



## WELCOME TO LIFEPLAN CCO!

**As you start the CCO enrollment process, you can expect to hear often from your Care Manager. In the next 30 days and beyond, your Care Manager will coordinate many different services and communicate with you regularly to ensure you understand the terms, documents and processes required.**

### IN 30 DAYS

- Assigned to a Care Manager (contact within 3 business days)
- Care Manager sets up face-to-face meeting
- Completion of necessary documentation to begin enrolling in services

### IN 60 DAYS

- Create a plan of care focused on your goals and necessary supports
- PATHS Assessment administered, Person Centered Planning and Life Plan draft

### IN 90 DAYS

- Life Plan finalized
- Care Manager discusses how services are justified
- Care Manager applies for requested services (approval not guaranteed)

### AFTER 90 DAYS

- Care Manager contacts you at least once a month
- Required face-to-face meetings occur based on needed supports
- Your Care Manager is available to support as needed. Call or email to request support

As you begin this journey, remember that you are not alone. Your Care Manager and a team of supervisors will support you along the way.

## HELP YOUR CARE MANAGER HELP YOU!

Tell your Care Manager the best way to communicate with you- by phone, email, or regular mail. For additional info visit, [lifeplancony.com/resources](http://lifeplancony.com/resources)

## CONTACT US

Ask questions and share your concerns with your Care Manager anytime!

**General Number: 315-565-2612**