The Children's Health and Behavioral Health System Transformation in New York State

August 12, 2019

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Changes to NYS Medicaid for Children

Vision for NYS Children's Medicaid and Medicaid Managed Care

- Early identification and intervention of children/youth health needs
- Family-driven and youth-guided care planning and care management
- Avoiding the need for more restrictive services by building support at home and in the community
- Focus on resilience and recovery from young children to young adults

Vision for NYS Children's Medicaid Services

- More services available to more children with Medicaid
- Services can be provided in the home and community
- More services available to children from birth to age 21 (including children under 5 and for young adults 18 to 21)
- More service coverage under Medicaid Managed Care

New Children and Family Treatment and Support Services (CFTSS)

What are Children & Family Treatment and Support Services (CFTSS)?

- Mental health and/or substance abuse services in NYS Medicaid
- For children ages birth to 21
- Available to eligible children/youth enrolled in Medicaid
- Services can be provided at home, in the community, or wherever children/youth and their families feel comfortable

Children & Family Treatment and Support Services (CFTSS)

Other Licensed Practitioner (OLP) –individual, group, or family therapy at home or in the community for a children/youth who have mental health or substance use needs.

Community Psychiatric Supports and Treatment (CPST) – support at home and in the community to help improve relationships with family, friends and others

Psychosocial Rehabilitation (PSR) – help with relearning skills to help support the child/youth in their home, school and community. Children and youth must have a mental health or substance use diagnosis to receive this service.

Family Peer Support Services (FPSS) *(CFTSS Beginning July 1, 2019)* **-** supports families and caregivers to help address the mental health or substance use needs of their child. Provided by an individual with their own lived experience

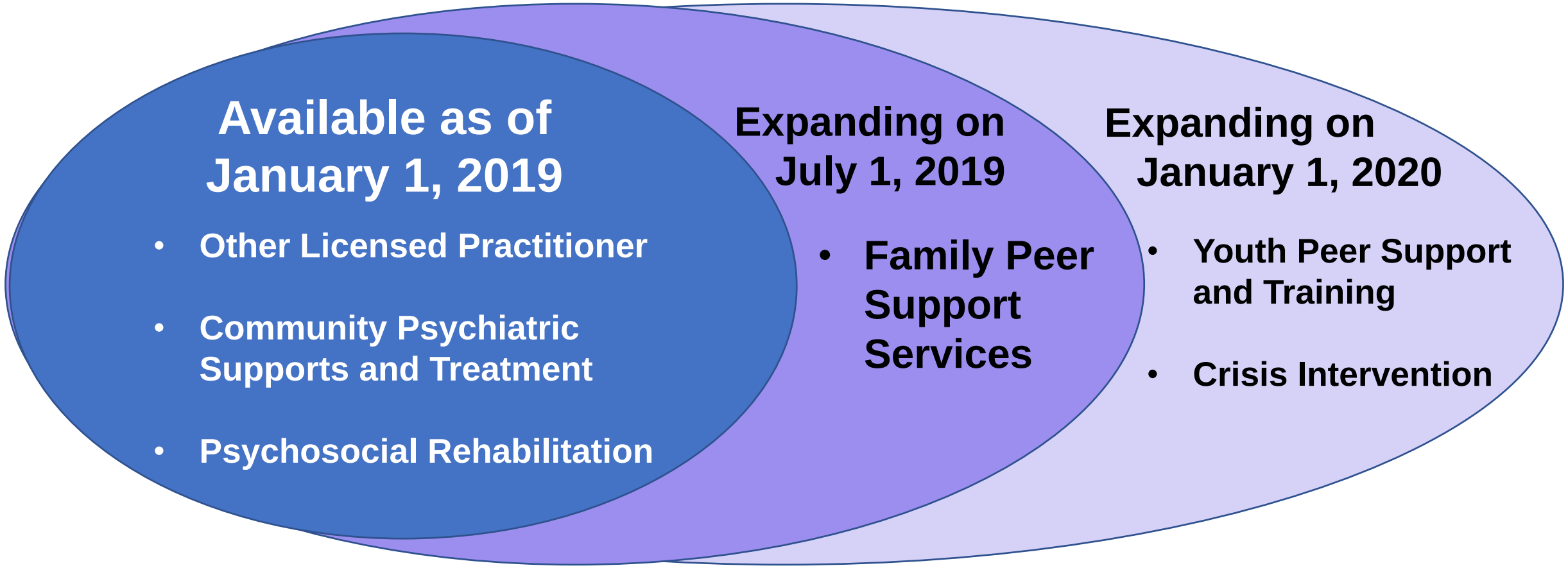
How Can I Get These Services?

To get one or more of these services, you need to:

- **Find a CFTSS Provider. You can find providers by:**
  - Asking the child/youth's other healthcare providers
  - Contacting the child/youth's Medicaid Managed Care Plan
  - Asking the child/youth's Health Home care manager
  - Talking to your local county, such as the Single Point of Access (SPOA)

- **Get a Recommendation:**
  - A recommendation for CFTSS works like a prescription. You can get one from your pediatrician, or a CFTSS provider can help you get one.
  - Your provider can determine if a child/youth is eligible for CFTSS.

Children and Family Treatment and Support Services



Note: *Children/Youth who are enrolled in the new Children's Waiver can get all of these services right now.*

The Children's Waiver: Home and Community Based Services (HCBS)

The NYS Children's Waiver

OMH
SED
HCBS
1915 (c) Waiver

DOH
Care at Home I/II (CAH I/II)
1915(c) Waivers

OPWDD
Care at Home (CAH)
1915(c) Waiver

OCFS
Bridges to Health (B2H)
1915(c) Waivers for SED, DD, and Medically Fragile Children

The Children's Waiver

- New York State combined six waiver programs into one waiver
- Children and youth who were enrolled in those waivers now have access to more services
- These services are called **Children's Home and Community Based Services (HCBS)** under what is now called the **Children's Waiver**

What are Children's Home and Community Based Services (HCBS)?

- Services that help keep children and youth with complex health and/or mental health needs out of hospitals and residential settings
- Help children/youth who are in a hospital or residential setting transfer back safely to their homes and communities
- Support children/youth and their families as they work toward goals and achievements to be successful at home, in school, and in their community
- Offer individual, flexible services that are strength and skill-based to meet the health, mental health, and/or developmental needs of each child/youth

Who can get Children's HCBS?

Children's Home and Community Based Services are for children and youth (under age 21) who:

1. Are enrolled or eligible to enroll in Medicaid
    - Some children/youth may be eligible for Medicaid if they are eligible for Children's HCBS. If a child/youth does not have Medicaid and you think they may be eligible for HCBS, call C-YES at **1-833-333-2937**
2. Need extra care at home or in the community to avoid the need for long-term inpatient care
3. Are in a higher level of care and would be able to stay at home with extra support

Children's Home and Community Based Services

Community Habilitation

Day Habilitation

Caregiver/Family Support and Services

Community Self Advocacy Training and Support

Prevocational Services

Supported Employment

Respite Services
(Planned & Crisis Respite)

Palliative Care – Expressive Therapy

Palliative Care – Massage Therapy

Palliative Care – Pain and Symptom Management

Palliative Care – Bereavement Counseling

Environmental Modifications

Vehicle Modifications

Adaptive and Assistive Equipment

Non-Medical Transportation

Family Peer Support Services* *(until July 2019)*

Youth Peer Support and Training* *(until January 2020)*

Crisis Intervention* *(until January 2020)*

**These services are available as HCBS until they become CFTS Services on dates above*

Find out more information on these services in the Children's HCBS Brochure

Health Home Care Management

The Children's Waiver and Care Management

- Children and youth who are enrolled in the Children's Waiver and are getting Home and Community Based Services (HCBS) need to have care management

- Health Homes can provide complete care management services for children and youth getting Home and Community Based Services (HCBS)

- If a child/youth and their family do not want Health Home care management, they can get HCBS care management from the **Children and Youth Evaluation Service (C-YES)**

Children's Health Home Care Management

- Health Home is a care management service intended to help children and youth with complex health and behavioral health needs from entering a higher level of care. This service can help support children/youth and their families by:
  - Coordinating all of your child's services and providers
  - Finding needed services for your child
  - Finding out if your child is eligible for Children's HCBS
- Health Home care managers work with children/youth and their families to conduct an assessment and create a **Plan of Care** that outlines their goals, needs, and services

Children's Health Home Care Management

Children and youth with Medicaid may be eligible for Health Home care management if:

- They have two or more ongoing health conditions
- They have a single qualifying chronic health condition
- They are enrolled in the Children's Waiver and get Home and Community Based Services (HCBS)

Children and youth with Medicaid can get Health Home care management by:

- Getting a referral from their current healthcare provider
- Getting a referral from their community provider
- Getting a referral from their Medicaid Managed Care Plan
- Calling your local Children's Health Home to refer your child/youth directly

C-YES: The Children and Youth Evaluation Service

- The Children and Youth Evaluation Service (C-YES) can:
  - Provide care management for Children's Home and Community Based Services (HCBS)
  - Help you find out if a child/youth is eligible for HCBS
  - Connect children/youth and families to HCBS providers
  - If a child/youth is eligible for HCBS and not enrolled in Medicaid, C-YES can help them enroll in Medicaid

The Children and Youth Evaluation Service (C-YES)

1-833-333-CYES

1-833-333-2937

How can I get Children's (HCBS)?

Health Home Care Managers and the Child and Youth Evaluation Service (C-YES) can determine if a child/youth is eligible for the Children's Waiver Home and Community Based Services (HCBS).

- If a child/youth has Medicaid:
  - To find a Health Home in your county https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_map/index.htm OR
  - Contact hhsc@health.ny.gov or contact the Health Home Program at the Department of Health at **518.473.5569**
- If a child/youth does not have Medicaid:
  - You can call the Children and Youth Evaluation Service (C-YES) at

    1-833-333-2937

Medicaid Managed Care

What is Medicaid Managed Care?

- Medicaid Managed Care Plans are health insurance companies that oversee and coordinate the care you receive.
- Most children already have a Medicaid Managed Care Plan. But, some services may still be covered by regular Medicaid instead of their Managed Care Plan.
- Some children do not have a Medicaid Managed Care plan and get all of their services through regular Medicaid

Medicaid Managed Care Plan Basics

- Choose a **Primary Care Provider (PCP)** who works with you and your other care providers
- MMCP **"In-Network" Providers** – the providers covered by your Medicaid Managed Care Plan that you can choose
- Medicaid Managed Care **ID Cards** – have your MMCP information, like your ID number and customer service contact information

Children's Services Covered by Medicaid Managed Care

- As of July 1, 2019, more children's mental health and substance use services are covered by Medicaid Managed Care
- All children enrolled in Medicaid Managed Care will have the same coverage, even if they have:
  - Supplemental Security Income (SSI)
  - Federal Social Security Disability Insurance (SSDI) status; or
  - Have been determined certified disabled by a New York State Medical Disability Review

Children's Mental Health and Substance Use Services Covered by Medicaid Managed Care on 7/1/19

Adding to Medicaid Managed Care:

- Office of Alcoholism and Substance Abuse Services (OASAS) Outpatient – Clinic (hospital based)
- OASAS Outpatient – Rehabilitation Programs (hospital based)
- OASAS Opioid Treatment Program Services (hospital based)
- Office of Mental Health (OMH) designated Serious Emotional Disturbance (SED) Clinic Services
- Assertive Community Treatment (ACT)
- Continuing Day Treatment
- Personalized Recovery Oriented Services (PROS)
- Partial Hospitalization
- Family Peer Support Services

Children's Mental Health and Substance Use Services covered by Medicaid Managed Care on 7/1/19 (continued)

Adding for under 21 with SSI, SSDI, who have been determined certified disabled by NYS medical disability review:

- OASAS Chemical Dependence Inpatient Rehabilitative Services
- Comprehensive Psychiatric Emergency Program (CPEP) including Extended Observation Bed
- Inpatient Psychiatric Services
- OMH Outpatient Services
- Other Licensed Practitioner (OLP)
- Psychosocial Rehabilitation (PSR)
- Community Psychiatric Treatment and Supports (CPST)
- Psychiatric Services
- Psychological Services
- Injections for Behavioral Health Related Conditions

Children's Populations Enrolling in Medicaid Managed Care

- On October 1, 2019, most children and youth who participate in the Children's Waiver will enroll Medicaid Managed Care
- The Medicaid Managed Care will cover all HCBS provided through the Children's Waiver
- On February 1, 2020, most children placed in Foster Care will be enrolled in Medicaid Managed Care

Why move to Medicaid Managed Care? What does this mean?

- See the whole picture of a child or youth's healthcare, including physical health, social and emotional health, and behavioral health
- Identify issues early, and get the help you need
- Get better results from your healthcare services
- Align benefits under one insurance plan
- No co-pays, except for pharmacy

How will these changes affect my child/youth and their services?

- New York State's goal is to make this transition as seamless as possible for children/youth and their families
- Most of these changes are happening behind the scenes with your providers and Medicaid Managed Care Plans.
- Children and youth participating in the Children's waiver will have several protections while transitioning to Medicaid Managed Care

Continuity of Care for Children's Waiver Services transitioning to Medicaid Managed Care

- CFTSS, Children's Waiver HCBS, and Long Term Services and Supports in the child's plan of care will stay the same for at least 180 days from October 1, 2019
- Children will have access to the same provider/same service for the same episode of behavioral health care for 24 months from October 1, 2019
- The provider has to agree to work with your Medicaid managed care plan

Access to Service through Medicaid Managed Care

- Extra time to transition prescriptions to a pharmacy that works with the Medicaid Managed Care plan
- If no provider available within the plan's network, the plan must allow enrollees to see out of network provider
- Access to Specialty Care Centers
- Medicaid Managed Care provides same benefit as regular Medicaid, but may have different rules for prior authorization

The Children's Waiver and Medicaid Managed Care:

What HCBS Children/Youth and Families Need to Know

The Children's Waiver and Medicaid Managed Care

- In October 2019, most Children and Youth who participate in the Children's Waiver will enroll in a Medicaid Managed Care Plan
- Some children will not enroll in a Medicaid Managed Care Plan because they are ***exempt*** or ***excluded*** from Medicaid Managed Care for a reason other than the Children' Waiver
- **Exempt** means you can choose to enroll in Medicaid Managed Care – but do not have to
- **Excluded** means you cannot enroll in Medicaid Managed Care

Medicaid Managed Care Exemptions and Exclusions

- Most exemptions include:
  - individuals with special needs and who are participating in programs for which the State has not yet developed a Medicaid Managed Care program
  - Native Americans
- Most exclusions include individuals who:
  - have private comprehensive health insurance
  - have Medicare
  - do not have full Medicaid coverage
  - live in a residential setting operated/overseen by the State

The Children's Waiver and Medicaid Managed Care

Example 1:

- Today, Susan is participating in the Children's Waiver and is not enrolled in Medicaid Managed Care. She also has comprehensive health insurance through her father's employer.
- Susan is currently excluded from Medicaid Managed Care because she has comprehensive health insurance.
- **After October 1, Susan is still excluded** and will not enroll in Medicaid Managed Care but will continue to receive her waiver services.

The Children's Waiver and Medicaid Managed Care

Example 2:

- Today, Penny is participating in the Children's Waiver and is not enrolled in Medicaid Managed Care. She is certified disabled and gets full Medicaid based on her income alone.
- Penny is currently exempt from Medicaid Managed Care only because she is participating in the Children's Waiver. She does not have another reason to be exempted or excluded from Medicaid Managed Care.
- By October 1, Penny will choose and enroll in Medicaid Managed Care and will continue to receive her waiver services.

The Children's Waiver and Medicaid Managed Care

- To prepare for October 1, 2019, for children and youth participating in the Children's Waiver, who are not yet enrolled in Medicaid Managed Care:
  - The state will check to see if there is another reason they are still exempt or excluded from Medicaid Managed Care.
  - If there is not another reason, they and their families will get a letter from New York Medicaid Choice, saying it is time to choose a plan.
  - New York Medicaid Choice can help families pick a plan

How can a child/youth in the Children's Waiver enroll in Medicaid Managed Care?

- If a child/youth participating in the Children's Waiver gets a letter saying its time to choose a plan, **you will have 60 days to choose a Plan**. If you do not pick a Plan before the enrollment date, a Plan will be chosen for you.
  - Your Health Home care manager or C-YES staff can help you contact those that can assist you chose a Plan
- Once a child/youth is enrolled in a Medicaid Managed Care Plan, you have 90 days to choose a different Plan if you want to.
- After a child/youth is enrolled in Medicaid Managed Care for 90 days, they will stay in their Plan for nine more months before they can switch to another Plan, unless there is a good reason to switch

How do I choose a Medicaid Managed Care Plan that works for my child/youth and family?

You can call New York Medicaid Choice for help choosing a Plan and enrolling in Medicaid Managed Care at anytime.

Things to think about when choosing a Plan (NY Medicaid Choice can help you):

- Find out which Plans are available in your county
- Know which doctors and healthcare providers the child/youth sees regularly so that you can find out what plan they work with
- Talk to the child/youth's current providers to make sure they work with the plan you choose

New York Medicaid Choice Phone Number

1-800-505-5678

Who can I call if I have a problem with my child's Medicaid Managed Care Plan?

- Your Medicaid Managed Care Plan's Member Service Line

- Community Health Access to Addiction and Mental Healthcare Project **(CHAMP) 1-888-614-5400**

- New York State Department of Health Complaint Line **1-800-206-8125 OR** managedcarecomplaint@health.ny.gov

Other Resources – for Help or Questions

- New York Medicaid Choice **1-800-505-5678**
- NYS Children and Youth Evaluation Service (C-YES) **1-833-333-2937**
- Managed Care Complaints **1-800-206-8125**

- Education on New Services for Children and Families
  https://www.omh.ny.gov/omhweb/bho/childrensmc.html
  https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/info.htm

- List of NYS Health Homes by County
  https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_map/index.htm

- Directory of NYS Medicaid Managed Care Organizations
  https://www.health.ny.gov/health_care/managed_care/mcplans.htm

- New York State of Health Marketplace
  https://nystateofhealth.ny.gov/

- New York State Provider and Health Plan Lookup
  https://pndslookup.health.ny.gov/