Guide to Edits for CES Tool Guidance

Summary: As of February 2024, the CES Tool Guidance will now reflect new language to further clarify the process for disenrollment cases where a member presents with a new risk factor after receiving a disenrollment recommendation from the CES Tool: [CES Tool Guidance]. This update supersedes previous guidance for the CES Tool. Below are the updates that have been made to form the new **CES Tool Guidance.**

Page and Section	Update Made	Update Specifications Language may be completely new or partially reused from earlier policies. Reference "Former Location of Information" column.	Former Location of Information
Page 4 **Section 8.7**	Previous language has been removed and new language has been added to better explain the potential scenario of a member presenting a previously unknown/new risk factor after receiving a CES Tool recommendation for disenrollment, and a new example has been given for said scenario.	8.7 ~~A Disenrollment recommendation on the CES Tool could be the result of poor documentation in the chart, the member not understanding the program, a poor fit with the Care Manager or Care Management Agency, not having all the information about the member, etc.~~ In some cases, while working on a disenrollment plan, a new risk factor could present itself that would support a member remaining in Health Home. For example: the member informs the HHCM that they are experiencing homelessness, which was not previously disclosed.	New and revised language from prior CES Tool guidance.

Page 4
Section 8.7
	A bullet has been removed and new language has been added to:
	1. explain the steps taken by the HHCM and CMA supervisor regarding newly presented information that could affect the outcome recommendation from the CES Tool.
	2. clarify that any information must be documented and a new CES Tool must be completed within 60 calendar days of the initial CES Tool's completion.
		o ~~A supervisor's best judgment may supersede the recommendation on the tool. For example, a supervisor may recommend that the Care Manager add missing documentation to the chart, explore certain areas further with the member, transfer the case to a different Care Manager, etc. to determine the best course of action.~~
		o The HHCM must alert the CM Supervisor and discuss next steps. If the supervisor agrees that this new information could alter the result of the CES Tool, the Supervisor may initiate the completion of a new tool.
		    • The CMA supervisor must document in the member's record to include the new information identified, the reason for not following the CES Tool recommendation for disenrollment, and the need to complete a new CES Tool.
		o ~~In this case the reason for not following the recommendation should be documented, and CES Tool should be redone within 60 calendar days, and the recommendation of the second completion must be implemented.~~
		    • Identification of the new risk factor(s), documentation of the new information, and completion of a new CES Tool must
			New and revised language from prior CES Tool guidance.

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		occur within the 60 calendars from completion of the initial CES Tool and the outcome must be implemented.	
Page 4 Section 8.7	Language has been removed to better clarify the statement and new bullets have been added to explain the follow-up actions to be taken if a new CES Tool's outcome is either "Recommend Continued Services" or "Recommend Disenrollment".	o Failure to complete a follow-up CES Tool within 60 calendar days ~~resulting in a determination of either Recommend Continued Enrollment~~ of the initial CES Tool may lead to suspension of billing for services to the member. • If the new CES Tool's outcome is "Recommend Continued Services" then the HHCM continues work with the member, per policy. • If the new CES Tool's outcome is "Recommend Disenrollment" then the member must be disenrolled by 60 calendar days after the initial CES Tool's completion date.	New and revised language from prior CES Tool guidance.
Page 5 Attachments: and References:	The links to the attachments and reference documents have been updated.	Attachments: • NYS DOH Initial Appropriateness and Continued Eligibility for Services (CES) Tool training slides - (PDF) Updated Dec 2023 • CES Tool (PDF) Dec 2023 • CES Tool (XLMS) Dec 2023 Additional information related to the CES Tool can be found on the **Health Home Policy and Updates** webpage References: The Health Home Policy and Updates Webpage • Eligibility Requirements for Health Home Services and Continued Eligibility in the Health Home Program Policy #HH0016 • Member Disenrollment From the Health Home Program Policy #HH0007	New and revised language from prior CES Tool guidance.