answering families about that?**

A. We are a bit confused about the first part of your question that you likely asked based on something Anne said in the webinar but out of context we are not sure of the question. Selecting a CCO, and the care management service, will **not have any impact** on their eligibility for Medicaid, their private insurance or what services they receive and from whom. However, in order to maintain their HCBS waiver services, individuals must select a CCO and one of the care management services.

**Q. Should we begin sending out the individualized letters, brochures, and meeting with families how many regional offices will there be? Are they already in place?**

A. Yes, MSCs should work with the leadership in your particular agency to begin to reach out to their individuals and families to provide and discuss the information provided. Care managers and supervisors will primarily be located in the offices they currently work unless the MSC agency can’t continue to support the staff in those locations.

In terms of the regional offices, CDNY is in the process of securing space in the various locations. We have office space secured in NYC and Albany and we are in the process of finalizing the space arrangements in our other regional offices. Our main office will be in Albany followed by the next largest office in Manhattan, with additional regional offices in NYC area (Brooklyn); Long Island (Farmingdale); Hudson Valley (Tarrytown, Newburgh area); and the North Country (Plattsburgh area).

**Q. Once MSC's work for the CCO should their office only be accessible to Care Managers and supervisors as our office everyone has access to it as well as other people that work for the agency having separate offices mixed in with our area?**

A. We need to do an assessment of the space that CDNY care management staff will be located in order to ensure that we are HIPAA compliant.

**Q. What proof of completed visits/ face to face contacts completed prior to 7/1/18 will be acceptable/needed?**

A. Since CDNY does not become operational until 7/1/18, you should follow your MSC agency policies and procedures and ask you supervisor any questions that you may have in this regard.

**Q. Will we lose our current access to Choices and Epaces. Are we going to get new access through CDNY?**

A. Yes, you will lose access through your current employer as of 6/30/18 and CDNY will need to enroll you effective 7/1/18.

**Q. Will our agency get them? I have an individual that resides in Long Island, will they be eligible to be with Care Design NY?**

A. We are a bit confused about the first part of your question that you likely asked based on something Anne said in the webinar but out of context we are not sure of the question. In terms of CDNY’s service area, individuals residing on Long Island will be able to select and be supported by Care Design NY.