



Learn more about important changes to Medicaid Service Coordination:

There are significant upcoming changes to New York State's Medicaid Service Coordination (MSC) service commencing July 1, 2018.

As people's expectations and needs evolve, so must the coordination and delivery of their services and supports. As of July 1, to comply with a CMS mandate requiring conflict free case management, MSC service will no longer be provided at an agency level. Instead, MSC service will be replaced by Care Coordination service. The Medicaid Service Coordination (MSC) program which is currently used to help people plan their services will be replaced by a new and improved program called Health Home Care Management.

Under this new model, Health Home Care Management will continue to provide the service coordination that people currently receive, but will also include coordination of other services, such as health care, wellness, behavioral, and mental health services through a single individualized Life Plan, which will replace the current Individualized Service Plan (ISP).

Health Home Care Management services will be coordinated by Care Coordination Organizations (CCOs), new entities formed by existing providers of developmental disability services.

Seven new CCOs have been identified to begin providing Care Management services on July 1, 2018.

If you are currently receiving MSC or Plan of Care Support Services (PCSS), you will need to sign a form to enroll in the CCO of your choice by July 1. Your current service coordinator will help you with this process. You may choose the CCO that is working with your current MSC, or you can choose a different [CCO that serves people who live in your county](#). There will be no changes to the current authorized services you receive for your developmental disability, or who can provide them, as this transition from MSC to Health Home Care Management takes place.