



## **FREQUENTLY ASKED QUESTIONS (for Individuals and Families)**

### **1. WHAT IS A CCO (Care Coordination Organization)?**

A CCO will be a specialized Health Home for individuals with intellectual and developmental disabilities (I/DD). NYS Health Homes assist individuals on Medicaid by providing personalized care management services so people can more efficiently and effectively access healthcare, social services, and community and natural supports. OPWDD has said that current MSC services will transition to health home care management services under CCOs on July 1, 2018.

### **2. HOW DO CARE MANAGEMENT SERVICES UNDER A CCO COMPARE TO MSC SERVICES?**

OPWDD has explained that the CCO is the first step towards managed care for our population. Care management, by definition, is a core managed care function, and CCOs will expand the role of MSCs to that of a care manager. In addition to all of the services outlined in an ISP, MSCs will be charged with coordinating Behavioral Health, Social Service Needs, Home Care, Personal Care and, most importantly, Healthcare for all individuals enrolled. There will be additional training developed to prepare MSC's for this expanded role.

The CCO will be responsible for assessing and then developing each individual's person-centered plan (called a Life Plan) along with care management and coordination of services outlined in the plan. **Our CCO is LIFEPLAN CCO NY.**

### **3. WHAT DOES LIFEPlan CCO NY OFFER AND WHO DOES IT SUPPORT?**

LIFEPlan CCO NY is a provider-led organization comprised of over 65 agencies embedded in OPWDD Regions 2 and 3, including Central and Northern NY, the Capital District, Hudson Valley and the Southern Tier. We will provide care management services in 38 counties of New York State, reaching more than 17,000 individuals and their families. Further, LIFEPlan will provide the training, oversight, administrative support and the software necessary to deliver care coordination services under the new model, even if your agency chooses to subcontract with LIFEPlan for a period of time after July 1.

### **4. WILL CASELOADS BE IMPACTED?**

It is LIFEPlan's intent that MSCs and individuals and families will transition together to LIFEPlan CCO and that caseload assignments and your relationships with the people you support will not be disrupted. Under LIFEPlan CCO you and your care manager will also have support from nurses, behavioral health and other clinical professionals who will be available as part of the overall CCO Care Team.

As for caseload sizes, these vary widely now among providers and will need to be appropriately managed to balance the enhanced care management responsibilities, individuals' levels of need, and geography/travel, among other factors under the new CCO model.

### **5. WHAT WILL HAPPEN TO MY OTHER SERVICES SUCH AS DAY HAB, COMM HAB or RESPITE?**

These services will continue, through your current service provider(s), without change.

**6. WHAT DO I NEED TO DO NOW?**

There is nothing you need to do now. MSC services will continue to be provided as they have been until at least July 1, 2018. As we get closer to that date LIFEPlan CCO will provide you with a consent form to sign and return. This will allow us to share information among your providers (in order to facilitate care coordination) once CCO/health home care management services begin. We will also provide information in advance about the care management software application and how you will be able to access and exchange information through a secure portal.

LIFEPlan CCO will continue to provide updates over the coming weeks and months as we make the journey to “CCO” together. We encourage you to visit our website, to attend the CCO forums we will be scheduling throughout our 38 counties, and to reach out to us with any questions, feedback or suggestions you may have.

**7. WHAT IF I DO NOT CURRENTLY RECEIVE MY MSC SERVICES FROM ONE OF LIFEPlan CCO’s PARTNER AGENCIES?**

As with your current MSC services, you can choose which CCO you would like to receive care management services from. If you decide you would like to receive your care management services from LIFEPlan CCO you may choose to move your MSC services to one of LIFEPlan’s partners now, or you may choose LIFEPlan as your CCO when you are given the option to change CCOs at the time of the transition to CCOs. Please see our website for a listing of LIFEPlan MSC providers.

**8. WHO CAN I REACH OUT TO?**

For any additional questions, you can reach out to Carleen Stewart, VP of Network Development at [carleen.stewart@upstatecp.org](mailto:carleen.stewart@upstatecp.org) or Lori Kearsing, VP of Operations at [kearsing@cfdsny.org](mailto:kearsing@cfdsny.org), or you can speak directly with your agency leadership.

**Visit us at [LIFEPlanCCONY.com](http://LIFEPlanCCONY.com) for more information**

