



New Choices in Recovery:
Understanding New
Opportunities and Changes
to Your Medicaid Services

WINTER 2017/18

A Collaboration

between the

- New York Association of Psychiatric Rehabilitation Services (NYAPRS)
- Mental Health Empowerment Project (MHEP)
- Alcoholism and Substance Abuse Providers of NYS (ASAP)
 - Center for Practice Innovations (CPI)

and the NYS Office of Mental Health, Office of Alcoholism and Substance Use Services and the Department of Health

HCBS Dashboard Data (01/24/18)

HARP Enrolled
104,838

HH Enrolled
35,367 (34%)

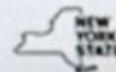
HCBS Assessed
14,998

HCBS Eligible
13,469

LOSD Requested
4,542

HCBS Authorized
1,862

HCBS Claimed
1,376



Department
of Health

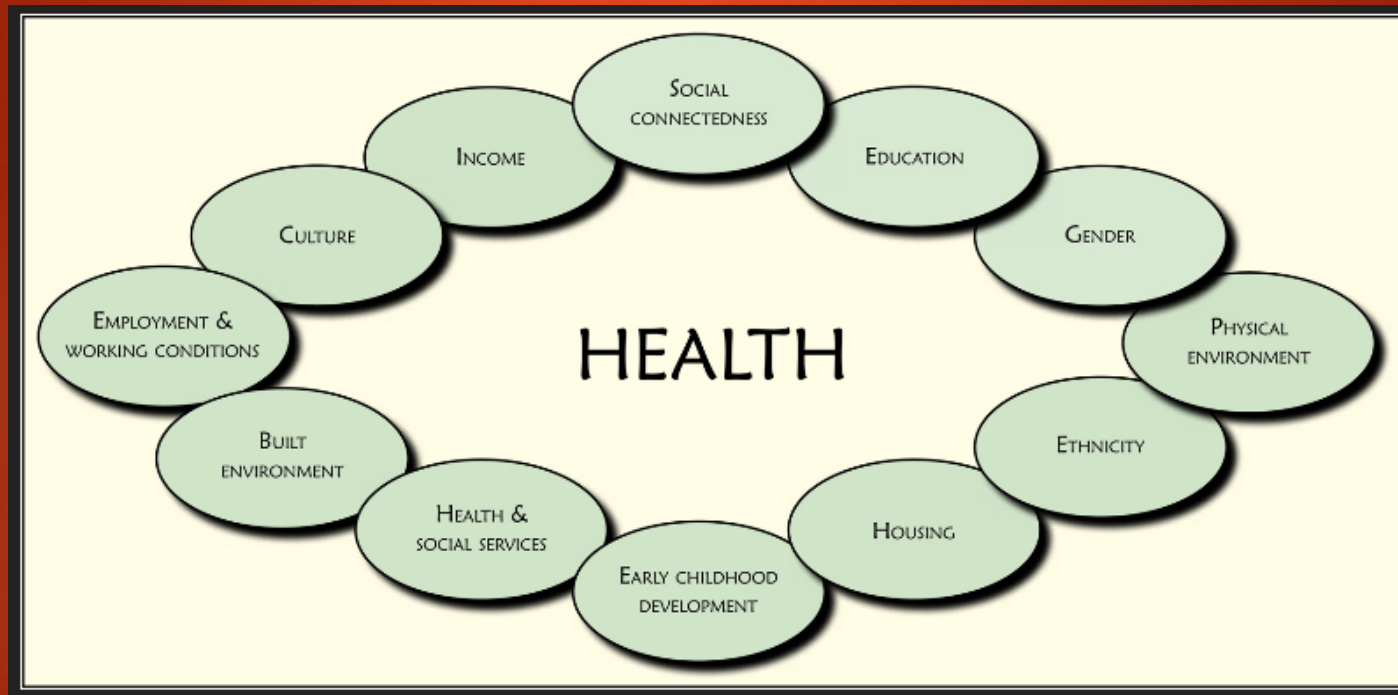
Office of
Mental Health

Office of Alcoholism and
Substance Abuse Services

Recovery Values

- ▶ Empowerment and Choice
- ▶ Recovery and Rehabilitation
- ▶ Integration and Improved Coordination of Services
- ▶ Community Inclusion
- ▶ Addressing the Social Determinants Of Health

Social Determinants of Health





Introductions



**What's Most Important to
You about Your Life and
Your Health Right Now?**

**Do You Feel that Your
Providers Have Listened
Closely Enough?**

**No Health without
Behavioral Health!**

Raising the Bar

**You have to Know What
You Need to Get What
You Want**

Purpose of Today's Discussion

- ▶ To discuss new improvements in how Medicaid services are offered to many of you, including the chance:
 - ▶ to take a fresh look at what you want your Medicaid services to do for you
 - ▶ to work with someone who can help your providers work more closely together for you
 - ▶ to get access to new services that may now be available to you
 - ▶ to identify next steps that you can take

Good News about New Opportunities Adult Behavioral Health Home and Community Based Services

Find Housing. Live independently

- Psychosocial Rehabilitation
- Community Psychiatric Support and Treatment
- Habilitation
- Non-Medical Transportation for Needed Services

Manage Stress. Prevent Crises

- Short Term Crisis Respite
- Intensive Crisis Respite

Return to School. Find a Job

- Educational Support Services
- Pre-Vocational Services
- Transitional Employment
- Intensive Supported Employment
- Ongoing Supported Employment

Get Help from People who have been there and other Significant Supports.

- Peer Support Services
- Family Support and training



Eligibility Limits

14

People who are not Eligible

- ▶ People with both Medicaid and Medicare
- ▶ People in Long Term Care coverage
- ▶ People served by Office of People with Developmental Disabilities
- ▶ Nursing home residents



Eligibility Limits

People who may be Eligible

- ▶ People with only Medicaid or Medicaid Managed Care
- ▶ People who need Mental Health/Substance Use Services
- ▶ People over 21
- ▶ People who may have received a letter about their HARP plan from their insurance company



Health and Recovery Plans (HARPs)

HARPs are new specialized Medicaid Managed Care plans that have been designed for people with more extensive or ongoing mental health and substance use related conditions

Health and Recovery Plans (HARPs) Offer New Choices!

In addition to covering services and medications for medical, mental health and substance use related conditions.....

HARP beneficiaries will be able to choose from a new list of additional services to help people to live better, go to school, work, develop new relationships, and be a part of their community



HARP Enrollment

Have You Received a Letter
regarding HARP enrollment?

You may have been automatically
enrolled in a HARP. If so,

- ▶ You have 30 days to opt-out or change HARPs after you receive your eligibility letter.
- ▶ You also have 90 days to opt-out or change HARPs after you have been enrolled.

**Want Help in Choosing a HARP?
Call New York Medicaid Choice
1-855-789-4277**

Health Home

A 'home for your health'
not a house

A Network of providers and care managers/coordinators that help to coordinate your care

Helps serve as a gateway to many services and supports in the community

Health Home Care Manager/Coordinator

Supports you to develop a plan of care that identifies the services and providers you choose to support your wellness and recovery

Helps those providers to work more closely with you and with each other



Helping to Identify What You Need: The Eligibility Assessment

Your care manager/coordinator will talk to you about your past and current healthcare needs and treatment to help determine which services are right for you.

Identifying Your Wants and Needs: Your Plan of Care

Dare to dream big.

What do you want your life to look like?

- ▶ School?
- ▶ Job?
- ▶ Family?

Identifying Your Wants and Needs: Your Plan of Care

SMART Goals

- ▶ Specific
- ▶ Measurable
- ▶ Attainable
- ▶ Realistic
- ▶ Time-bound

New! Adult Behavioral Health Home and Community Based Services (HCBS)

Additional services that can help you
improve the quality of your life and
promote independent living!

Only available to people in Health and Recovery
Plans (HARPs) or Special Needs Plans (SNP)
who are HARP eligible

**Home and Community Based
Services (HCBS)
Can Help You Achieve
the Following Goals!**

Maintain Housing. Live Independently

▶ Psychosocial Rehabilitation

- ▶ I used to be able to handle my money but I need help now that I'm on cash assistance
- ▶ I used to know how to travel on my own but since I've been in jail for the last 10 years, I forgot how. Can someone ehlp me with that?
- ▶ I need help staying sober.
- ▶ I need help dealing with my anxiety.
- ▶ I have days where I can't control my symptoms and it's affecting my life (daily living, relationships with family, normative roles).
- ▶ Relapse prevention, socialization skills, wellness and self-management, independent living.
- ▶ focus on independent living, social relationships, community engagement, personal autonomy, health and wellness, social skills, and personal care

Maintain Housing. Live Independently

- ▶ **Community Psychiatric Support and Treatment**
 - ▶ I am waiting assignment to an ACT team.
 - ▶ I would like help in reminding me to take my medications and how to take them.
 - ▶ I want to improve my mental health.
 - ▶ I feel too depressed to go out to make it to my appointments.
 - ▶ can include identifying triggers, developing a crisis management plan, and identifying supports

Maintain Housing. Live Independently

▶ Habilitation

- ▶ I would like to learn how to do my laundry.
- ▶ I would like to learn cooking skills.
- ▶ I never had to budget my money and want to learn how.
- ▶ I would like to learn how to organize my home better.
- ▶ Why is my bill so high?
- ▶ I need help opening my mail.
- ▶ Learning how to follow instructions, money and time management, use of community resources.
- ▶ Can include skill-building exercises with a focus on accessing community resources, use of transportation options, developing and sustaining financial stability, activities of daily living, and civic engagement.

Maintain Housing. Live Independently

- ▶ **Non-Medical Transportation for needed community services**
 - ▶ Transportation to non-routine locations in the community that support acquisition of a goal

Return to School. Find a Job

▶ Education Support Services

- ▶ can assist individuals with an expressed goal to start or return to school or formal training to achieve skills necessary to obtain employment including:
 - ▶ help in the classroom
 - ▶ help with financial aid and admission applications
 - ▶ Assisting with study and note taking skills and time and stress management
 - ▶ Providing advocacy support

Return to School. Find a Job

▶ Pre-Vocational Services

- ▶ I want to work but don't think I can do it right now.
- ▶ I want to work but I'm scared to go back to work.
- ▶ I'm afraid no one will hire me because of my past criminal record.
- ▶ Can include support in developing a resume, exploration of job and career options, and benefits counseling

Return to School. Find a Job

▶ Transitional Employment

- ▶ I would like to return to work but would like to gain more experience.
- ▶ I want to try a new field.
- ▶ Can include time-limited employment and on-the-job training in one or more integrated employment settings
- ▶ Can include help with developing or strengthening work related soft skills.

Return to School. Find a Job

▶ Intensive Supported Employment

- ▶ I want a job asap.
- ▶ I'm still using but I want to work.
- ▶ I need money to support myself.
- ▶ I'm tired of being on benefits. I need more money.
- ▶ Can include job coaching, negotiation with prospective employers, job analysis, job carving, benefits counseling, resume writing, transportation training & planning

Return to School. Find a Job

▶ Ongoing Supported Employment

- ▶ I work long hours and can't make it to my doctor's appointments.
- ▶ How do I ask for a raise?
- ▶ I don't know if I should disclose.
- ▶ I'm having a hard time working because my symptoms are bad.
- ▶ I'm having trouble dealing with changes at work.
- ▶ I am really frustrated with my boss.
- ▶ Can include on-the-job support that identifies the need for reasonable accommodations, job coaching, training in soft-skills, conflict resolution, anger management, work/life balance.

Manage Stress. Prevent Crises

- ▶ **Short-Term Crisis Respite**
 - ▶ I'm afraid to be alone. I don't want to go to the hospital.
 - ▶ I need a break from my roommate. I'm afraid I'm going to lose control.
 - ▶ Offers member a safe space when s/he needs to leave a stressful situation.
 - ▶ A short-term respite residence with support provided by certified peers; includes peer support, health and wellness coaching, relapse prevention planning, wellness activities and relaxation techniques, family support, conflict resolution, and problem solving

Manage Stress. Prevent Crises

- ▶ **Intensive Crisis Respite**
 - ▶ I'm feeling suicidal and have a plan but I'm not going to the hospital.
 - ▶ Can help members stay out of the hospital when they are having a crisis by providing a safe space to stay that can offer treatment.
 - ▶ A short-term respite residence with treatment and support provided by a multidisciplinary team including professional, unlicensed, and peer support staff

Get Help from People who Have Been There and Other Significant Supporters

▶ **Empowerment - Peer Support Services**

- ▶ I want support with my mental health from someone who understands.
- ▶ I don't have any friends and want to socialize with my peers.
- ▶ You don't know what I'm going through. I want to talk to someone that knows what I'm going through.
- ▶ I have too much free time and need recreational activities.
- ▶ Can include peer supported advocacy, outreach and engagement, self-help tools, recovery supports, transitional supports, and pre-crisis & crisis supports.

Get Help from People who Have Been There and Other Significant Supporters

▶ Family Support and Training

- ▶ My family/roommate does not understand my mental health.
- ▶ My family stopped talking to me when I started using.
- ▶ I just finished rehab and my family is treating me differently.
- ▶ Can include education in recovery orientation, advocacy, psychoeducation, person-centeredness, trauma, psychiatric rehabilitation, crisis intervention, medication education and relapse prevention

Coming Soon

Self-Directed Care

- ▶ Self Directed Care is "a method of delivering services that is based on giving each consumer control of an individual budget with which to purchase goods and services to meet his or her needs."

One Example: Using HCBS to Get a Job

- ▶ Pre-vocational to intensive to ongoing supported employment services
- ▶ Self-directed care
- ▶ One time use of non-medical transportation
- ▶ Peer support
- ▶ Family support



Medicaid pays
your MCO HARP

MCO HARPs
pay for services

Health Homes
coordinate your
care

Care Managers
evaluate &
initiate your plan
of care

Providers help
you realize your
goals

MEDICAID MANAGED CARE with ADULT BEHAVIORAL HEALTH HOME AND COMMUNITY BASED SERVICES

Independent Consumer Advocacy Network (ICAN)

- ▶ ICAN can help you solve problems with your managed care plan or providers like doctors, hospitals, and pharmacies. For example, we can help you complain or appeal.

ICAN Health and Recovery Plan Hotline

844-614-8800 646-923-8397

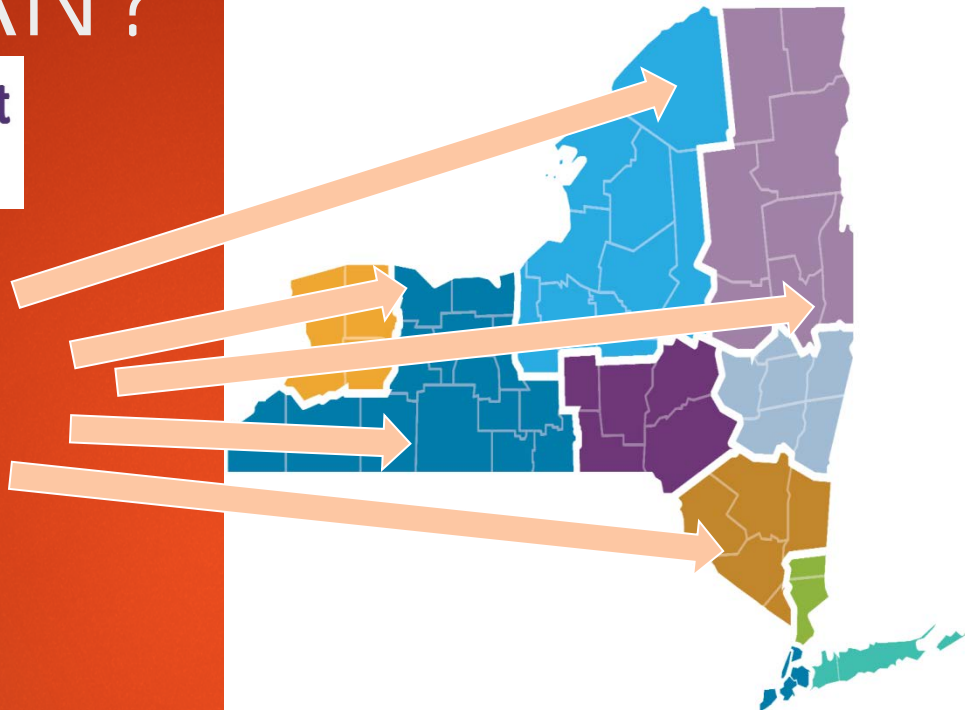
Independent Consumer Advocacy Network (ICAN)

- ▶ Do you have questions or problems about accessing services through HARP or another managed care plan? Our attorneys and advocates can answer your questions about HARP and other Medicaid managed care plans. We can also help you solve problems with your Medicaid behavioral health and long-term care services, including:
 - ▶ Help you choose and enroll in a plan
 - ▶ Help you get more services from your plan
 - ▶ Help you get services in your home instead of an institution
 - ▶ Help you report problems with your care

ICAN Health and Recovery Plan Hotline

844-614-8800 – General ICAN 646-923-8397 – HARP Specific

Who is ICAN?



Our Network of Agencies:

- ACR Health
- Action for Older Persons
- BronxWorks
- Center for Independence of the Disabled NY
- Korean Community Services
- Legal Aid Society of Northeastern NY
- Legal Assistance of Western New York
- Legal Services of the Hudson Valley
- Medicare Rights Center

- Nassau/Suffolk Law Services
- Neighborhood Legal Services
- NY Legal Assistance Group
- South Asian Council for Social Services
- Southern Adirondack Independent Living
- Urban Justice Center**
- Westchester Disabled On the Move
- Western NY Independent Living



Need More Help? Do You Have More Questions?

For help in choosing a HARP, call New York Medicaid Choice: **1-855-789-4277**

ICAN (Independent Consumer Advocacy Network) can help resolve problems with managed care plans or providers.

ICAN Health and Recovery Plan Hotline:
884-614-8800 646-923-8397

To schedule a New Choices in Recovery presentation, call NYAPRS at 518-621-1347

NYAPRS is:

- ▶ A unique 37 year old Partnership that brings together people with Behavioral Health conditions and providers to move Policies, Services and Public Understanding from
- ▶ Illness to Wellness and Recovery
- ▶ Segregation to Community Integration and Inclusion
- ▶ Marginalization to Self-Determination Dignity, Rights, and Social Justice via
 - ▶ Grassroots Public Policy Advocacy
 - ▶ Provided and Public Education and Cultural Change
 - ▶ Advancing Service Innovation