

Medicaid Service Coordination

How To Make It
Work For You!



A publication of the Self-Advocacy Association of New York State, Inc.
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How Do You Get Service Coordination?

To Be Eligible:

- ◆ You need to be enrolled in Medicaid. If you are not enrolled and are eligible for Medicaid, your DDSO or a provider agency can help get you enrolled.
- ◆ You need to have a documented diagnosis of a developmental disability.
- ◆ You must have a need for service coordination on a regular basis
- ◆ You, a family member, or advocate must choose to receive Medicaid Service Coordination
- ◆ You can be eligible if you live in a community residence, an individualized residential alternative, family care, apartment program, in your own home, or in the home of a family member.

You Are NOT Eligible if:

- ◆ You live permanently in an intermediate care facility, developmental center, small residential unit, nursing care facility, psychiatric center, hospital or any other Medicaid funded institutional setting that provides service coordination.
- ◆ You already receive service coordination from another Medicaid funded program (ex. Intensive case management is offered from the Office of Mental Health.)
- ◆ You are enrolled in any other comprehensive Medicaid long-term care service coordination program.
- ◆ You are a child in the Care at Home waiver program.

Steps to Take

How to Get Started:

Call your Local D.D.S.O. and ask for the person in charge of Medicaid Service Coordination.

Bernard Fineson (718) 217-4242
Bronx (718) 430-0700
Brooklyn (718) 642-6151
Broome (607) 770-0211
Capital District (518) 370-7331
Central (315) 336-2300
Finger Lakes (716) 394-7140
Hudson Valley (845) 947-6000
Long Island (631) 493-1700
Metro New York (212) 229-3216
Syracuse (315) 473-5053
Staten Island (718) 983-5200
Sunmount (518) 359-3311
Taconic (914) 877-6821
Western (716) 674-6300

The DDSO will provide you with information on agencies that offer Medicaid Service Coordination in your area. You can pick the agency of your choice, or you may choose the local DDSO to provide Medicaid Service Coordination.

If you do not have Medicaid and are eligible, the agency or DDSO you have chosen may help you apply.

Parent to Parent can be reached at
1 (800) 405-8818 in NYC and Long Island, and
1 (800) 305-8817 for all other areas of the state.

You can contact the Self-Advocacy Association of New York State at (518) 382-1454.

What Makes a Service Coordinator Great?

What are the qualities that make a Service Coordinator great, and how to pick one...

Self-advocates have told us that there are certain things service coordinators do that make them great. Here are some things they have shared with us.

My Service Coordinator is someone who:

- ◆ listens to me
- ◆ sees the positive in me
- ◆ I like
- ◆ is reasonably accessible to me
- ◆ listens to and responds to my Circle of Support
- ◆ is honest with me and helps me set up my circle (as needed)
- ◆ responds to my requests
- ◆ believes in my dreams
- ◆ I get along with
- ◆ helps me to help myself
- ◆ tells me what they can not do and why

How to Pick a Great Service Coordinator...

You might start by asking yourself a few questions. Do I like the service coordinator that I have? Is he or she helping me get the life I want? If the answer to these questions is yes, then you're in great shape.

Your current Service Coordinator (if you have one) or your local DDSO can help you find a new Service Coordinator. See page 2 for DDSO phone numbers in the grey box.

Here are a couple tips to help you find a great Service Coordinator:

1. Make a list of what you want your new Service Coordinator to do. Use the list on the previous page if you need help. What questions would you ask a new service coordinator? How would you want them to work for you? Ask someone you trust for advice if you want help.

Possible interview questions:

- ◆ What do you like about being a Service Coordinator?
- ◆ What would you like to know about me?
- ◆ Do you know what a circle of support is?
- ◆ If I was having a problem with my circle how would you help me?
- ◆ If we disagreed on something, what would you do?

2. Interview people to be your service coordinator. You can ask people on your circle to help you do this. If this is your first time receiving service coordination and you have not chosen a service coordinator or agency for service coordination your local DDSO can provide you with a list of agencies that provide service coordination in your area.

What is a Circle of Support?

What are the qualities that make a Service Coordinator great, and how to pick one...

A circle of support is a group of people you have chosen to help you get the life you want to have.

These people may be family members, close friends, teachers, mentors, staff you choose, or someone who is important to you. Your circle may help you explore your dreams and wants. A circle's role is to support you in helping yourself. Their role may vary from person to person as each of us are individuals and have different strengths and abilities.

"Your circle's role is to support you in helping yourself."

You can work with your circle of support to help you choose and focus on activities that will help you accomplish your life's dreams.

Questions you might explore with your circle of support include:

- What do I want to do with my life?
- Where do I want to live and with whom?
- What do I want to be doing during the day?
- How do I want to spend my time?
- Where do I see myself in five to ten years?
- What am I doing now to accomplish these things?
- What do I need to learn?
- What do I need to do to get going?

How Do I get a Circle of Support?

You may already have a circle of support and not realize it. There may be people already that listen to you and respect your wishes. Sometimes you just naturally have people in your life that support you in accomplishing things that are important to you. Ask people if they are interested in being on your circle. If you need help to get your friends together, ask your service coordinator for help.

The role of the Service Coordinator and Circle is to support the person's wishes and dreams

Rules and Paperwork

The paperwork that you should be involved in developing & the rules Service Coordinators must follow...

Medicaid Service Coordination has rules for provider agencies (vendors), service coordinators, and self-advocates. Knowing the rules will help you understand how to work with your staff and how they work for you.

Rules To Be Aware Of:

- ◆ You have the right to see your paperwork
- ◆ It is your right to be involved in the development of your paperwork
- ◆ You have the right to choose your service coordinator
- ◆ You can choose where and when you meet your service coordinator You have the right to request changes in you services and your life
- ◆ You have the right to choose who is in your circle
- ◆ You have the right to talk with your service coordinator when you are not satisfied with his or her work
- ◆ You have the right to talk with your service coordinator's supervisor if you continue to be dissatisfied
- ◆ You have the right to change service coordinators
- ◆ You have the right to change the agency (vendor) that provides service coordination to you
- ◆ You have the right to request to withdraw from the Medicaid Service Coordination program if you no longer need the assistance of a service coordinator

Service Coordinators do a lot of paperwork. It's important to become familiar with this paperwork. **You should be involved in the development of your paperwork and have the right to see any and all of your paperwork.** If you can't read ask your service coordinator to read it to you.

Two Important Documents

Two important documents are, ① your Individual Service Plan, and ② your Service Coordination Agreement. The service coordination agreement consists of a Basic Agreement, and optional Activity Plan. Both should reflect the services you desire.

Individual Service Plan

Your Individual Service Plan (ISP) is required paperwork for your service coordinator to complete. It should reflect who you are as a person and your goals in life. It identifies the services you have requested, and where you get these services from. It discusses your progress with the services you receive. It also discusses any significant changes in you life since your last meeting. This paperwork is minimally updated, at your six-month reviews.

The Service Coordination Agreement

The Basic Agreement

The basic agreement spells out how frequently your Medicaid Service Coordinator will meet with you. It gives you an emergency number to call when your MSC is not available. It also give's your Service Coordinator's supervisor's name and number. This agreement also informs you of your Service Coordinator's responsibilities. The basic agreement should be reviewed at least every six months or if there are changes to the agreement.

The Activity Plan (OPTIONAL)

If you wish, you may choose to have an Activity Plan as a part of the Service Coordination Agreement. This document describes the most important service coordination activities you want and need. The services you want your Service Coordinator or others to provide needs to be documented here.

Trying to Work Things Out

If you are not satisfied with the work your service coordinator is doing for you, ask yourself why?

- ◆ Have you told your service coordinator you are having a problem?
- ◆ Have you tried to work things out?
- ◆ Have you told your service coordinator what you want them to do for you?
- ◆ Have you asked people in your circle to help you?

Here are some steps to follow to help you get what you want:

- 1** Think about what it is that you want.
Talk with your circle, friends, and service coordinator.

- 2** Tell your service coordinator and circle what you have decided you want.

- 3** Together decide how you, your circle, and your service coordinator can help accomplish your goals. The specific requests for help from your service coordinator and others will be on your activity plan.

- 4** Follow up with everyone to check that they are doing their piece. Use your activity plan and on going meetings with your service coordinator to see what has been accomplished each month to work towards your requests.

- 5** If you are not satisfied with the work your service coordinator is doing for you let him or her know. Tell your service coordinator what you are dissatisfied about and why. Ask your circle for support if you feel you need it. Come up with a plan to work out your issue.

This is a very important step in resolving your issue. You need to be upfront and honest about your concerns. Doing this with your service coordinator is the only way to begin to work things out with your service coordinator.

- 6** Continue to follow up with your service coordinator and by reviewing your activity plan.

Your Options

If you've tried to work things out and it's still not working, here are your choices...

You have several options if you continue to be dissatisfied with the work your service coordinator is doing for you. If you really like your service coordinator you may choose to continue to work together to resolve your issue. You should consider discussing these options with the people on your circle of support.

If you feel your service coordinator is not working to improve your working relationship you can:

1 Choose to speak to their supervisor. Their name and number will be on your basic agreement form. If you feel your issue has not been resolved you can follow the grievance procedure for your agency. This procedure is usually attached to your rights packet. If you can not find it, you can request a copy from your service coordinator. You may want to discuss this with members of your circle of support. This may be a place to find someone to help you if you need assistance filing a grievance.

2 You may choose to change service coordinators within your agency. You may already know who you want. Be aware that a service coordinator is only allowed to work with up to 30 people. Some may only be able to work with 20 depending on who they are working with. If the person you want already works with 30 people, you will need to pick someone else.

To do this: You change service coordinators within your agency you can tell your service coordinator or your service coordinator's supervisor.

3 You may choose to change the vendor (agency) that provides service coordination to you. Your local DDSO can give you a list of vendors in your area. You may also choose the DDSO to provide service coordination to you.

To do this: You can tell your service coordinator, your service coordinator's supervisor or your local DDSO.

Note: If problems should continue to exist, you should take into consideration the matter of changing service coordinators. You will not successfully be able to get the services you want if you change service coordinators every few months. When changing service coordinators you should consider interviewing candidates.

4 You also have the option of not having Medicaid Service Coordination. Perhaps you no longer need a service coordinator. You should evaluate if you really need service coordination. You can get service coordination in the future if it is needed again.

To do this: Tell your service coordinator. Forms will be filled out and sent to OMRDD to review your request for withdrawal from Medicaid Service Coordination.

Advertising for a Service Coordinator...

You may want to advertise that you are looking for a Service Coordinator. You can create an ad that lists the qualities you are looking for.

Here is a sample ad:

Service Coordinator Wanted!

If you are honest, energetic, a good listener, and like ice cream,
you may be the Service Coordinator for me.

I like to have my monthly meetings at Dairy Queen on
Wednesdays at 6:00 pm.

I have my circle meetings every other month on the
third Thursday beginning at 7:00 pm.
Ice cream is served at 8:30.

I am trying to find something different to do during the day.

If you are interested in setting up an interview, call me at (555) 555-5555.

My name is Rachel.