NEW YORK STATE | **Office of Mental Health**

Redesign Implementation Checklist for PROS Programs

This checklist is a technical assistance tool intended to guide PROS Programs through the specific tasks necessary to ensure readiness for PROS Redesign. Some items on this checklist are strongly recommended, while others are required.

Archived trainings and resources are available through the Managed Care Technical Assistance Center (MCTAC) PROS Special Initiatives page. Technical assistance is available through OMH Central Office and your local Field Office liaison. Contact information by region is included at the end of this document.

Task	Helpful Tips	Date Completed
Subscribe to PROS listserv.	Listserv subscription requests can be sent to PROS@omh.ny.gov.	
Attend all regional provider forums hosted by your Field Office.	Contact your Field Office liaison to request an invite to the forums. Please see Field Office contacts below.	
Review your Electronic Health Record (EHR) and Electronic Billing Software (EBS) contracts to determine how changes to documentation and billing can be requested. Notify your EHR/EBS vendor(s) that system changes are required by NYS to comply with regulatory changes.	If other PROS programs utilize the same EHR/EBS platform, you may want to work together to advocate for more cost-effective and streamlined changes.	
Update documentation templates and billing/claiming software or process to align with documentation and billing requirements outlined in the PROS Operations Manual and PROS Fiscal manual.	Programs will need manual work-arounds to ensure documentation and billing requirements are met if EHR/EBS updates are not possible by 04/01/2025.	
Program staff and supervisors should review the PROS Program and Operations Manual.	The PROS Program and Operations Manual may be found at the Personalized Recovery Oriented Services (PROS) Special Initiatives page	
Agency administrators, program supervisors, and agency fiscal staff should review the PROS Billing & Claiming Manual and the revised Part 512.	The PROS Billing and Claiming Manual may be found at the Personalized Recovery Oriented Services (PROS) Special Initiatives page	
Supervisors and staff should review all applicable trainings/recordings regarding the redesign of the PROS model.	See the Personalized Recovery Oriented Services (PROS) Special Initiatives page for archived training webinars and other PROS resources	
Clearly communicate programmatic changes to PROS participants.	A pre-recorded webinar for PROS participants is available on the Personalized Recovery Oriented Services (PROS) Special Initiatives page.	
Check CAIRS roster and ensure reporting is up-to-date and that all follow-ups and discharges have been entered.	See PROS Database Resources on the PROS Website for assistance with CAIRS and other OMH databases.	
Review program staffing plan to ensure program staffing levels meet new requirements.	The PROS Redesign Staffing Calculator is a tool that can be used to assist with planning. Upon request, OMH can provide programs with an individualized staffing plan based on the CAIRS census.	
Managed Care Claims Testing: Ensure ability to submit claims and receive payment for new rate codes with every contracted MCO.	Contact each contracted MCO for assistance with claims testing. Note that MCOs may not be able to engage in claims testing until closer to the Go Live date. If there are issues which cannot be resolved after **04/01/25**, please submit a request for technical assistance to omh-managed-care@omh.ny.gov	

Task	Helpful Tips	Date Completed
Required: Ensure that all IRPs have an LPHA signature prior to **04/01/25**.	The definition of LPHA has been expanded to include licensed Occupational Therapists. For a full list of qualified LPHAs, see pg. 34 of the Operations Manual.	
Required: Schedule weekly Team Meetings.	See pgs. 39 of the Operations Manual for info on Team Meeting requirements	
Required: Ensure that current PROS staff have completed all required trainings based on the types of services they provide by no later than **06/30/25**.	See the PROS Staff Training and Competencies Guidance for more information.	
Required: Update program schedule to include all required elements by **10/01/25**.	See pg.45 of the Operations Manual for required elements.	
Required: Update and revise current PROS curricula to include all required elements by **10/01/25**.	See pg. 46 of the Operations Manual for required elements.	
As applicable, amend appropriate Policies and Procedures to comply with revised 512 regulation and PROS Program & Operations Manual.		
Review Operating Certificate for accuracy (caseload, operating hours, optional services, etc.) and initiate changes as needed in MHPD.	See pgs. 75-76 of the Operations Manual for more information on changes to the Operating Certificate.	

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