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The Children's Health and Behavioral Health System Transformation in New York State

March 21, 2019

Welcome!

- We are here to give information about changes to Medicaid for children
- We will go through all of our information, and then answer as many questions as we can, even if we happen to go over our scheduled time a little
- Questions can be sent through the chat feature
- Questions: Call #1-800-206-8125 or email: managedcarecomplaint@health.ny.gov
- This webinar is being recorded and will be posted to the Department of Health website



Glossary

- **HH**-Health Home
- **CCO/HH** – Care Coordination Organization/Health Home
- **C-YES**- Children and Youth Evaluation Service
- **HCBS**-Home and Community Based Services
- **CFTSS**-Children and Family Treatment and Support Services
- **OLP**-Other Licensed Practitioner
- **CPST**-Community Psychiatric Support and Treatment
- **PSR**-Psychosocial Rehabilitation Supports
- **FPSS**-Family Peer Support Services
- **YPS**-Youth Peer Support and Training
- **CI**-Crisis Intervention



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Overview

New York State is making changes to children's Medicaid services:

- Equal access to services regardless of which services the child/family is trying to access.
- Focused on making more services available to more children with Medicaid
- Offering services in the community where children and families are most comfortable
- Expanding the age range to include children under 5 and young adults up to age 21
- **Making sure children and families have continuity of care and do not lose services**

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Changes to Children's Home and Community Based Waiver (HCBS) Programs and Care Management



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What HCBS Waiver programs are changing?

- OMH SED HCBS 1915(c) waiver
- DOH Care at Home (CAH) I/II 1915(c) waiver
- OPWDD Care at Home (CAH) 1915(c) waiver
- OCFS Bridges to Health (B2H) SED 1915(c) waiver
- OCFS B2H Medically Fragile (Med Frag) 1915(c) waiver
- OCFS B2H DD 1915(c) waiver



What is changing for Children's Home and Community Based Services (HCBS) Waiver Programs?

- Waiver Care managers are now “Health Home Care Managers”
- New York State is closing and combining the different HCBS Waiver programs in April 2019 in one, called the “Children's Waiver”
- Your child may be eligible for new services with this change

What stays the same?

- **Children will not lose eligibility for any Waiver services they get today.**



Changes to Care Management

- All children who are getting HCBS must also have Care Management for those services
- As of January 2019, care management through the waiver programs has started to transition to Health Home Care Management.
- Most children can still keep their current care management provider.
- Your care manager will be explaining what this change means for your child. For many children, this has already happened.
- Health Home Care Management is an OPTIONAL service
 - Children and Families who do not want to get Health Home Care Management services can instead get care coordination from the Children and Youth Evaluation Service (C-YES).



What is Health Home Care Management?

- A “Health Home” is not a place, it is a person who can help you find services that are right for you and your family.
- A dedicated care manager helps you get the services you want and need.
- All children eligible for HCBS can get Health Home Care Management
- Children can also get Health Home Care Management if they have chronic health or mental health conditions
- The transition to Health Home Care Management will not disrupt services



What is the NYS Children and Youth Evaluation Service (C-YES)?

- Provides HCBS-only care coordination, if HCBS-eligible children and their families do not want to get Health Home Care Management
- C-YES can also:
 - Complete Children's HCBS eligibility determinations, HCBS Annual Assessments, and HCBS Plans of Care outlining their goals and their home and community based services
 - Assist with the Medicaid eligibility application process
- The transition to C-YES will not disrupt services



What to consider when choosing HCBS Care Management:

Health Home Care Management

- Assist with Medicaid eligibility
- Help determine HCBS eligibility
- Comprehensive Plan of Care (includes ALL services a child is receiving)
- Refer to providers for ALL services on the plan of care
- Team meetings
- Talk with Providers

C-YES Care Coordination

- Assist with Medicaid eligibility
- Help determine HCBS eligibility
- HCBS Plan of Care **Only**
- Refer to providers for HCBS services



Key Differences of CCO/HH and Children's Health Home

- **Care Coordination Organization/Health Home (CCO/HH) –**

- Individuals currently enrolled in the OPWDD 1915c Comprehensive Waiver must receive care coordination through either the CCO/HH or Basic HCBS Plan Support
- No age requirement or limit – eligible to all individuals meeting OPWDD eligibility requirements.

- **Children's Health Home –**

- For children currently enrolled in OPWDD Care at Home Waiver (medically fragile and developmentally disabled) – until 3/31/19; post 4/1/19 – for children enrolled in the Consolidated Children's Waiver.
- Eligible for children under age 21

✓ Questions related to OPWDD, CCOs, etc. may be directed to care.coordination@opwdd.ny.gov

✓ For more information on OPWDD's services and supports you may contact the OPWDD regional office that covers their county. https://opwdd.ny.gov/welcome-front-door/Front_Door_Contact_Numbers

The Children's Waiver: Home and Community Based Services (HCBS) Descriptions (starting April 1, 2019)



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What are Children's Home and Community Based Services (HCBS)?

- Help keep children and youth with complex health or mental health needs in their home and community
- Can be provided where children/youth and families/caregivers are most comfortable - at home or in the community
- Support children and youth as they work toward goals and achievements to be successful at home, in school, and in other environments
- Offer individual, flexible services to meet the health, mental health, and/or developmental needs of each child/youth



Who Can Get Children's HCBS?

- Children's HCBS are for children and youth (under age 21) who are:
 1. Enrolled in Medicaid
 - Some children without Medicaid may be eligible and can be assessed for eligibility through C-YES.
 2. Need extra care at home or in the community to avoid the need for care in a long-term care or psychiatric inpatient facility. Your Care Manager, or C-YES, will do an assessment to see if you are eligible.

*Children/youth and families, who are not already eligible for HCBS, can speak to their HH care manager or C-YES to find out how to be assessed for HCBS eligibility



Home and Community Based Service Array

Community Habilitation

Get help with learning social and daily living skills and health related tasks.

- For example: Learn to cook and eat healthy; take part in community activities; communicate effectively; be independent, and make informed choices

Day Habilitation

Get help with learning social and daily living skills in an agency setting

- For example: Build relationships; take part in community activities; gain independence, and make informed choices

Caregiver/Family Support and Services

- Caregivers and families can get training and education to make informed and empowered choices for children with developmental, medical, mental health, and/or substance use needs
- Maintain and strengthen children and youth's independence in the community
- Find available resources and services that meet child/youth and family needs



Home and Community Based Service Array

Respite Services (Planned Respite and Crisis Respite)

- May be delivered at home, in the community, or in another allowable location
- Planned respite services provide short term relief for families/caregivers and support the child's mental health, substance use and/or health care goals
- Crisis respite is short term relief from a mental health, substance use and/or health care crisis event that without this support the child would need a higher level of care

Palliative Care

Children and Youth with chronic or life-threatening illnesses can get these services:

- Massage Therapy - to improve and relieve physical symptoms
- Art, music, and play therapy - to help better understand and express emotions
- Pain and symptom management - to relieve and/or control suffering
- Bereavement counseling to help children/youth and families cope with grief related to end-of-life experiences



Home and Community Based Service Array

Community Self Advocacy Training and Support

- Children, youth, and their families can get help to understand developmental, medical, mental health, and/or substance use needs
- Get help with, or prevent, any difficulties when taking part in community activities
- Children and youth, or caregivers and other advocates, can get their own self-advocacy training

Prevocational Services

Youth aged 14 and older can learn skills to help get ready for paid work, or volunteer work that matches their interests

- Skills can include: communicating with supervisors, coworkers, and customers; workplace problem solving; career planning; and workplace safety

Supported Employment

- Youth aged 14 and older who are ready for a job can get help to stay in a steady job that pays wages
- Get ongoing support while getting a job and while working Services can include, but are not limited to:
 - Help with finding a job that matches your skills and interests; job coaching; benefits support; help with advancing your career; and other workplace support services



Home and Community Based Service Array

Environmental Modifications

Changes to a child or youth's home to help with their health needs

- For example: Changes to hallway or bathroom for easier access and mobility

Vehicle Modifications

Changes to a child or youth's vehicle to help with their health needs

- For example: Wheelchair lift/ramp

Adaptive and Assistive Equipment

Technological aids or other devices needed to support children/youth health, welfare and safety

- For example: Computer tablet that speaks for the child

Non-Medical Transportation

Transportation to services or activities that support goals



Home and Community Based Service Array

Crisis Intervention*

A child or youth who is having increased emotional stress that keeps them from being safe in their home or community can get fast support from a professional

Youth Peer Support and Training*

Youth who are experiencing social, medical, emotional, developmental, substance use, and/or behavioral challenges in home, school, placement, and/or community can receive support from a peer to set goals and develop community living skills

**Temporary waiver services until expanded to more children (Crisis Intervention and Youth Peer Support 1/2020, Family Support 7/19)*

Family Peer Support Services*

Families can get support from a peer with their own lived experience if they are raising a child or youth who is experiencing social, emotional, medical, developmental, substance use, and/or behavioral challenges

For more detailed information regarding the services:
https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/docs/draft_hcbs_manual.pdf

To locate designated providers for a service:
https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/provider_design.htm



Children’s Medicaid System Transformation

Aligned Array of HCBS Services

- Habilitation (Community and Day)
- Respite (Planned and Crisis)
- Caregiver/Family Supports and Services
- Prevocational Services
- Supported Employment
- Community Self-Advocacy Training and Support
- Adaptive and Assistive Equipment (includes Vehicle Mods)
- Accessibility Modifications
- Palliative Care
- Customized Goods and Services
- Non-Medical Transportation
- Health Home Care Management

OPWDD Comprehensive Waiver Transition

I/DD Targeted HCBS Services

- Habilitation
 - Residential
 - Day
 - Community
 - Prevocational
 - Pathway to Employment
 - Supported Employment
- Respite
- Assistive Technology – Adaptive Devices
- Environmental Modifications
- Family Education and Training
- Services to Support Self-Direction
 - Fiscal Intermediary (FI)
 - Support Brokerage
 - Individual Directed Goods and Services
- Community Transition Services
- Live-In Caregiver
- Intensive Behavioral Support
- Vehicle Modifications



Children and Family Treatment and Support Services (CFTSS)



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What are Children & Family Treatment & Support Services?

- Services for children/youth with Medicaid (*under the age of 21*) who may be experiencing mental health or substance use needs
- Can be provided at home or in the community, outside of an office setting
- Support families and help them make informed decisions about their care to improve their health, well-being and quality of life.
- Meet the individual needs of children and their families/caregivers by:
 - Identifying mental health and/ or substance use needs early
 - Providing support in the home and community
 - Preventing the need for emergency room visits, hospital stays, or out of home placements



List of New Children and Family Treatment and Support Services (CFTSS)

Available now, as of January 1, 2019:

- **Other Licensed Practitioner (OLP):** Treatment services for mental health and substance use needs by licensed professionals, like a social worker, mental health counselor or a marriage and family therapist.
- **Community Psychiatric Support and Treatment (CPST):** Services that provide children and families with supports and interventions in the home, at times of crisis, or to help identify strengths and natural supports
- **Psychosocial Rehabilitation Supports (PSR):** Services that help to build skills, social relationships, and activities that grow independence.
- Brochures and Materials available at: <https://omh.ny.gov/omhweb/bho/childrensmc.html>



List of Upcoming Children and Family Treatment and Support Services

- Family Peer Support Services (*Expanding in July 2019*)
- Youth Peer Support and Training (*Expanding in January 2020*)
- Crisis Intervention (*Expanding in Jan 2020*)
 - Some children may get these services now through their Home and Community Based Services Waiver Program.
 - Children who are eligible for Home and Community Based Services can get these services starting in April 2019.
 - These services will be expanded to more children at a later date ([noted above](#)).



How Do I Access These Services?

- To get CFTSS, speak to one of your current service providers or other community resource to help. This can be any of the following:
 - Health Home Care Manager
 - Therapist
 - Pediatrician
 - School Social Worker or Counselor
 - County worker (case manager, SPOA, etc.)
- They can help make a referral or a recommendation for services.



Medicaid Managed Care



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Children's Medicaid Managed Care

- Medicaid Managed Care Plans are health insurance companies that are responsible for overseeing and coordinating the care you receive.
- Today, most children are already enrolled in a Medicaid Managed Care Plan, but some services are not yet covered by their plan and are covered by regular Medicaid.
- Some children must enroll in a Medicaid Managed Care Plan.
- Some children may enroll in a Medicaid Managed Care Plan but do not have to.
- Some children cannot enroll in a Medicaid Managed Care Plan. Their services are paid through regular Medicaid.



Children's Services Moving to Medicaid Managed Care

- Many children's services are moving to Medicaid Managed Care in the future.
- There are no changes yet for children participating in HCBS waivers – these children do not have to pick a plan right now.
- However, most children are able to enroll in Medicaid Managed Care if they would like.
- When its time to pick a plan, families will get a letter with instructions and will have 60 days to choose a plan.
- If you have any questions about enrolling in a Plan, you can speak with your care manager or call New York Medicaid Choice at 1-800-505-5678 (TTY 1-888-329-1541).



Other Important Reminders

- The goal of the transition is to make sure children and families have continuity of care and the transition is as seamless as possible.
- The State expects that children and families will keep the services they need with no loss.
- If a child is found to have problems keeping his/her services during this transition, the family can contact their current Care Manager/Health Home Care Manager or call the State's toll-free managed care help line at:

1-800-206-8125 or email: managedcarecomplaint@health.ny.gov



Resources

- New York Medicaid Choice **1-800-505-5678**
- NYS Children and Youth Evaluation Service (C-YES) **1-833-333-2937**
- Managed Care Complaints **1-800-206-8125**
- Education on New Services for Children and Families
<https://www.omh.ny.gov/omhweb/bho/childrensmc.html>
https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/info.htm
- List of NYS Health Homes by County
https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_map/index.htm
- Directory of NYS Medicaid Managed Care Organizations
https://www.health.ny.gov/health_care/managed_care/mcplans.htm
- New York State of Health Marketplace
<https://nystateofhealth.ny.gov/>
- New York State Provider and Health Plan Lookup
<https://pndslookup.health.ny.gov/>



Questions and Discussion

Please add your questions to the chat box.

