

Are You Facing the Joys and Challenges of Parenting a Child with a Disability or Special Health Care Need?

Parent to Parent of New York State is a statewide not for profit organization with a mission to support and connect families of individuals with special needs. We offer information and have a parent matching program that is designed to put parents in touch on a one-to-one basis with a trained, support parent whose child has the same or similar disability. We can assist parents in locating resources throughout NYS.

Parent to Parent is based on the philosophy that parents, who themselves have experienced the joys and frustrations of parenting a child with special needs, can offer other parents a valuable resource.

www.parenttoparentnys.org

For more information, call any of our offices:

Adirondack 1-866-790-2555
Buffalo 1-800-305-8813
Capital District 1-800-305-8817
Hudson Valley 1-800-305-8816
Long Island 1-800-559-1729
New York City 1-800-405-8818
Oneonta 1-800-305-8814
Rochester 1-800-650-4967
Seaway Valley –1-800-603-6778
Staten Island 1-800-866-1068
Syracuse 1-800-305-8815
Watkins Glen 1-800-971-1588
Business Office 1-866-727-6970

MEDICAID SERVICE COORDINATION

**Making
It Work
For Families!**



Parent to Parent of NYS
P.O. Box 1296
Tupper Lake, NY 12986

Dear Parents:

Medicaid Service Coordination is an important service in the life of a person with a developmental disability and for their family.

Under Medicaid Service Coordination (MSC), parents and family members are recognized as valuable participants in a person's service coordination program.

It is important to understand that there are rights under Medicaid Service Coordination. This booklet has been developed to assist you in gaining a better understanding of the service.

Parent to Parent's MSC Information Program is funded by NYS Office of Mental Retardation and Developmental Disabilities. We hope that the information provided is a help to you.

Parent to Parent of NYS has offices throughout New York. Our staff are parents of individuals with special needs and can assist in locating community based resources, finding other parents to talk to, or locating information specific to a family's request. The last page of this booklet provides a list of the Parent to Parent offices across New York State.

Sincerely yours,

Janice Fitzgerald
Executive Director

INTERESTED IN FURTHER INFORMATION?

IF YOU ARE INTERESTED IN
SPEAKING TO PARENT TO PARENT
STAFF ABOUT MEDICAID SERVICE
COORDINATION, TO SCHEDULE A
TRAINING OR TO LEARN
WHEN THERE WILL BE A TRAINING
SESSION IN YOUR AREA CONTACT US AT:

NEW YORK CITY REGION OFFICE
DOWNSTATE PROGRAM ASSISTANT
1-800-405-8818
(FOR NEW YORK CITY AND LONG ISLAND)

OR

CAPITAL REGION OFFICE
UPSTATE PROGRAM ASSISTANT
1-800-305-8817
(ALL AREAS OF NYS EXCEPT NEW YORK
CITY AND LONG ISLAND)

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NYS Office of Mental Retardation and
Developmental Disabilities**

How Can I Learn More about Medicaid Service Coordination?

Contact Your Local Developmental Disabilities Services Office (D.D.S.O.) and ask for the person in charge of Medicaid Service Coordination

Bernard Fineson (Queens)	718-217-5537
Brooklyn	718-642-8788
Broome	607-770-0211
Capital District	518-370-7331
Central NY (Rome)	315-336-2300
Central NY (Syracuse)	315-473-5053
Finger Lakes	585-461-8818
Hudson Valley	845-947-6100
Long Island	631-493-1704
Metro NY	212-229-3116
Staten Island	718-982-1904
Sunmount	518-359-4485
Taconic	845-877-6821
Valley Ridge	607-337-7000
Western	716-517-2249

What is Medicaid Service Coordination?

Medicaid Service Coordination (MSC) is a Medicaid State Plan Service provided by OMRDD which assists persons with developmental disabilities and mental retardation in gaining access to necessary services and supports appropriate to the needs of the individual. MSC is provided by qualified service coordinators and uses a person centered planning process in developing, implementing, and maintaining an Individualized Service Plan (ISP) with and for a person with developmental disabilities or mental retardation. MSC promotes the concepts of choice, individualized services and supports, and consumer satisfaction.

How Can Medicaid Service Coordination Help You?

Through MSC, you will work in partnership with a qualified service coordinator to develop and maintain a personalized plan designed to meet a person's needs and desires. The focus of MSC is on assisting people to achieve their unique goals such as having a home, a job, a circle of friends, enjoyable leisure activities, and obtaining various services and supports.

Who is Eligible to Receive MSC?

In order to receive MSC, a person must:

- have a documented diagnosis of a developmental disability;
- be enrolled in Medicaid;
- demonstrate a need for ongoing and comprehensive, rather than incidental, service coordination;
- choose to receive MSC or have consent given on their behalf by an authorized individual;
- live outside of an Intermediate Care Facility (ICF), Developmental Center (DC), Psychiatric Hospital, Small Residential Unit (SRU), Nursing Facility or Hospital, or any other Medicaid funded setting that provides service coordination, and,
- not be enrolled in any other comprehensive Medicaid long-term care service coordination program.

What Makes MSC A Valuable Service ?

MSC Promotes Individualized Services!

Service coordination activities are based on the person's valued outcomes and goals as identified by the person in his or her personal plan.

Making Choices is Easy!

You can select the MSC vendor of your choice. An MSC vendor is an agency that has a contract with OMRDD to provide MSC. You may also choose to receive MSC from your local DDSO.

You can change MSC vendors easily. There are many reasons why a person may want to change MSC vendors. Your current MSC vendor or the local DDSO can assist you with this process.

You may request to withdraw from MSC. If you no longer require the assistance of a service coordinator, you may contact your local DDSO and request to withdraw from the program.

More Qualified and Better Trained Staff!

New MSC service coordinators must meet higher educational standards and have previous experience either working with people with developmental disabilities and/or providing service coordination.

All service coordinators must meet annual on-going training requirements.

All staff providing direct supervision to service coordinators must have at least a bachelors degree in health or human service area, plus previous experience.

All direct supervisors must meet annual on-going training requirements.

Increased Accountability!

The person receiving MSC and the agency providing MSC sign an agreement specifying the service coordination activities the person wants and needs to meet his goals, and who will provide them.

Service coordinators must conduct at least one monthly face-to-face meeting with every person on their caseload. You may request more than one meeting a month. At least once every three months, this meeting must be conducted at the person's home. (This rule applies to people living in either an OMRDD certified residence or a private home).

Promotes Advocacy!

One of the primary roles of a service coordinator is to protect the rights of people with developmental disabilities. This includes being aware of the environment in which the person is living.

Service coordinators complete a report twice a year that identifies potential health and safety problems for all people living in OMRDD certified residences. This report is not completed for people who live in a private home.

Reduces Potential Conflicts of Interest!

There are rules that ensure the service coordinator puts the person's best interest first.

Staff providing direct services (psychologists, medical staff, direct care) to a person cannot also provide service coordination to that person.

Program managers with direct control over a service a person receives may not directly supervise that person's Medicaid Service Coordinator.