11th Annual Manhattan MSC Forum

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Care Coordination
Case Studies
RFA
Front Door
DISCO
ICS
Coordinated Assessment System (CAS)
RFI
People First Waiver
InterRAI
Pilots
COL
Managed Care
Personal Outcome Measures

Equity
Balance
Person Centered

T H E M E S

Needs Based
Outcomes Driven
Incentivized

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Road to Reform

Transformation Agreement

BIP

Balancing Incentives Program

MFP

Money Follows the Person

Real Goals

- **Self-Direction**: Increase number of individuals self directing by 1,245 by March 31, 2014 and provide education to at least 1,500 beneficiaries per quarter beginning on April 1, 2013.
- **Employment**: Increase number of individuals employed by 700 by March 31, 2014.
- **Residential Transitions**: Transition 148 people from Finger Lakes and Taconic ICFs to community settings by January 1, 2014.

Money Follows the Person

Purpose: To help states rebalance their long-term care systems by offering people opportunities to move out of institutions into the community

Program Goals:

1. Increase use of HCBS, reduce institutional services
2. Eliminate barriers that restrict the use of Medicaid funds to provide long-term supports in settings of choice
3. Strengthen ability to provide HCBS to people who want to leave institutions
4. Put procedures in place to provide quality assurance and improvement of HCBS

Balancing Incentives Program

Purpose: to provide grants & enhanced FMAP to states to increase access to non-institutional long-term supports/services

Program Goals:

- To help states develop new ways to support more people in community settings
- To support structural changes that increase institutional diversions and access to long-term supports/services

With MFP, BIP is part of CMS's strategy to redesign long-term supports/services.

Is this anything new?

- Principles are the same
- Clear goals that MUST be met
- Systemic change to promote objectives
- Success abounds but is limited
- Exception ⇒ Norm
- Challenges will remain

Front Door

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WHAT IS THE FRONT DOOR?

OPWDD's Front Door creates a consistent approach, designed to expand knowledge for individual choice and information to make better service authorization decisions, for people with developmental disabilities to access, continue or modify the supports and services they use.

- For new individuals, the Front Door encompasses interactions with OPWDD from the point of contact through service authorization.
- Individuals already connected to OPWDD will use Front Door services when they seek a change in service.

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Why?

- Consistency
- Balance/Sustainability
- Education/Informed Choice
- Person Centered
- Promote Self Direction
- Right fit

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The Path….

initial contact to service delivery

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Next Steps

- The front door is opening – being piloted and tested; a soft launch in June
- Regional Offices are concentrating on putting front door practices in place for new people coming into the OPWDD system
- Information sessions are being conducted for individuals and families on the full scope of OPWDD services
- Training curriculum for providers is being developed.
- We are educating our workforce on these exciting changes.

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Role of the MSC in OPWDD's Front Door

The MSC acts as the conduit between OPWDD and the individual. S/he promotes OPWDDs policies of self-direction and services in the most integrated setting. The MSC helps the individual to develop and submit an individualized plan that meets needs in the most integrated setting possible and works with OPWDD staff to ensure that plan meets criteria for authorization.

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Care Coordination
and
the People First Waiver

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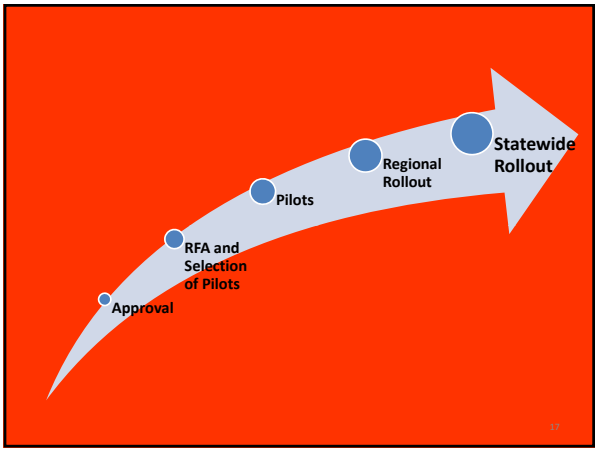

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Three key things to remember….

1. Not happening overnight
2. Core functions remain
3. Need good people to do it…

…that means you

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What We Know

- Team
- Composition Based on Needs
- Team Leader
- Minimum Responsibilities
- Minimum Requirements
- Core Functions

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Central Point of Contact
Linkage and Referral
Advocacy
Care Planning
Assessment
Monitoring
Record Keeping
Coordination with Providers
Eligibility & Benefits Maintenance
Cost Management

Core Functions of Care Coordination

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What should I do?

a) Run and hide
b) Just run
c) Stick with it
d) Pay attention
e) Remember why you're here

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Thank You!

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