

Medicaid Service Coordination (MSC)

What is Medicaid Service Coordination?

Medicaid Service Coordination (MSC) is the process of identifying and securing Medicaid-funded services for individuals with developmental disabilities through the New York State Office of People With Developmental Disabilities (OPWDD).

Who is eligible for Medicaid Service Coordination?

Anyone who has a developmental or intellectual disability can apply for MSC. In New York State, residents must have Medicaid and current medical, psychological, and psychosocial evaluations in order to be eligible to enroll.

In order for a person to receive MSC, a person must have a documented diagnosis of a developmental disability, be enrolled in Medicaid, demonstrate a need for ongoing coordination of supports and services, and not live in a formal residential setting such as an Intermediate Care Facility (ICF), Developmental Center (DC), Psychiatric Hospital, Small Residential Unit (SRU), Nursing Facility or Hospital, or any other Medicaid-funded setting that provides service coordination.

Who provides Medicaid Service Coordination services?

Medicaid Service Coordinators (MSCs) provide these services and typically work at agencies that serve people with developmental disabilities.

What does an MSC do?

MSCs help individuals and their families create and maintain an Individualized Service Plan (ISP) by identifying, coordinating, and monitoring OPWDD funded services such as:

- Socialization/recreation programs
- Afterschool programs
- Behavior management
- Clinic services
- Employment
- Day programs
- Specialty skills training
- Family support services
- Residential services
- Legal/advocacy

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How do I enroll in MSC?

In NYC, people who are eligible can enroll in MSC services in two ways:

- Through OPWDD's Developmental Disabilities Regional Offices (DDRO)
- Through a nonprofit service provider (like AHRC, UCPNYC, YAI, Heartshare, etc.)

Most nonprofit MSC providers work with families directly to determine eligibility and help with the enrollment process (including getting updated evaluations, additional forms, etc.).

To determine eligibility, call the Bronx DDRO:

Front Door, (718) 430-0757

For a list of agencies that provide Medicaid Service Coordination, see the Bronx OPWDD Family Support and Services Guide:

www.bronxddcouncil.org/family-supprt-guide-2014/

Developmental Disabilities Regional Offices (DDROs)

The **Developmental Disabilities Regional Offices (DDROs)** are the regional offices of New York State's Office of People with Developmental Disabilities (OPWDD). They are the starting point for individuals with developmental disabilities in the application process for Medicaid waiver services. The first step is to contact your region's Eligibility Coordinator.

DDROs determine eligibility, conduct the intake process, and help to coordinate and oversee programs, supports, and services within their geographic region.

All of New York City is located in OPWDD's Region 4:

- **Queens:** Bernard Fineson
80-45 Winchester Blvd, Queens Village, NY 11427
(718) 217-4242
- **Brooklyn**
888 Fountain Avenue, Brooklyn, NY, 11208
(718) 642-6000
- **Bronx & Manhattan (Metro)**
25 Beaver Street, 4th Floor, New York, NY, 10004
(646) 766-3222
- **Staten Island**
1150 Forest Hill Road, Staten Island, 10314
(718) 983-5200

Region 4 Director: Donna Limiti, (718) 217.4242, Donna.Limiti@opwdd.ny.gov

Region 4 Deputy Director of Manhattan (Metro) and Queens: Elizabeth Cambra, (718) 217-6831, Elizabeth.Cambra@opwdd.ny.gov

Region 4 Deputy Director of Bronx (Metro), Brooklyn and Staten Island: Sheila Green-Gholson, (718) 642.8662, Sheila.Green-Gholson@opwdd.ny.gov

Eligibility Coordinators:

Queens: Francina Branch, (718) 217-6179, Francina.Branch@opwdd.ny.gov

Brooklyn: Janet Strauss, (718) 642-8629, Janet.Strauss@opwdd.ny.gov

Metro (Bronx & Manhattan): (718) 430-0757

Staten Island: Jack Lawrence, (718) 982-1944, John.Lawrence@opwdd.ny.gov

Consolidated Supports and Services (CSS)/Self-Directed Services Coordinators:

Queens: Regine Petigny, (718) 217-5980, Regine.Petigny@opwdd.ny.gov

Brooklyn: Janet Strauss, (718) 642-8629, Janet.Strauss@opwdd.ny.gov

and Delica S. Johnson, (718) 642-7024, Deica.Johnson@opwdd.ny.gov

Metro (Bronx & Manhattan): Marjorie Allen, (718) 430-0371,

Marjorie.A.Allen@opwdd.ny.gov and Magdelene M. Jno-Baptiste, (718) 430-0465, Magdelene.Jno-baptiste@opwdd.ny.gov

Staten Island: Margaret Varghese, (718) 982-1919, Margaret.Varghese@opwdd.ny.gov and Ivy Butler, (718) 982-1902, Ivy.Butler@opwdd.ny.gov

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Key Terms for Self-Directed OPWDD Services

Budget Authority: Gives the individual control over the money allocated in their personal budget to buy the supports and services they need to live in the community.

Consolidated Supports and Services (CSS): Funds within the HCBS Waiver that were used prior to 10/1/2014 to pay for individualized, self-directed services. These services were to be created, implemented, and monetarily controlled by the person who received them.

Developmental Disability (DD): A significant disability that begins before age 22 that can limit a person's ability to function independently. Some examples of DDs are: cerebral palsy, autism, and intellectual disability (formerly referred to as mental retardation). People with DDs require coordinated support throughout their lives.

Developmental Disabilities Regional Office (DDRO): The regional offices of OPWDD are responsible for determining eligibility, conducting the intake process, and helping to coordinate and oversee programs, supports, and services within their region.

Employer Authority: Employer Authority allows individuals to exercise the right to hire, manage, and change the people employed to support them.

Family Support Services: The Family Support Services Program helps families who are caring for a relative with a developmental disability at home. These services are state funded and include Family Reimbursed Respite, Recreation, Counseling, Training and Information and Referral Services.

Fiscal Management Services (FMS) or Fiscal Intermediary (FI): These are non-profit organizations authorized by OPWDD to assist individuals with the management and payment of their self-directed budgets.

Front Door: Refers to the process of applying for OPWDD services for the first time for individuals with developmental disabilities for whom eligibility for services has not yet been determined. Or, for individuals whom OPWDD has determined eligible for services, but who have not received any services for a year or more.

Home and Community Based Services Waiver (HCBS): Medicaid-funded supports and services for people with developmental disabilities that allow them to live at home and remain engaged within their community. The federal government waives traditional state Medicaid income requirements so that the Medicaid money may fund waiver services. The waiver is a grant that the state applies for with the federal government.

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Individual Directed Goods and Services (IDGS): As of 10/1/2014, this is a new HCBS waiver service that allows individuals who choose to self-direct their own budgets to purchase the goods and services they need to achieve their goals.

Individual Service Plan (ISP): A personal plan written by an individual with developmental disabilities that summarizes the supports and services he or she needs to achieve his or her personal goals.

Medicaid in relation to HCBS: A person must apply and be enrolled in Medicaid in order to be eligible for HCBS services. Medicaid eligibility for these services is NOT determined by an individual's parents' income and assets. It is determined by the individual having a documented developmental disability.

Office of People with Developmental Disabilities (OPWDD): New York State agency that funds and oversees Medicaid waiver services for people of all ages with developmental disabilities.

Other Than Personal Services (OTPS): This is the part of an individual's budget that is state-funded only; NOT funded by the federal government. A person can opt to use up to \$3000 per year in OTPS funds.

Person-Centered Planning: Supports and services that are based on an individual's interests, preferences, abilities, and desires that meaningfully increase their presence in the community.

Personal Resource Allocation (PRA): The yearly budget assigned to an individual that pays for their self-directed services. This budget is based on the service/supports plan. The service/supports plan is based on an individualized assessment of needs, preferences, wants, and abilities.

Self-Directed Services: The type of services an individual with a developmental disability has when he or she chooses have control over and make choices regarding his or her own supports, services, and budgets.