



## Department of Health

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Executive Deputy Commissioner

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Children's Waiver Home and Community Based Services (HCBS) Providers,

The continued delivery of HCBS to an enrolled child/youth is a priority of the Children's Waiver. Therefore, the goal of the following information and directive is to assist HCBS providers in a timely manner to resolve issues and maintain services to children/youth enrolled in the Children's Waiver.

Notification to the State must occur prior to disenrolling a child/youth from HCBS due to any administrative, billing, or care coordination issues. HCBS providers are reminded that there are several forums available to discuss continued billing and care coordination issues, including the Children's Health and Behavioral Health Plan Provider Roundtables. Specific cases should not be discussed in open forums, but general issues and examples may be addressed.

HCBS providers experiencing administrative, billing, or care coordination issues must work to resolve those issues with the MMCP, Health Homes, care management agencies, C-YES, and/or the State to ensure they are not causing a disruption of services.

Issues with billing/claiming via fee-for-service (FFS) such as delayed receipt of payment, a significant number of denied and/or pended claims, or communication barriers should be reported to the State prior to disenrolling children/youth from HCBS, transferring a child to a new HCBS provider, or de-designating from HCBS as a provider. Providers can seek assistance in resolving FFS billing and claims by calling the eMedNY **1-800-343-9000**.

HCBS providers experiencing issues with billing/claiming via a Medicaid Managed Care Plan (MMCP) including delayed receipt of payment, a significant number of denied and/or pended claims, or communication barriers should contact the MMCP directly to resolve the issue(s). MMCP contacts can be found using the MCTAC MMCP Contract Matrix, located here: <https://matrix.ctacny.org/>

If after communicating directly with the MMCP, the issue(s) remain unresolved, the HCBS provider is encouraged to reach out to the State for additional assistance by emailing one of the following:

- [omh-managed-care@omh.ny.gov](mailto:omh-managed-care@omh.ny.gov)
- [BH.Transition@health.ny.gov](mailto:BH.Transition@health.ny.gov)

Additionally, HCBS providers can submit a formal complaint by calling or emailing Department of Health:

- 1-800-206-8125
- [managedcarecomplaint@health.ny.gov](mailto:managedcarecomplaint@health.ny.gov)

All Children's Waiver HCBS questions and concerns, should be directed to the NYS Department of Health at [BH.Transition@health.ny.gov](mailto:BH.Transition@health.ny.gov) mailbox or 518.473.5569 NYS DOH.