



## Modest Community Services Association, Inc.

### The (MSC) Medicaid Service Coordination & The Role of the (MSC) Medicaid Service Coordinator

#### The MSC Service

The (MSC) Medicaid Service Coordination is a service, which assists individuals with developmental disabilities in gaining access to federally approved **(HCBS) Home and Community Based Services-Waiver**; and among other services that are appropriate to the needs of the individual. MSC is provided by qualified service coordinator who promotes the concepts of choice, individualized support and services while using a person-centered planning process in developing, implementing and maintaining a person's life plan.

#### The (ISP) Individualized Service Plan

At a minimum, the MSC together with the individual participate in developing the ISP. The individual may choose to have family; friends or advocates participate in the process. An ISP is a "parent plan" that identifies individual's strengths, abilities and preferences; the type of waiver service(s) to be furnished; frequency and duration of each service; and the provider who will furnish each service a person wants to achieve along the way. The ISP must be reviewed at least every 6 months or as needed when there are significant changes in the individual's physical, cognitive, or behavioral status or when expected outcomes are not realized.

#### MSC Agreement

The process to receive MSC requires a Agreement between a person receiving service and the service coordinator who **assists, advocates, links or refers** the individual to different types of Resources and Services in the community. The Agreement must be reviewed at the time of individual's enrolment in MSC and signed. It needs to be signed once but must be reviewed once a year.

The Medicaid Service Coordination Agreement covers the following among others:

- The rights and responsibilities: Free choice based on a good understanding of the options available and a good understanding of how that choice may affect individual's life.
- It indicates that a person receiving MSC is to participate in the attainment of his or her valued outcomes, to the extent possible.
- Provides a 24-hour telephone number that a person can call in emergencies to reach the MSC, MSC's Supervisor and/or an Agency representative.
- Provide information on how the person can withdraw from MSC or change his or her MSC or MCS vendor.

#### Assisting the Individual

The MSC assists the individual with Obtaining and Keeping Benefits; Medicaid; SSI; Financial Assistance; Home Attendant and other Home Care Services; Medical Supplies and Assistive Devices and Reduced-Fare Metro Card and Access-A-Ride.

## **Advocacy, Linkage and Referral**

The MSC Advocates for Quality of Services, Protecting and Upholding a Person's Right; in the Program(s); School(s); City and Government Office(s); Hospital(s); Doctor's Office(s); Court(s); and Up-date on New Service Initiative(s).

The MSC refers or links the individual to the Different Types of Therapies and Counseling; All Types of Interactive Programs; Different Specialists; Different Types of Day Program; Different Types of After-School Programs; Different Types of Family Support Services, and Medical Alert Issues and Programs.

## **Communication Procedures**

The service coordinator develops a system of communication, by which he or she get notified by other service providers, family members, advocates and legal guardians about any important events, needs or changes.

## **Record Keeping**

The MSC is required to generate and keep accurate current Annual, Semi-Annual and Monthly records on all service coordination activities. The MSC demonstrates comprehensive and personal knowledge of the individual by documenting within the person's service coordination records all chronological and ongoing relevant information about the person and his or her life.

## **Referral for Services**

Referrals to MODEST ordinarily come from The New York State (OPWDD) Office For People With Developmental Disabilities. It also can come from clinics, schools, family members, legal guardians, friends and self referral. An individual with a developmental disability and residing in New York State can request to enroll in the MSC through voluntary Agencies like MODEST which will make a request on that person's behalf.

The process can begin with something as simple as a telephone call, an e-mail, or an office visit where intake forms are completed. As a dialogue takes place with the individual seeking services, he or she will be asked to provide the followings:

- Current Psychological Evaluation with IQ Scores
- Current Psycho-Social Evaluation
- An Up-dated Annual Physical with PPD

Afterward, the information received is refined into a proposal requesting for services that is submitted to OPWDD for review and approval.

## **Contact Information:**

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