

People First Care Coordination



FAQ's for Individuals and Family Members

What is Health Home Care Management?

Health Home Care Management is a new way to coordinate care, combining developmental disability services and supports with health and wellness services.

This new way of coordinating care is an enhanced version of the Medicaid Service Coordination (MSC) program, offering more options, greater flexibility and better outcomes.

Health Home Care Management will be provided by Care Coordination Organizations (CCOs).

What is a CCO?

CCOs are organizations that were formed by existing developmental disability service providers. These new organizations will be staffed by Care Managers with training and experience in the field of developmental disabilities.

What is a Care Manager?

A Care Manager is a person who will work with you to create your Life Plan. Many Care Managers will be current Medicaid Service Coordinators who will receive additional training to become Care Managers in the new system. Your Care Manager will help coordinate services across systems, including the Office for People With Developmental Disabilities (OPWDD), the Department of Health and the Office of Mental Health, providing you one place to plan all your service needs.

Will my new Care Manager be the same person that provided my Medicaid Service Coordination (MSC)?

The person coordinating your services and supports will now be called a Health Home Care

Manager. Every effort will be made to ensure continuity of relationships, however we cannot guarantee that you will have your current MSC as your Health Home Care Manager in the CCO.

What is a Life Plan?

The Life Plan will replace the Individualized Service Plan (ISP). It will be reviewed routinely and updated as needed based upon your life goals and changing needs. The new Care Managers will work with you to create a plan based on your wants and needs. Your Life Plan will include coordination of your developmental disability related supports and your other services, like medical, dental and mental health.

Why is OPWDD switching from Medicaid Service Coordination to Health Home Care Management?

Health Home Care Management is an improved type of service coordination that will better support people, including those with complex needs. It will allow for better information sharing across service systems, resulting in more flexible and comprehensive service planning.

When will the transition to Health Home Care Management take effect?

Care Coordination Organizations will begin providing Health Home Care Management services on July 1, 2018.

Am I required to participate in Health Home Care Management?

After July 1, 2018, all service coordination, including Medicaid Service Coordination and Plan of Care Support Services, will be provided by

CCOs. By choosing to enroll in Health Home Care Management, you will receive an improved level of service to help you or your loved one coordinate all services.

If you do not want to receive the more comprehensive care management that will be provided with Health Home Care Management, you can talk to your service coordinator about the option to receive Basic Home and Community Based Services (HCBS) Plan Support. Basic HCBS Plan Support will also be provided by the CCO, but it will be a very minimal coordination option, and it will not include coordination of health care or mental health services. With Basic HCBS Plan Support, your contact with the person coordinating your services will be limited.

Will I be able to choose my own services and providers?

Yes, you will continue to choose your services and providers. Within the CCO, a team of professionals, including your Care Manager, will work together with you to coordinate your developmental disability and/or long-term care services, as well as other types of services, based on your wants and needs. You will be able to choose a CCO provider in your region (including the one your MSC is affiliated with) and your service providers.

What do I need to do to continue or change my services?

You will need to work with your Medicaid Service Coordinator to review and sign a form to enroll in the CCO program of your choice. You may choose the CCO that your current MSC has become affiliated with, or you can choose a different CCO in your region. You will also need to choose between Health Home Care Management and Basic HCBS Plan Support.

Who will have access to my plan and how will my personal information be protected?

CCOs will be required to have an electronic health record system that links the service providers involved in your care and allows your health information and Life Plan to be accessible to you and your care team. All CCOs must follow strict security protocols to protect your Personal Health Information.

Can I change my mind once I choose a CCO?

If you are not happy with the Care Management being provided by the CCO you choose, you can choose another Care Manager in that CCO and/or change the level of service you receive. You may also choose a different CCO within your region.

What will happen if the CCO/HH decides to change my services or give me fewer services?

The CCO will not authorize services and therefore will not be able to take away or lessen your services, including self-directed services. You, in partnership with your care team, will identify the supports and services you receive based on your wants and needs. OPWDD Regional Offices will continue to authorize supports and services.

Is Health Home Care Management a form of Managed Care?

No, Health Home Care Management should not be confused with Managed Care. Managed Care will take several years to develop in the OPWDD system and will be offered at a future date.

