



Frequently Asked Questions for MSCs

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

A CCO will be a specialized Health Home for individuals with I/DD. The Health Home model assists 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.

2. **HOW DOES A CCO COMPARE TO AN MSC?**

OPWDD has explained that the CCO is the first step toward a managed care model 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. *How?* In addition to all of the services outlined in an ISP, MSCs will be charged with coordinating other services, including Behavioral Health, Social Service Needs, Home Care, Personal Care and, most importantly, Healthcare for all individuals enrolled.

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 more than 60 agencies embedded in OPWDD Regions 2 and 3, including Central and Northern NY, 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 subcontracts with LIFEPlan for a period of time thereafter.

4. **AS AN MSC, HOW DOES THIS IMPACT ME?**

LIFEPlan CCO NY has given a great deal of thought to how to effectively manage this transition and understands what works for one provider agency may not work for another. It's not a one size fits all approach. And so, we are offering options to our partners. *For instance:*

- MSC agencies can move their staff under the CCO on July 1, 2018, or transition over a period of time up to the deadline established by OPWDD, which currently stands at one year, or July 1, 2019.



- For agencies who choose to use the transition period, MSCs would continue to be employees of their home agency, working where they have always worked. The only difference will be that LIFEPlan will provide the training, oversight and software to meet the new requirements.
- After the contract/transition period, we will work together to ensure disruption is minimized for MSCs, as well as the individuals and families we serve.
- LIFEPlan also expects to employ a workforce of both full- and part-time employees with flexible schedules that best meet individual, family and staff needs.

Finally, while all new “Care Managers” (the new title for MSCs) will have to meet new minimum education requirements – bachelor’s degree plus experience – OPWDD has agreed that all current service coordinators will be “grandfathered” into the CCO. Therefore, there will be positions for all MSCs in good standing (including current MSC supervisors and other areas of support) who want them, along with the potential for future growth and promotion opportunities.

5. WILL MSCs HAVE TO APPLY TO BE EMPLOYED BY LIFEPLAN CCO?

It is OPWDD’s intent that CCOs will directly employ all of its MSCs by the end of year one (July 1, 2019). There will be standard paperwork to be completed and documents to be shared, and we are exploring efficiencies to streamline this process to the greatest extent possible. Further, there is a possibility that background checks will be required, but OPWDD is currently looking in to this on our behalves in hopes that it will not be the case. We will continue to keep you informed here.

6. WILL CASELOADS BE IMPACTED?

Caseload sizes now vary widely 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.

Please do not feel that you need to manage all of this on your own. In addition to all of you, the CCOs will have other clinical professionals such as nurses and behavioral health staff available as part of the overall Care Team.

It is LIFEPlan’s intent that MSCs and individuals and families will transition together to the CCO and that caseload assignments and your relationships with the people you support will not be disrupted.



7. WHAT WILL MY NEW SALARY AND BENEFITS PACKAGE LOOK LIKE?

We understand you have questions about salary, benefits and work locations, etc. LIFEPlan has been working with a team of human resource and benefit consultants to develop transition plans for you. We are committed to offering an environment that attracts and retains our MSC workforce. With that in mind, we are creating a highly competitive compensation package, a flexible work environment that would allow our staff to achieve a positive work/life balance, and a benefits package that will offer you the security you deserve.

Please be assured we take this particular task very seriously and are taking a thoughtful and methodical approach to ensure we get it right. Care coordination is complex and will demand a higher level of training and skill than traditional Medicaid Service Coordination. We will make every effort to ensure that LIFEPlan's salary and benefits packages are reflective of your increased responsibilities and requirements.

8. HOW CAN I GET INVOLVED NOW?

Right now, we ask that everyone continue to do a great job supporting individuals and families. They need you now more than ever. For our part, we'll do everything we can to make it all work as smoothly as possible – for them and for you.

9. WHO CAN I REACH OUT TO WITH ADDITIONAL QUESTIONS?

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