Understanding The New MMC Services for Families and Youth

Developed by Families Together in New York State
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Welcome

This webinar is designed to be utilized to educate families and youth about Medicaid Redesign in a way that is family and youth friendly. Any discussions pertaining to this training are not necessarily representative of the view of OMH.
Agenda

• Understanding Medicaid
• Medicaid Managed Care Redesign
• Health Homes
• Care Coordination
• Children and Family Treatment Support Services
• How to Access New Services
• Service Flow Examples
• Resources
Glossary

- **HH**- Health Home
- **CCO/HH** – Care Coordination Organization/Health Home
- **C-YES**- Children and Youth Evaluation Service
- **HCBS**- Home and Community Based Services
- **CFTSS**- Children and Family Treatment and Support Services
- **OLP**- Other Licensed Practitioner
- **CPST**- Community Psychiatric Support and Treatment
- **PSR**- Psychosocial Rehabilitation Supports
- **FPSS**- Family Peer Support Services
- **YPST**- Youth Peer Support and Training
- **CI**- Crisis Intervention
- **SCA**- Single Case Agreements
- **MMCP**- Medicaid Managed Care Provider
- **FPA**- Family Peer Advocate
- **CRPA-F**- Certified Recovery Peer Advocate - Family
- **CRPA-Y** - Certified Recovery Peer Advocate – Youth
- **EPDST**- Early periodic diagnostic screen testing
Understanding Medicaid Managed Care
What is Medicaid Managed Care?

Medicaid Managed Care is a redesign of Medicaid services to better support Youth and Families in the community.

Services are provided through a **Medicaid Managed Care Plan (MMCP)**

Most children/youth receiving Medicaid are already enrolled in a MMCP, but some services are not yet covered by their plan and are covered by regular Medicaid.

Some children/youth:
- Must enroll in a Medicaid Managed Care Plan.
- May enroll in a Medicaid Managed Care Plan but do not have to.
- Cannot enroll in a Medicaid Managed Care Plan. Their services are paid through regular Medicaid.
How do I get a MMCP?

When it's time to pick a plan, families will get a letter with instructions and will have 60 days to choose a plan.

If you have any questions about enrolling in a Plan, you can speak with your care manager or call New York Medicaid Choice at 1-800-505-5678 (TTY 1888-329-1541).
Health Home

Find your local Health Home

https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_map/index.htm
What is Care Coordination?

Video Overview

https://vimeo.com/309301318/8bbaeb78ea
What are Children’s Home and Community Based Services (HCBS)?

- Help keep children and youth with complex health or mental health needs in their home and community.
- Can be provided where children/youth and families/caregivers are most comfortable - at home or in the community.
- Support children and youth as they work toward goals and achievements to be successful at home, in school, and in other environments.
- Offer individual, flexible services to meet the health, mental health, and/or developmental needs of each child/youth.
Children and Family Treatment and Support Services (CFTSS)
Services for children/youth with Medicaid (under the age of 21) who may be experiencing mental health or substance use needs

Can be provided at home or in the community, outside of an office setting

Support families and help them make informed decisions about their youth’s care to improve their health, well-being and quality of life.

Meet the individual needs of children and their families/caregivers by:
- Identifying mental health and/or substance use needs early
- Providing support in the home and community
- Preventing the need for emergency room visits, hospital stays, or out of home placements
How to Access Services

Referral

Anyone can make a referral for services, but the determination for access to (“recommendation”) and service component (provision) must be made by a licensed practitioner who can determine and document medical necessity.

Needs can be identified by multiple sources including:
- parents and other caregivers
- pediatricians
- Therapist
- County worker (case manager, SPOA, etc.)
- care managers
- school personnel (social worker or counselor)
- or the young people themselves
How to Access Services

Recommendation

To get a recommendation a **licensed practitioner** needs to identify and document that access to these services and their components are needed (i.e.; **medical necessity**)

This evaluation process is based on a completed assessment. The recommendation must be in writing and include an explanation of the medical need for the service.
How to Access Services

Medical Necessity

In order for family and youth to access these services their needs must be deemed medically necessary.

Medically necessary means health care and services that are necessary to prevent, diagnose, manage or treat conditions in the person that cause acute suffering, endanger life, result in illness or infirmity, interfere with such person’s capacity for normal activity, or threaten some significant handicap. (N.Y. Soc. Serv. Law, § 365-a).

Each new State Plan Service will have specific guidelines. Please refer to manual for more information.

How to Access Services

Medical Necessity

New Services

- Other Licensed Professional
- Community Psychiatric Support and Treatment
- Psychosocial Rehabilitation Supports
- Family Peer Support Services
- Youth Peer Support and Training
- Crisis Intervention
Other Licensed Practitioner (OLP)

What it is:

Treatment services for mental health and substance use needs by licensed professionals.

These professionals start the process – they do the assessment, determine medical necessity and make the recommendation for services.

What it includes:

• Licensed Evaluation/Assessment
• Treatment Planning
• Psychotherapy
• Crisis Intervention
Other Licensed Practitioner (OLP)

Who is an Other Licensed Practitioner?

*Note: These practitioners must operate within a designated agency

- Licensed Psychoanalysts
- Licensed Clinical Social Workers
- Licensed Marriage and Family Therapists
- Licensed Mental Health Counselors
- Licensed Masters Social Workers when under the supervision of licensed clinical social workers (LCSWs), licensed psychologists, or psychiatrists.

*Licensed Practitioner of the Healing Arts (LPHA)
Licensed Practitioner of the Healing Arts (LPHA)

The following are LPHAs for CPST, PSR and FPSS:

- Registered Nurse Professional
- Nurse Practitioner
- Psychiatrist
- Licensed Psychologist
- Licensed Master Social Worker*
- Licensed Clinical Social Worker*
- Licensed Marriage and Family Therapist*
- Licensed Mental Health Counselor*
- Physician
- Licensed Creative Arts Therapist
- Licensed Psychoanalyst*
- Physician’s Assistant

*Note: these practitioners are also listed under OLP as NP-LBHPS, see OLP for additional information
Community Psychiatric Support and Treatment (CPST)

What it is:
Services provided to young people and their families in the community instead of an office setting to help build self-care and daily living skills. It is intended to assist young people and their family/caregivers with stability and support to function within their natural environment.

What it includes:
- daily living
- personal recovery and/or resilience
- family and interpersonal relationships in school and community integration.
Intensive Interventions
Crisis Avoidance
Intermediate Term Crisis Management
Rehabilitative Psychoeducation
Strengths Based Service Planning
Rehabilitative Supports
Psychosocial Rehabilitation Supports (PSR)

What it is:

Services designed to **restore, rehabilitate** and **support** a youth as an active and productive member of their family and community.

Activities are:

- hands on and task oriented
- focused on rehabilitative needs of the youth
- Can also be provided in coordination with treatment interventions by a licensed provider
Psychosocial Rehabilitation Supports (PSR)

- Social & Interpersonal Living Skills
- Daily Living Skills
- Community Integration
Family Peer Support Services (FPSS)

What it is:

Families can get support from a peer with lived experience if they are raising a child who is experiencing social, emotional, medical, developmental, substance use, and/or behavioral challenges.

What it includes:

FPSS provides a structured, strength-based relationship between a Family Peer Advocate (FPA) and the parent/caregiver for the benefit of the child.

FPSS are array of formal and informal activities and supports provided to families caring for/raising the youth.

*The term ‘family’ is defined as the primary caregiving unit and is inclusive of the wide diversity of primary caregiving units.*
Family Peer Support Services (FPSS)

- Engagement, Bridging and Transition Support
- Self-Advocacy, Self-Efficacy, Empowerment
- Parent Skill Development
- Community Connections and Natural Supports
YPST

Youth Peer Support and Training (Expanding in January 2020)

Page 40 within 1/9/19 SPA Manual
Youth Peer Support and Training (YPST)

What it is:

Youth who are experiencing social, medical, emotional, developmental, substance use, and/or behavioral challenges in home, school, placement, and/or community can receive support from a peer with similar experiences to set goals and develop community living skills.

What it includes:

An array of formal and informal services and supports provided by a peer with lived experience to young people to expand the skills and strategies needed to move forward in meeting their personal, individualized life goals, develop self-advocacy skills, and support their transition into adulthood.
Crisis Intervention (CI)

What it is:

Mobile services provided to young people who need immediate support to address personal distress and develop skills to minimize or prevent crises in the future.

These are provided by the clinician and are designed to address acute distress and associated behaviors when the child/youth’s condition requires immediate attention due to an unplanned event that requires a rapid response.

*Crisis services need not be anticipated in the treatment plan
Crisis Intervention (CI)

- Assessment
- Crisis Planning
- Care Coordination
- Crisis Resolution and Debriefing
- Peer Support
Letter from School

Is there a Family Peer Advocate?

No

Set up / go to pediatrician appointment

Doctor checks for medical necessity

Is a recommendation made?

No

Contact Families Together in NYS to be connected to a Parent Advisor

Yes

Contact a Regional Parent Advisor to be connected to local service provider

https://www.ftnys.org/about/parent-advisors/

Bring recommendation to service provider

Yes

Contact your Family Peer Advocate
Struggling at School

Is there a Youth Peer Advocate?

No

Set up / go to therapist appointment

Therapist checks medical necessity

Is a recommendation made?

No

Contact Families Together in NYS to be connected to a Regional Youth Partner

Yes

Contact Regional Youth Partner to be connected to a local service provider [https://youthpowerny.org/meet-the-yp-team/](https://youthpowerny.org/meet-the-yp-team/)

Bring recommendation to service provider

Yes

Contact your Youth Peer Advocate
Important Resources


- To locate designated providers for a service: [https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/provider_design.htm](https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/provider_design.htm)

- Brochures and Materials available at: [https://omh.ny.gov/omhweb/bho/childrensmc.html](https://omh.ny.gov/omhweb/bho/childrensmc.html)
Slide References

- The Children’s Health and Behavioral Health System Transformation in New York State slide deck 3/29/19

- Children and Family Treatment and Support Services in-depth Training with Review of New Implementation Timeline slide deck

- Updated Children and Family Treatment and Support Services (CFTSS) Manual 1/9/19
Additional Resources

- 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
- 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
- New York State of Health Marketplace https://nystateofhealth.ny.gov/
- New York State Provider and Health Plan Lookup
  https://pndslookup.health.ny.gov/
Thank you!