



Department  
of Health

# HCBS Referral & Authorization Portal

## Short Form Connection Process

# Agenda

- ✓ Overview of the HCBS Referral & Authorization Portal
- ✓ Short Form Connections
- ✓ HCBS Referral & Authorization Portal Next Steps
- ✓ Q&A

# Overview of the HCBS Referral & Authorization Portal

# HCBS Referral & Authorization Portal Overview

The HCBS Referral & Authorization Portal was developed within the Incident Reporting and Management System (IRAMS) to streamline the HCBS referral and authorization process through:

- Real-time access to referral status,
- Editable Child Case Page with auto-filling information within the system,
- Access to Provider Waitlist Information, and
- Access to Statewide Waitlist information

## Resources:

- [HCBS Referral and Authorization Portal User Guide](#)
- [FAQ](#)

# HCBS Referral & Authorization Portal

In response to stakeholder and provider feedback, the development and implementation of the Referral and Authorization Portal has been broken up into four phases:

## 1. **New referrals for HCBS members – Launched June 17, 2024**

Children/youth who are not currently receiving services, even if they have been previously referred to HCBS Providers and waitlisted or not being served, must be referred through the Referral Portal with a new referral.

## 2. **Connections for members currently receiving services: - Launched July 24, 2024**

Current members receiving HCBS by an HCBS provider, must be entered into the Referral and Authorization Portal. A short, streamlined confirmation form has been developed. Care managers and HCBS providers will work together to confirm children/youth already enrolled and receiving services.

## 3. **Authorization Process:**

The Authorization Form will be integrated into the Referral and Authorization Portal by late summer/fall. HCBS providers will document their service authorization request and then enter the MMCP response. Continued out of the system processes to submit authorizations to the MMCP will occur.

## 4. **MMCP Access to the Referral and Authorization Portal:**

MMCP will obtain access to the Portal to view member's complete referral, authorization, and those waiting for services. Other integration with MMCP systems needs further discussion.

# Short Form Connections

## Verification of Current HCBS Members being Served

# Short Form Connections

## Purpose:

The Short Form Connection is **ONLY** for Waiver eligible and enrolled children/youth receiving services from an HCBS Provider – **active service**.

All new children/youth not previously referred for HCBS

**OR**

Any child/youth who was on an Agency Waitlist at the time of the Referral & Authorization Portal Launch (before **June 17, 2024**) will need a full referral to determine if an HCBS provider can now serve the child/youth.

## Short Form Connections – *Process Overview*

### Verification of Provider and Service

1. The HHCM/C-YES care manager will enter the Referral & Authorization Portal through IRAMS.
2. The HHCM/C-YES will create the **Short Form Connection request** and send to the HCBS provider who is currently serving the member.
3. The receiving HCBS provider will **accept or decline the connection signifying that they are/are not currently** serving that child/youth.
  - a. Accept – connects the child/youth to the HCBS provider for the future authorization form and closes the Short Form Connection.
  - b. Decline – the child/youth is not connected to an HCBS provider and closes the Short Form Connection. Outside the system, the HHCM/C-YES needs to work with HCBS providers to determine why the HHCM/C-YES thought services were being provided.



## Short Form Connections – *What is Needed?*

### Process:

1. **HHCM/C-YES enters limited information on the Child Case Page with Child Information**
  - Address
  - Diagnosis
  - Contact information
  - Languages
  - Identity
  - One parent/guardian
2. **HHCM/C-YES creates Connection Request**
  - Fill in HCBS Service and
  - HCBS Agency that is believed to be currently providing services
3. **HCBS provider responds**
  - Accept **or** Decline

### Timeframe:

HCBS providers only need to verify the Connection. DOH is **expecting a 2-day turnaround** for Short Form Connection responses, to make progress for all served members to be entered into the Referral & Authorization Portal as efficient as possible.

# Short Form Connections – *Creating the Connection Request*

The HHCM/C-YES must first update certain fields on the Child Case Page with the address, diagnosis, contact information, languages, identity, and one parent/guardian before creating a connection.

## Child Information

*Complete*

Update

<p><b>Residence Address</b> 101 Any Street Albany, NY 12111 Saratoga County</p>	<p><b>Primary Diagnosis</b> Chronic Stress and Anxiety Diagnoses</p> <p><b>Languages</b> English Spanish</p>	<p><b>Preferred Name</b> Child</p> <p><b>Pronouns</b> He/Him</p>
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### Child Information

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**Primary Diagnosis Description**

**Primary Diagnosis Description\***

Please describe the primary diagnosis that qualifies the child for HCBS services.

**Contact Information**

<b>Email</b>	<b>Phone</b>
<input type="text"/>	<input type="text" value="555-555-5555"/>

### Child Information

×

**Street Address\***

<b>City*</b>	<b>State*</b>	<b>Zip Code*</b>
<input type="text"/>	<input type="text" value=""/>	<input type="text" value=""/>

**Languages**

<b>Primary Language*</b>	<b>Secondary Language</b>
<input type="text" value=""/>	<input type="text" value=""/>

**Identity**

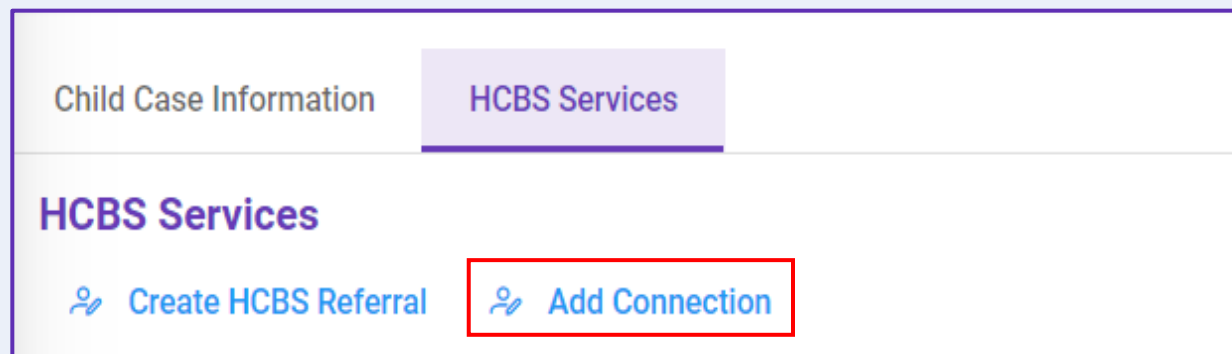
<b>Preferred Name</b>	<b>Pronouns</b>
<input type="text" value=""/>	<input type="text" value=""/>

## Short Form Connections – *What is Needed?*

Once the child/youth's information has been filled in, the HHCM/C-YES can create the Connection Request.

**To create a Connection Request, the child/youth must:**

- Have an active K1 code,
- Have an active LOC,
- Have current or recently expired Medicaid,
- Be actively in receipt of HCBS starting prior to June 17, 2024



## Short Form Connections – *Why Can't a Connection Be Made?*

The following error message will appear if a Connection Request cannot be made. The blue-highlighted **Add Connection** button will be greyed out if the highlighted error message is present.

The screenshot displays the 'HCBS Services' section of a software interface. At the top, there are two tabs: 'Child Case Information' and 'HCBS Services'. A blue arrow points from the text 'This is to start a new and full referral' to the 'HCBS Services' tab. Below the tabs, the 'HCBS Services' title is followed by two warning messages, each preceded by a red triangle icon. The second warning message is enclosed in a blue border. At the bottom, there are two buttons: 'Create HCBS Referral' and 'Add Connection'. The 'Add Connection' button is highlighted with a blue border, and a grey arrow points to it from the right.

Child Case Information    **HCBS Services** ← This is to start a new and full referral

### HCBS Services

⚠ To create a **referral** the child must be referral eligible, and have Child Information, a Family/Guardian, and Schedule completed.

⚠ To create a **connection** the child must have a K1 code, active LOC, current or recently expired Medicaid, and have Child Information and a Family/Guardian completed.

🔗 Create HCBS Referral    🔗 **Add Connection** ←

## Short Form Connections – *Requesting Confirmation*

HHCM/C-YES will need to select the service the child/youth is receiving, and which agency is providing the service.

*Note:* If a child/youth is receiving multiple services, a separate Short Form Connection Request must be submitted for each service, to capture the service and provider serving the child/youth.

Confirm an existing HCBS Connection

Child Information

Name	Sex	Age	Service County	HCBS Service
[REDACTED]	MALE	18	Orange County	Caregiver/Family Advocacy and Support Services

Add an existing service to the child's case file. This should only be used for active services where the referral was sent prior to the launch of the IRAMS Referral Portal

Add a Service

HCBS Service\*

Caregiver/Family Advocacy and Support Services

HCBS Agency\*

Abbott House

Cancel Request Confirmation

Once the service, provider, and other required fields are completed – the HHCM/C-YES will **Request Confirmation**

# Short Form Connections – *Connection Request Alert*

## New York State: Incident Reporting and Management System

### HCBS Connection Confirmation

Please confirm an existing HCBS Service Connection for **Abbott House** in the New York State Children's HCBS Referral Portal.

<b>Connection Request:</b>	<a href="#">View Request</a>
<b>HCBS Service:</b>	Caregiver/Family Advocacy and Support Services
<b>County:</b>	New York
<b>Response Due:</b>	7/22/2024
<b>Expiration:</b>	8/6/2024

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This is an autogenerated email from the IRAMS system.  
Please do not reply directly to this email.  
You may update your email preferences on your user profile.

[ [New York State IRAMS](#) ]

The HCBS provider will receive an email notification that they've **received a Connection Request** and **there is a need to respond.**

# Short Form Connections – Connection Request Response

Connection Response ×

Caregiver/Family Advocacy and Support Services OPEN

Connection

Connection ID 1360	Connection Date 07/22/2024	Connection Requested By HAND IN HAND DEVELOPMENT INC <i>Aaron Roe (aroe@cma.com)</i>	Response <b>NO RESPONSE</b>
Response Due 07/29/2024	Request Made 07/22/2024		Expiration Date 08/13/2024

Child Information

Name [REDACTED]	Sex MALE	Age 18	Service County Orange County
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Accept  Decline

The HCBS provider must either accept or decline the connection request that is sent to them.

DOH is **expecting a 2-day turnaround** for Short Form Connection responses from HCBS providers, however, this information is not stated/tracked in the system.

## Short Form Connections – *Connection Response Declined*

**Confirm Decline** ×

**Please select a reason for declining the connection for Caregiver/Family Advocacy and Support Services**

Select Reason ∨

- Child was discharged
- Child was never served
- On hold due to staffing or other issue

If the HCBS provider is not providing services to the child/youth or for the specific selected services, the HCBS provider is required to select a reason when declining a connection.



## Short Form Connections – *Notification of Declined Connection*

**New York State: Incident Reporting and Management System**

**HCBS Connection Declined**

**Abbott House** has declined confirmation of an HCBS connection.

**Connection Request:**      [View Connection](#)

**HCBS Service:**            Planned Respite

**County:**                    Kings

**Decline Reason:**         Child was discharged

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This is an autogenerated email from the IRAMS system.  
Please do not reply directly to this email.  
You may update your email preferences on your user profile.

[ [New York State IRAMS](#) ]

If the connection has been declined by the HCBS provider, the HHCM/C-YES will receive an email notification.

It is the responsibility of the HHCM/C-YES to follow up with the appropriate parties to ensure any needed follow up takes place.

**Note:** If the connection has been accepted by the HCBS provider, the HHCM/C-YES will be able to see the active connection in the Portal.

# Short Form Connections – *Connection Response Status*

If the HCBS provider accepts the referral, the service will be **active**.

**Caregiver/Family Advocacy and Support Services**

Connection ID 1262      Connection Requested By HAND IN HAND DEVELOPMENT INC      Connection Date 07/11/2024      Selection Date 07/11/2024      **CLOSED**

Connected Agencies

Agency	Response Due	Response Made	Expiration Date	Status
Abbott House	07/18/2024	07/11/2024	08/02/2024	<b>SELECTED</b>

Actions

- [View Latest Referral](#)
- [View Referral History](#)
- [Discharge Child](#)

If the HCBS provider declines the referral, the service will be **inactive**.

**Crisis Respite**

Connection ID 1260      Connection Requested By HAND IN HAND DEVELOPMENT INC      Connection Date 07/11/2024      Selection Date 07/11/2024      **CLOSED**

Connected Agencies

Agency	Response Due	Response Made	Expiration Date	Status
Ahivim, Inc	07/18/2024	07/11/2024	08/02/2024	<b>DECLINE</b>

Actions

- [View Latest Referral](#)
- [View Referral History](#)

# Comparing the Processes

## Standard Referral Process Overview

- HHCM/C-YES fills in all fields of the Child Case Page
- HHCM/C-YES selects HCBS service and fills in Child Information, Goals/Needs, Known Barriers and Strategies, and Family Preferences
- HHCM/C-YES chooses one or more providers in the county where the child/youth resides to send the referral to
- Each referred HCBS provider can respond with accept, waitlist, or decline
- If a provider accepts, the HHCM/C-YES may select that provider to perform the service

## Short Form Connection Process Overview

- HHCM/C-YES fills in limited fields of the Child Case Page
- HHCM/C-YES selects HCBS service and fills in Child Information.
- HHCM/C-YES selects service(s) and provider who is believed to be currently serving the child/youth and sends them a connection request
- The HCBS provider selects “accept” to confirm active service delivery or “deny” if service is not currently being delivered.

***Note: if the HCBS provider accepts, the HHCM/C-YES does not need to select the provider; there will be no further action needed***

# HCBS Referral & Authorization Portal

## Next Steps

## HCBS Referral & Authorization Portal – *NEXT STEPS*

### **1. Connections for members currently receiving services: Launched July 24, 2024**

Current members receiving HCBS by an HCBS provider, must be entered into the Referral & Authorization Portal. A short, streamlined confirmation form has been developed. HHCM/C-YES and HCBS providers will work together to confirm children/youth already enrolled and receiving services.

- *HHCM/C-YES will have a period of time to make all connections for existing served children/youth. In several weeks, DOH will check in with care managers and providers to see progress made prior to setting a final date.*

### **2. Referral Review:**

DOH will start to review sent Referrals from care managers for completeness and adequate information for the HCBS providers to be able to determine to accept the referral. Lead Health Homes have access to the system as well and may use that access for case audits.

### **3. Working with Medicaid Managed Care Plans (MMCPs):**

DOH will work to get MMCPs access to the Portal. In the meantime, DOH will share waitlist information with MMCPs and follow up regarding their capacity building.

# Q&A

For additional questions on the HCBS Referral & Authorization Portal, please reach out to:

[BH.Transition@health.ny.gov](mailto:BH.Transition@health.ny.gov)