



Department  
of Health

Office of  
Mental Health

Office of Addiction  
Services and Supports

# ***CORE Services Implementation: Office Hour for Managed Care Organizations***

OMH Division of Managed Care  
OMH Bureau of Rehabilitation Services & Care Coordination  
OASAS Division of Addiction Treatment and Recovery

# CORE Implementation Reminders

Date	CORE Services Implementation Event
1/3/22	CORE Provisional Designation letter sent to providers
1/17/22	MCO CORE <i>Benefit Administration Readiness Attestation</i> due to NYS
2/1/22	CORE Go-Live and beginning of continuity of care period
3/1/22	Transitioning provider contracts updated
5/2/22	Continuity of care period ends
7/31/22	Provisional CORE provider designation ends
8/31/22	MCOs must meet network adequacy standards



# Discussion Topics

## Go-Live Preparation

- Systems configurations
- Claims testing
- Contract amendments to reflect CORE Services
- Provider manual updates
- Implementation of Service Initiation Notification Template
  - Communication with providers about accessing form and submitting electronically
- Tracking enrollee transition from BH HCBS to equivalent CORE Service(s)
- Network Development

# Resources

# Implementation Timeline & Requirements

Date	Task
Wednesday, 10/6/21 – Monday, 1/31/22	<ul style="list-style-type: none"> <li>• Begin provider education and technical assistance with provisionally designated CORE providers</li> <li>• Begin existing BH HCBS provider contract amendments to reflect CORE designations</li> <li>• Distribute member notices and update Member Handbooks for CORE Services</li> </ul>
Monday, 1/17/22	<ul style="list-style-type: none"> <li>• MCOs submit the Medicaid Managed Care Organization <i>Community Oriented Recovery and Empowerment (CORE) Benefit Administration Readiness Attestation</i></li> <li>• This attestation confirms MCOs are prepared to complete systems configuration, pay for CORE Services, and discontinue HCBS requirements for services transitioning from BH HCBS to CORE Services by February 1, 2022</li> </ul>
Tuesday, 2/1/22	<ul style="list-style-type: none"> <li>• Extend BH HCBS PSR, CPST, FST, and Peer Support service authorizations existing as of February 1, 2022 until May 2, 2022, as needed until member is transitioned to CORE Services</li> <li>• Ensure ability to accurately pay BH HCBS PSR, CPST, FST and Peer Supports claims for continuity of care recipients with dates of service until May 2, 2022</li> <li>• Discontinue BH HCBS eligibility and access requirements for the four services transitioning to CORE</li> </ul>



# Implementation Timeline & Requirements

Date	Task
Tuesday, 2/1/22, continued	<ul style="list-style-type: none"> <li>Implement processes to securely and electronically receive and respond to provider CORE service initiation submissions within three business days</li> <li>Complete systems configuration and ensure ability to accurately pay for CORE Services, including adding new CORE rate codes</li> <li>Begin working with members (and care managers, if applicable) and provisionally designated CORE providers to transition BH HCBS PSR, CPST, FST, and Peer Support recipients to CORE Services and/or new CORE providers, as needed. Please refer to the “Access to CORE Services for BH HCBS Continuity of Care Recipients” section of the <i>Community Oriented Recovery and Empowerment Services Benefit and Billing Guidance</i> for details</li> </ul>
Monday, 5/2/22	<ul style="list-style-type: none"> <li>Ensure members previously receiving CPST, PSR, FST and Peer Support were successfully transitioned to CORE Services and/or new CORE Service providers</li> <li>Continue provider contract amendment process, as needed</li> </ul>
Wednesday, 8/31/2022	<ul style="list-style-type: none"> <li>Meet CORE Services network adequacy requirements</li> </ul>



# Resources

- **Guidance:**

- CORE Benefit and Billing guidance: <https://omh.ny.gov/omhweb/bho/core/core-benefit-and-billing-guidance.pdf>
- CORE Provider Operations manual: <https://omh.ny.gov/omhweb/bho/core/core-services-operations-manual.pdf>

- **MCTAC Webinars:**

- Introduction to CORE Services webinar: <https://www.ctacny.org/login/?refer=/trainings/Introduction-to-CORE/>
- Implementation overview webinar: <https://www.ctacny.org/login/?refer=/trainings/CORE-Implementation-Overview/>
- Billing webinar: <https://www.ctacny.org/login/?refer=/trainings/Billing-for-CORE-Services/>
- MCO TA webinar: <https://www.ctacny.org/trainings/CORE-TA-MCOs/>



Please direct questions with the subject “CORE Transition Question” to:

- OMH Division of Managed Care BHO mailbox at [BHO@omh.ny.gov](mailto:BHO@omh.ny.gov) ; or
- OASAS Practice Innovation and Care Management (PICM) mailbox at [PICM@oasas.ny.gov](mailto:PICM@oasas.ny.gov)





# Questions & Discussion



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