

# What is Medicaid Service Coordination (MSC)?

Medicaid Service Coordination assists people with developmental disabilities in gaining access to necessary services and supports to lead successful lives in the community according to their own needs and desires.



## What will this service do for me?

- ✓ MSC will help the individual enroll in Medicaid
- ✓ MSC can help the individual enroll in Waiver services, such as respite, parent education, transportation, residential habilitation, day habilitation, environmental modification, etc. As well as additional services as described by the MSC.
- ✓ MSC can meet with the parent/guardian or individual monthly. The parent/guardian or individual can request more visits. The meeting will be in the home at least once every three months.
- ✓ The MSC will advocate for the individual when the individual or parent/guardian feel that their needs are not coming first.

- ✓ MSC will meet with the other service providers, such as school officials, when discussing plans for the individual.
- ✓ The MSC, individual, parent/guardian will develop and maintain a personalized plan designed to meet a person's needs and desires. This plan is called the Individualized Service Plan or ISP. Included in the ISP are Valued Outcomes or goals that the individual will work on to enhance quality of life. The ISP will be reviewed every 6 months or twice annually with the individual, parent/guardian and can be changed if needed.

## Who is eligible?

To receive Medicaid Service Coordination an individual must meet all of the



following criteria:

- ✓ must have a documented diagnosis of a developmental disability (obtained through DDSO)
- ✓ must be enrolled in Medicaid (if he/she is not enrolled, the MSC will assist with this process)
- ✓ must demonstrate a need for ongoing and comprehensive, rather than incidental services

- ✓ The individual or the parent/guardian must choose to receive MSC.
- ✓ A person must not permanently live in an Intermediate Care Facility (ICF), Development Center (DC), Psychiatric Hospital, Small Residential Unit (SRU), Nursing Facility, Hospital or any other Medicaid funded setting that provides service coordination.
- ✓ A person cannot be enrolled in any other comprehensive Medicaid long-term care service coordination program.

## What should I know?

You can select the MSC vendor of your choice. An MSC vendor is an agency that has a contract with the Office of People with Developmental Disabilities (OPWDD) to provide Medicaid Service Coordination. Vanderheyden is a designated agency (vendor) to provide MSC.

Medicaid Service Coordinator's are required to train a certain amount of hours annually to enhance their knowledge of MSC and to stay current with any changes made to the program. In addition, their supervisors are also required to meet and follow the same criteria. All MSC's must meet higher educational standards and have previous experience working with people who have developmental disabilities.

## Further Information

### How Does the Office of People with Developmental Disabilities (OPWDD) Approve MSC Vendors?

OPWDD approval of MSC vendors is based on the following factors:

- ✓ The applying agency is a non-profit or a government agency.
- ✓ The applying agency has experience serving persons with developmental disabilities.
- ✓ The applying agency's articles of incorporation identify services to people with developmental disabilities.
- ✓ The applying agency is fiscally viable.
- ✓ The applying agency has a history of providing quality services and does not have ongoing program deficiencies.
- ✓ A need exists for a new MSC Vendor.

MSC is designed to help people strive for the highest quality of life. The focus of MSC is on assisting each person to achieve his or her unique goals and desires relative to the person's informed choices and obtain access to services/supports that promote optimal health.

### The Seven Sanctuary Commitments

The set of values that Sanctuary outlines as a way to lead individuals and organizations away from trauma-reactive behaviors are the Seven Sanctuary Commitments. These commitments, adapted from work done in the UK by Therapeutic Communities, are defined as follows:

- ✓ Commitment to Nonviolence: building and modeling safety skills
- ✓ Commitment to Emotional Intelligence: teaching and modeling affect management skills
- ✓ Commitment to Inquiry & Social Learning: building and modeling cognitive skills
- ✓ Commitment to Shared Governance: creating and modeling civic skills of self-control, self-discipline, and administration of healthy authority
- ✓ Commitment to Open Communication: overcoming barriers to healthy communication, reduce acting-out, enhance self-protective and self-correcting skills, teach healthy boundaries
- ✓ Commitment to Social Responsibility: rebuilding social connection skills, establish healthy attachment relationships
- ✓ Commitment to Growth and Change: restoring hope, meaning, purpose



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## Vanderheyden Medicaid Service Coordination

### What You Need To Know



**To Help Us Better Serve You**