

**MSC Webinar Q&A**April 12, 2018

**What happens with the people on your current caseload who are not interested in waiver services?**

1. They can continue to receive care coordination services since there will be no requirement that individuals receive OPWDD waiver services to be eligible. Care Management is about supporting the whole person beyond the OPWDD waiver services.

**Could we possibly get a sample of all the forms completed? So MSC Staff know what they should look like. Can you show us an example of all completed forms?**

1. OPWDD is conducting a consent form training session on Wednesday 4/18 at noon. After that session, CDNY will draft a sample completed consent form and send to our affiliated MSC agencies.

**What other forms are we sending along with the original signed consent? ISP, LCED, etc.?**

**It would be extremely helpful if you could create a checklist of what Care Design wants to have from the existing provider agency... Do we know the kind of documents HCBS providers are going to be sharing with CDNY in Medisked from 7/1 and into the future? Someone at our agency heard that all monthly summaries were going to need to be shared in Medisked with Care Managers. I would think eligibility for OPWDD services would be important to have too. You definitely do need the HCBS NOD to transfer over. It is such an important form. We need that to send to any waiver service or provider that the individual is interested in.**

1. In addition to the ISP and LCED, the other documents that the CCO will need are the DDP-2 and the CAS summary if it has been completed. While not identified by OPWDD as needed, CDNY will also want to have a copy of the NOD. With the LCED, related documents including supporting evaluations should also be included.

Also, as required today with any change in MSC provider, all individual records that are relevant to the person’s continuity of care and future person-centered planning needs must also be included.

For now, those documents, including the original signed Consent form should be assembled and maintained by the MSC until Care Design NY provides further instruction.

For 7/1 forward, we have to determine what information is appropriate to be shared with and from providers. More discussion on this needs to take place and we will provide further guidance.

**Can you please repeat info on Part 2 of child consent? Can you please clarify for children: We are to complete the first form, DOH-5200 (enrollment)? Do we skip the DOH-5201 (information sharing) altogether? Or still have Section 1 completed/signed and just skip Section 2?**

1. At the OPWDD training session to be held 4/18 they will indicate that only the Part 2 of the child consent should not be completed at this time. That form will be expected discussed at the next ISP or first Life Plan meeting whichever comes first.

**You mentioned other opportunities at Care Design...should we (MSC's) be contacting HR/Lisa Reese if interested, or will CDNY be in touch with those they are interested in talking to about positions? When are you reaching out to MSC's that have indicated that they are interested in Care Manager Supervisor positions? When will care manager supervisor positions be posted?**

1. There is no need to contact Lisa Reese at this time. CDNY will be posting positions in the near future for which we will give internal candidates (those having already accepted positions with CDNY) the first opportunity to apply for. Most, if not all, of those positions will require some form of an interview process. We asked on the transition form if MSCs were interested in supervisory positions to gauge interest. We will not be reaching out to specific MSCs, you will need to apply as opportunities are shared. Please continue to check our website and employee portal (to be released very soon) to check for promotional opportunities.

**Are we expecting families to sign the forms with blanks on them? This will happen starting now if we don’t have the required info for the forms.**

1. No, we do not expect someone to sign a form that is incomplete. Instruction and training on the consent form will be on Wednesday 4/18 at noon. We also will continue to answer questions on our weekly MSC webinars.

**The humans rights committee?**

1. Not sure what the question is. Please clarify by sending this question to the email at questions@caredesignny.org

**Are MSCs expected to sign the forms as CM even though they are not CM**

1. Yes.

**On Page 2 of the consent form what are we listing as the phone number for question #2 (where does my health information come from). Under #5 are care managers listing their current agency contact number? There are 2 spots there - unsure what we list on both of them. Also #7 Where to they call to get this form? Unsure what number we are listing there.**

1. See reference to OPWDD consent training webinar scheduled for Wednesday 4/18. After that session, CDNY will provide guidance to our affiliated MSC agencies.

**Does the decision have to be posted on CHOICES system?**

1. Yes.

**On the HH Consent form, must the individual/family agree to allow the HH to have access to all health providers? If the person is going with Care Design, for the adult consent on page 2 what is the information being used to fill in the blanks for questions 2, 5, and 7? How do we know who are the providers that are participating on page 3 of the consent?**

1. See reference to OPWDD consent training webinar scheduled for Wednesday 4/18. Additionally, Care Design will provide further instruction following the OPWDD Webinar.

**For individuals who currently receive Mirrored MSC, can they enroll in a Health Home Care Management or the HCBS Basic Support service? These individuals were not listed on the master roster from OPWDD.**

1. Yes. We will provide more instruction on this once we discuss with OPWDD.

**We already utilize Medisked - will the persons whole record be able to transfer to CDNY?**

1. No, not at this time.

**Do we need to move PCSS cases to full MSC for them to be eligible for HHCM?**

1. No, this is not necessary.

**Do we know the kind of documents HCBS providers are going to be sharing with CDNY in Medisked from 7/1 and into the future? Someone at our agency heard that all monthly summaries were going to need to be shared in Medisked with Care Managers.**

1. We have not reviewed the draft ADMs yet for providers. We do not expect that providers will be sharing monthly summaries in the portal beginning July 1.

**So, if Advocate is a family member they can sign for individual. If an individual who cannot consent lives at home with their parent and their over 18, but the parent is not the legal guardian, who signs the consent? When should we expect the PowerPoint on who is considered a legal representative? And does is specify who signs for individual in residences? What if the individual is a Willowbrook class member but does not have CAB representation but an Advocate. If this person lives in a IRA who would sign?**

1. You must follow the hierarchy protocol outlined by OPWDD in their training session from Wednesday 4/11. The recording of this session is on OPWDD’s website.

**One of the items on the checklist that needs to be signed indicates we need to have scheduled Life plan and have a date, can you elaborate?**

1. That is correct. By 7/31/18, the checklist must be completed for every person, including the need to schedule the Life Plan meeting will all of the known necessary participants. The date of that meeting should be no later than the date that the annual ISP review would have taken place.

**Tool kit on OPWDD website does not have the consent forms.**

1. MSC agencies have received copies of the consent forms. Additionally, you can find the consent forms on our Provider Page on our website under OPWDD CCO Enrollment Toolkit Resources.

**If someone did not receive a letter from OPWDD, how do we construct a letter for them? The letter template does not allow us to edit/customize.**

1. OPWDD will provided each MSC agency with a sample letter and a roster of individuals so the MSC agency could individualize each letter. Do not draft tour own letter. The OPWDD version of the letter must be utilized.

**What is the difference between the Care Management Agency and the Health Home on the consent form?**

**Just to clarify on the enrollment form question; on the same page of one of the consents it asks you to fill in the Care Management Agency, and then in another section on the same page it asks for the name of the Health Home. So just to confirm, both areas are to be filled in with Care Design NY? One line states Name of the Management Agency. One line on one of the forms asks for the name of the Management Agency the next line asks the name of the Health Home - what is the difference?**

1. See reference to OPWDD consent training webinar scheduled for Wednesday 4/18. Additionally, Care Design will provide further instruction following the OPWDD Webinar.

**For FSS Case Management (non-Medicaid Service Coordination) individuals who will transition to the CCO, what form(s) would they sign to indicate the CCO choice (if any?)**

1. They would sign the consent forms used for everyone else.

**Into CHOICES as what document? Just a supporting document?**

1. MSC’s or their supervisor must indicate in CHOICES the selection of CCO and Care Management Service. No document needs to be loaded into CHOICES at this time.

**Parents are asking where the consent forms will be coming from, so they'll know to open their mail.**

1. MSCs and/or the MSC agency will need to provide families with the consent forms. Nothing is being mailed directly by OPWDD.

**How will ISPs be reviewed and updated until the person's annual comes up since MediSked is only for the life plan?**

1. They will be reviewed just as they are now and then uploaded into MediSked.

**If we hire a new MSC prior to July 1st. How will they transition to Care Design? Will they also fill out a transition form?**

1. Yes, that is correct. The MSC agency will need to notify CDNY before an MSC has been hired or that a new MSC has been hired and the process will begin at point in time.

**If a person understands and is able to consent but has a legal guardian, are they both able to sign the form as they both sign the ISP?**

1. No, only the signature of the primary decision maker is required. In this example it would be the legal guardian.

**Is there a mandatory training on enrollment packet for MSCs, prior to doing enrollment with ind/families? I have been hearing rumors.**

1. MSCs are expected to learn the enrollment process, including how to complete the consent form, in order to assist individuals, families or other decision makers through the process.

**Can we continue to put in application for MSC for people who will need HBCS Waiver services.**

1. Yes.

**When will the webinars and PowerPoints be available on CDNY website?**

1. They are on CDNY’s website now.

**Can you repeat when all of the transition forms are due?**

1. Consent forms must all be finalized by June 1.

**Shouldn’t we try to keep a copy of the entire original waiver packet?**

1. No. However, CDNY will work with the MSC agencies to ensure that care managers have access to the historical MSC file.

**Will Care Coordination have a Medicaid code at the local DSS. For instance, people who are waiver enrolled at the local DSS office they are a code 46.**

1. Yes, care management services will have a Medicaid code. That will be provided by OPWDD prior to go live.

**How will we receive answers to the questions that you are going to get back to us on?**

1. Through email and posting to the CDNY website.

**If someone is going on vacation in the beginning of May for two weeks ...how are we going to get these forms sign by May 15 ...from today's webinar**

1. The goal would be to get this completed prior to their departure but minimally have the conversation with individual and family or other decision maker and complete the form as soon as possible thereafter.

**On July 1, 2018 we will begin writing Life Plans for annuals that are due in July, how are we handling Semi Annual Reviews with the waiver providers that are due in the same month?**

1. ISP semi-annuals will need to be completed in July. For those needing Life Plans in July and August, CCO’s will have until 9/30/18 to complete them.

**Will you consider just adding your daily hours to the time card system instead of punching in? and you consider us not punching in and out for lunch?**

1. All employees will be required to use the time management system for clocking in and out. Employees will be required to punch, in real time, for hours worked.

**What date do health benefits begin for employees? Do they start on July 1st or is there a waiting period?**

1. There is not waiting period for staff transitioning into CDNY employment on July 1. Staff will have coverage beginning July 1.

**Will I be arranging medical appointments for people who live in IRA's under the new CCO plan?**

1. No, this remains the responsibility of the residential service provider, however, care managers must monitor to ensure that individuals are getting to their medical appointments and intercede as needed.

**During the last training, it was mentioned that employees should be receiving an invitation to join the staff portal. Have the invitations gone out? I have yet to receive.**

1. The staff portal is finally. We will notify you today how to access it.

**How are we doing our meetings for July, August, Sept, etc. once we leave our agency and no longer have access to Therap. For example, I have 3 semi ISP and 3 Annual ISPs due in July. We were asked to not have any meetings in June and to move our meetings from June to May, if possible. However, we will still have to complete our meetings in July. Will we have access to Therap or will they be completed in the new system? July annual and semiannual meetings - will the ISP transition to the Life Plan at that time?**

**Will we need to hold the Semi ISP meeting in July and not write a plan since the Life plans are only done for Annuals?**

1. Only at the annual ISP review meeting will the change to a Life Plan occur, unless the individual and/or family request the development of a Life Plan sooner. For the 6 month review you will be reviewing the ISP. Likely you will be reviewing the paper version of the ISP.

**Could you please send us link of this recording after finished? I could not find period record on CDNY website?**

1. The recording is now on our website on the Providers Page.

**If you hold another job position with a CDNY affiliated agency can you continue to work with the affiliated agency or will that be a conflict of interest.**

1. That will depend on the position that you hold in your current MSC agency. There is no conflict for example, if you are a broker or a community habilitation worker.

**To clarify the withdrawal question: The consent form has a field for who the person should call to request a withdrawal of consent form. It is blank. Should that be DOH as the withdrawal is a DOH form? What control will families and individuals have in regards to what information a provider have access to and which provider can access the person's information without informing them in advance?**

**You both have been great throughout this and we here at Citizen Advocates appreciate all the hard work. thank you! (no, this doesn’t need to go into the post meeting q and a's) if a person has a appointed legal guardian, can this person sign the consent? Is the HH Information Sharing Consent form DOH 5055 the same as the enrollment for adults?**

1. More information will be provided on this at tomorrow’s OPWDD webinar on consent. That session is also being recorded and will be posted to OPWDD’s website. After that session, CDNY will provide guidance to our affiliated MSC agencies.

**What if we listed care design NY as the rhio. Do we need to redo those consents?**

1. Yes, the consent will need to be redone as CDNY is not a RHIO. We will provide more guidance on how to complete that line by the end of the week.

**How many individuals who we support are going to be on the case load?**

1. Staff will join CDNY with their current caseload assuming all families select CDNY. Over time each Care Managers caseload will be assessed by the CM supervisors to determine if changes need to be made in order to provide the highest quality service to individuals and families.

**Somewhere (not sure if it was a CDNY or OPWDD document) it mentioned that if an individual selects the 'Basic' coverage plan they may not be able to keep working with their current MSC/Care Coordinator. Is that true and, if so, why?**

1. That is correct. Caseloads for the basic service will be substantially higher and likely will result in the person being supported by a different care manager.

**If we have individuals that only speak Spanish on our caseloads. Will CDNY evaluate this and reassign to Spanish speaking CM's?**

1. CDNY will assess this post 7/1 and will work with individuals and families to make a decision on their care manager that is in their best interest.

**Is the goal to have 35 people supported per Care manager? Will that be 35 people or weighted? What is the weight for each tier?**

1. A 35-person weighted caseload is CDNY’s ideal caseload size assuming a varied mix of individuals (living at home and in certified residential) supported by each Care Manager. We will implement our weighting system post 7/1.