



Department
of Health

**Children's Waiver
Environmental Modifications (EMod),
Vehicle Modifications (VMod), and
Assistive/Adaptive Technology (AAT) for
Medicaid Managed Care Plan (MMCP) Regarding
The Financial Management Service (FMS)**

June 24th, 2024

Purpose

- New York State Department of Health (NYSDOH) will share updates and guidance regarding submission of new Environmental and Vehicle Modification (EMod/VMod) and Assistive and Adaptive Technology (AAT) requests to FMS.
- Retention and completion by Medicaid Managed Care Plans (MMCP) of enrolled members' current Environmental/Vehicle Modification (EMod/VMod), and Adaptive and Assistive Technology (AAT) requests.
- Provide an opportunity for MMCPs and Health Home Care Managers/Children and Youth Evaluation Services (HHCM/C-YES) to discuss the MMCP retention of active requests and FMS submission process for new requests.

Agenda

- ✓ Overview
- ✓ MMCP Retention of Requests to Completion and Submission
- ✓ CHHUNY's Role as FMS to Review of All New Requests
- ✓ Q&A

Overview of Process Change

Overview

On March 1, 2024, NYSDOH received the approval of the Children's Waiver Amendment to implement a Financial Management Servicer (FMS) over EMod/VMod/AAT projects by the Centers for Medicare and Medicaid Services (CMS).

- The FMS is an entity which reviews and provides oversight of EMod/VMod/AAT project funding requests for all eligible Children/Youth enrolled in the Children's Waiver inclusive of Fee-for-Services (FFS) and MMCP members.
- Children's Health Homes of Upstate New York, LLC (CHHUNY) serves as the FMS for the entire state for EMod/VMod/AAT requests.
- This transition to the FMS was broken up into two phases:
 - March 1, 2024 - transition of the EMod/VMod/AAT request process for FFS members from LDSS to FMS
 - **July 1, 2024 – implementation of EMod/VMod/AAT request for MMCP members being managed by the FMS – Requests in process with MMCPs will be retained by the MMCPs to completion**
- LDSS and MMCPs will continue to be involved and manage projects in process to completion
 - DOH will continue to work with each LDSS and MMCP to provide technical assistance for projects retained to completion

MMCP Project Retention and FMS New Request

- Effective July 1, 2024, all **NEW** EMod/VMod/AAT requests for MMCP members will be submitted and directed to the FMS
 - HHCM/C-YES will submit new requests for MMCP's members through the FMS portal
 - Should the MMCP receive a new request on or after July 1, 2024, for a project that was not previously started by the MMCP, the HHCM/C-YES should be re-directed to submit the request to the FMS
 - Please contact DOH with any technical assistance questions at: EModVModAT@health.ny.gov
 - Requests in process with MMCP will remain with the member's MMCP to completion
 - DOH will follow up with MMCPs to evaluate the status of Projects
 - DOH reserves the right to transition any requests in process with MMCP as needed on a case-by-case basis to the FMS

NYSDOH will continue providing technical support/assistance to MMCPs and FMS

Designation of MMCP Single Point of Contact (SPOC)

- Each MMCP must provide a single point of contact (SPOC) to DOH **no later than July 5, 2024** at EModVModAT@health.ny.gov , for any inquiries regarding in-progress EMod, VMod, and AAT requests.
- SPOC contact information should include the person's name, email, and direct phone number
- MMCPs will continue to work collaboratively with HHCM/CYES and DOH to complete active EMod, VMod, and AAT requests for Childrens Waiver members in a timely fashion
- MMCPs and HHCM/CYES should reach out to DOH with any questions, concerns, or barriers to the timely provision of EMod, VMod, and AAT requests so that a coordinated resolution may be determined

Contact us at EModVModAT@health.ny.gov

MMCP Project Status and Meeting with DOH

Meetings are currently being scheduled between DOH and MMCPs to update projects in process and their current status toward completion

- If a MMCP have active EMod, VMod, or AAT requests, a meeting will need to be scheduled
- If a MMCP has no active EMod, VMod, or AAT requests, no meeting needs to be scheduled
 - ***If no meeting is scheduled with your MMCP and you think there should be one – please reach out to DOH at: EModVModAT@health.ny.gov***

It is important that the MMCP continue to share all the information about the requests and project status with DOH and HHCM/CYES until all of a MMCP's requests for EMod, VMod, and AAT are completed and closed.

Current and New EMods/VMods/AAT

Conditions for MMCP Request Completion

- Requests in progress under an MMCP will remain with them to completion or closure
- If a request is retained by a MMCP to completion, the current process as outlined in the 21ADM-01 remains in place until the request is provided and officially closed

The following are the conditions where a MMCP has finished their role of review and provision with the Children's Waiver EMod/VMod/AAT process:

- All MMCP retained requests have been completed and closed, **AND**
- Any requests withdrawn or closed prior to completion have been officially closed, **AND**
- All invoices have been paid in full to evaluators and providers

Care Manager Role

To provide support to families, HHCMs/C-YES must be involved to ensure the Waiver participant and family understands what is or is not allowed in the Children's Waiver

The Care Manager Authorization Policy regarding EMod/VMod/AAT process is being updated

HHCMs/C-YES must:

- See the home or vehicle to initiate modifications
- Have documented communication and collaboration with the evaluator to ensure understanding of the medical need to be supported. HHCM/CYES can accomplish this by being present in the home with the evaluator for the EMod pre-project and post evaluations and AAT clinical justifications and AAT post evaluations.
- HHCMs should be present in the home for VMod safe driver/safe passenger evaluations and may attend in person or virtually VMod post evaluations.
- Have documented communication with the involved professionals who are providing the medical script and clinical justification (when required) for the EMod/VMod/AAT requests. Only what is medically necessary will be approved.

Care Manager Role *(Continued)*

HHCMs/C-YES **must:**

- Review the parent information sheet(s) to ensure the caregiver's understanding of what is allowable within the Children's Waiver as well as the EMod/VMod/AAT process.
Caregivers/Waiver Participant will sign a copy of the Parent Agreement
- Continue to work collaboratively with MMCP and family in progress request prior to July 1, 2024
- Communicate any issues or concerns to the MMCP for resolution
- On or after July 1, 2024, HHCM/CYES will submit any new EMod, VMod, and AAT requests for MMCP enrolled members to the FMS as a Project Submission Request on the FMS Portal
- For new requests by MMCP enrolled members, HHCM/CYES will actively collaborate and communicate with FMS to resolve any issues and provide requests to members in a timely fashion

Parent Involvement in Project Planning

To provide better support to families, who are the experts in their child/youth's needs, the FMS with DOH have implemented processes to include more opportunities for self-direction.

Self-direction for the families continues as a vital component of the provision process, especially in the project planning and design stages.

- The FMS will, whenever possible, work collaboratively with members and families to outline the specific need of the member and how best to meet that need based upon documentation of medical need.
- The FMS will ensure members/families have access to contracted vendors, evaluators, and project management, when appropriate. Members and families will have choice of vendor selection.
- Care managers and families should outreach to the FMS if there is a vendor/contractor available who is not already a vendor/contractor with the FMS
- Scope of the project with cost must be presented to the member/family for review, agreement, and signature to move forward.

Parent Involvement in Project Planning (continued)

Updated processes and Family Involvement:

Examples:

- The FMS meets with the family, evaluator, and care manager for each project, whenever possible.
 - This provides the family time to ask questions and limit frustrations that may arise if their role and responsibilities in the process are not understood.
 - Parents have opportunities for input during the planning and design of the modification process.
 - E.g., Choosing a local vendor may be easier to work with than one with a larger regional area, or a vendor may already be working on another request for the family.
- Additionally, updated information sheets for families, project evaluators, and vendors will be available to ensure that all are aware of what is or is not allowed within the Children's Waiver thus lessening confusion and misinformation

FMS Role for EMod, VMod, and AAT Requests

CHHUNY FMS Role for EMod, VMod, and AAT Requests

- CHHUNY acts as the FMS provider for the Children's Waiver for all of NYS, whether FFS or MMCP (effective July 1, 2024) Medicaid covered members, in an effort to improve efficiencies, standardization, and timeliness of EMod/VMod/AAT requests.
- CHHUNY has a web page dedicated to FMS Waiver at <https://childrenshealthhome.com/FMSWaiver> for parents/caregivers, HHCMs/C-YES, and Vendors/Contractors to obtain relevant information, policies, trainings, and forms needed to complete a request for modification services.
- CHHUNY utilizes a HIPAA compliant, secure online platform for HHCMs/C-YES to use to submit requests, attach supporting documentation, and track the status of each request until completion.
- Only new EMod, VMod and AAT requests for MMCP enrolled members on or after 7/1/24 should be submitted through the Project Request Submission form on the FMS portal. Requests already in process with the MMCPs will be retained by the Plans to completion and closure, unless otherwise notified.
- Any questions for CHHUNY FMS can be sent to FMS@childrenshealthhome.org or call 855-209-1142.

Previous Issued Information and Resources

Financial Management Services (FMS) Guidance, Policies, and Forms

- GIS 24 MA-03 - Children's Waiver Environmental Modifications, Vehicle Modifications, and Adaptive and Assistive Technology Authorization - [\(PDF\)](#) - June 3, 2024
- Financial Management Services Process for Care Managers - [\(PDF\)](#) | [Recording](#) (YouTube) - March 7, 2024
- Financial Management Services Process for Local Dept. of Social Services (LDSS) - [\(PDF\)](#) | [Recording](#) (YouTube) - March 7, 2024
- LDSS Transition and Retention Project Tracker - [\(Web\)](#) - [\(XLSX\)](#) - June 14, 2024
- Children's Waiver EMod, VMod, and AT Transition to Financial Management Services - [\(PDF\)](#) - February 20, 2024

All Children's Waiver HCBS questions and concerns, should be directed to NYSDOH at BH.Transition@health.ny.gov mailbox or (518) 473-5569

Questions regarding the EMod/VMod/AAT can be directed to EModVModAT@health.ny.gov

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

CHHUNY/FMS

855-209-1142 or fms@childrenshealthhome.org



Department
of Health

Office of
Mental Health

Office of Addiction
Services and Supports

Office of Children
and Family Services

Office for People With
Developmental Disabilities

Q&A

**What questions do you
have for DOH or FMS?**