

Care Coordination

As of July 1, 2018, Medicaid Service Coordination has transitioned to Health Home Care Management. This new model is designed to be conflict-free, and to provide supports that plan for all of an individual's needs.

A Care Coordination Organization (CCO) is a specialized Health Home for individuals with Intellectual and developmental disabilities. This new, comprehensive service takes a person-centered approach to determining the services that best fit an individual's needs. The Health Home model combines developmental disability services and supports with health and wellness services, delivering a greater focus on outcomes and the positive impact they have on individuals.

Up until recently, Medicaid Service Coordinators (MSC) have assisted individuals with developmental disabilities and their families in gaining access to services. Under the new Health Home Care model, MSCs have become Care Managers. They will continue to provide the same services as before in addition to expanded services such as health care planning, referrals for wellness activities, and enhanced person and family support.

The diverse needs of individuals with developmental disabilities are best met in collaboration. Accessing the most appropriate support and services requires an understanding of how to make use of the natural support available in someone's life and information about provider programs and community resources. Care Coordination promotes the concepts of informed choice, individualized services and support, and satisfaction with the help of a Care Manager.

The focus of Care Coordination is to assist each individual to achieve his or her unique goals and desires such as choice of home; meaningful work and/or community activities; social and leisure activities; meaningful relationships; and access to services/supports that promote optimal health. With the help of family, friends, and the Care Manager, the individual's interests, talents, preferences, and needs to create a plan for pursuing a fulfilling life are identified.

Mental Health Association in Orange County, Inc. (MHA) will continue to provide you the same quality services we have for 59 years. In an effort to ensure a smooth transition of care, MHA has joined [Hudson Valley Services Providers \(HVSP\)](#), a group of 22 Hudson Valley agencies who provide services to people with developmental disabilities. HVSP was formed out of the need for collaboration and a unified voice during the transition to Care Coordination and has resulted in HVSP partnering with the [LIFEPlan Care Coordination Organization](#), which includes a network of 65 regional agencies and serves over 17,000 individuals in NY State. LIFEPlan is committed to partnering with providers to ensure choice, stability and continuity of care for individuals and their families.

For more information on the services Care Managers provide, please visit the NYS Office for People with Developmental Disabilities (OPWDD) <http://opwdd.ny.gov> and the [LIFEPlan CCO NY](#) <http://lifeplancony.com> websites.

For answers to many questions you may have about this transition, please view the [People First Care Coordination](#) brochure created by OPWDD.