



**Office of
Mental Health**

High Fidelity Wraparound

Eligibility Referrals Workflow

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Introductions

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Agenda

1. Purpose of Webinar
2. High Fidelity Wraparound Background
3. High Fidelity Wraparound Eligibility Determination
4. High Fidelity Wraparound Referral Workflows
5. Role of Children's Single Point of Access (C-SPOA) in identifying and referring children/youth/families eligible for HFW and associated workflows
6. Health Home training, quality, and care manager support

Purpose of Today's Webinar

Webinar Purpose

- This webinar will review the policy outlining the eligibility determination and referral workflow for High-Fidelity Wraparound (HFW).
- This includes how to connect a child/youth to a Care Management Agency (CMA) that offers HFW once found HFW eligible, and the role of the Lead Health Home, and C-SPOA in facilitating referrals and connectivity.

High Fidelity Wraparound Background

High Fidelity Wrap Background

HFW is a research oriented, evidence-based care management approach that has been proven successful with children/youth with Serious Emotional Disturbance (SED) who have significant mental health needs, including cross-system needs, that have led to the child/youth being admitted to or at imminent risk of long-term hospitalization or out of home placement and treatment.

National Wraparound Initiative (NWI): Introduction to Wraparound



Video referenced above: <https://nwi.pdx.edu/wraparound-videos/>

High Fidelity Wraparound Background

- NYS was awarded SAMHSA Systems of Care Expansion Grants in 2016 and 2020 to pilot HFW within the HHSC program.
- 763 youth have been served to date.
- Currently 16 HHSC CMAs providing HFW at 24 agency locations.

[HFW Availability Chart \(March 2025\)](#)

**High Fidelity Wraparound
Eligibility Determination
when Enrolled HHSC**

Eligibility Determination for HFW for Children/Youth Enrolled in HHSC

To facilitate the identification of children/youth enrolled in HHSC who may benefit from HFW, a screening to assess for [HFW eligibility](#) is incorporated into the Uniform Assessment System (UAS) and linked to the CANS-NY assessment. The screening is automated and will only appear if the UAS determines that the child/youth meets the “Complex” acuity level and is not already enrolled in HFW.

Link referenced above:

https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_children/2025/hfw_hh0022.htm

High Fidelity Wraparound Screening Process

High Fidelity Wraparound Screening Process

If the child/youth is determined Complex acuity, the UAS will prompt the care manager to answer a question regarding whether the child/youth has SED or two (2) mental health (MH) diagnoses.

This step is necessary to initiate the HFW eligibility screening. The screening consists of a series of questions designed to determine eligibility based on HFW's Service Utilization criteria. The care manager must respond to all screening questions to assess HFW eligibility and ensure supporting documentation is available at the time of completion.

This documentation must include:

- Verification of SED/two (2) MH diagnosis.
- Verification of service utilization within the past year.

HHs and CMAs are required to have policies and procedures in place to ensure that supporting documentation is on file for a child/youth prior to enrollment in HFW.

CANS-NY and the High Fidelity Wraparound Eligibility Result

CANS-NY and the High Fidelity Wraparound Eligibility Result

The CANS-NY assessment cannot be finalized until the HFW screening has been completed.

Once the CANS-NY and the screening are finalized, the child/youth's HFW eligibility status will be displayed in the "Assessment Outcomes" section of the UAS Report under the High Fidelity Wraparound Eligibility line.

The possible outcomes are:

- **Yes, Eligible.** The child/youth is eligible for HFW. Follow the HFW Workflows outlined below.
- **No, Not Eligible.** The child/youth with SED or two (2) MH does not meet the criteria for HFW. Continue with current Health Home Care Manager (HHCM).
- **Not applicable (the field will be blank).** The child/youth does not have SED or two (2) MH criteria. Continue with current HHCM.
- **Already participating.** The child/youth is currently enrolled in HFW, and the screening questions will not populate. Continue with HFW-certified HHCM.

CANS-NY and the High Fidelity Wraparound Eligibility Result

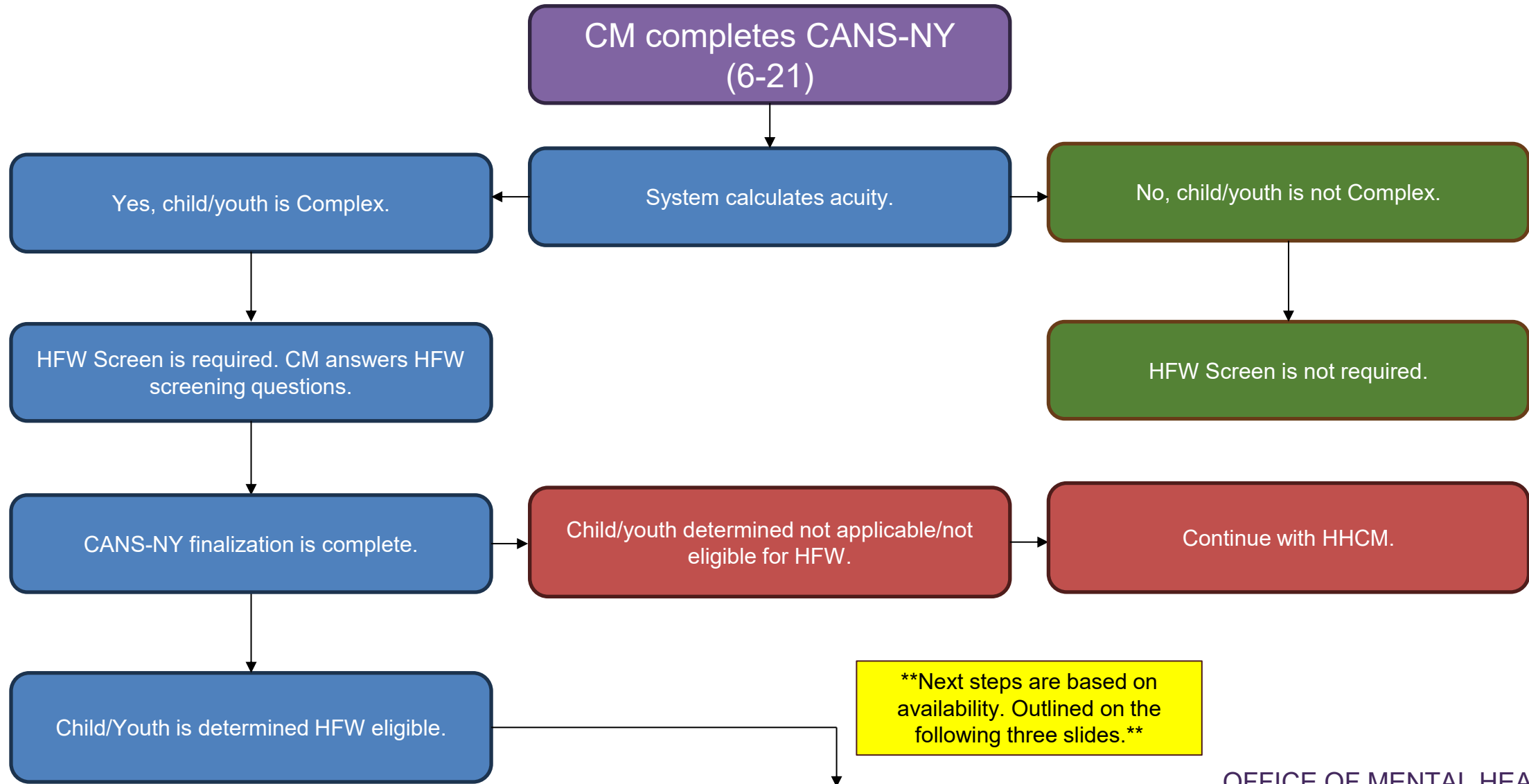
The eligibility determination produced from this assessment will remain valid for one (1) year. If the child/youth and/or their family/caregiver choose not to participate in HFW at the time of initial screening, they can revisit their decision and request to participate later within that year without having to complete another HFW screening. Similarly, if HFW was unavailable in the county at the time of the initial screening but becomes available later within the year, participation should be reassessed based on need and choice, without the need for another screening. Depending on the child's or youth's situation, a new CANS-NY assessment may be required.

HHCM must learn how to explain the benefits of HFW and the process for enrollment. HFW availability in the eligible child's/youth's county should be determined prior to offering HFW to a child/youth and their family.

Agencies offering HFW can be found [here](#).

The HFW screening "Assessment Outcome" within the UAS does not impact care management if the child/youth/family do not want to enroll in HFW. In such cases, the child/youth's record should reflect that HFW was not pursued due to availability or choice of the child/youth/family, and current care management should continue.

High Fidelity Wraparound Referral Workflow: UAS Eligibility Screen



High Fidelity Wraparound Referral Workflow

High Fidelity Wraparound Referral Workflow

If the child/youth is determined HFW eligible, is currently not receiving HFW, and HFW is offered in the child's/youth's county, the next steps will depend on whether the current care management agency (CMA) offers HFW or not, as outlined on the upcoming slides.

High Fidelity Wraparound Referral Workflow: Scenario I

Child/Youth is determined eligible for HFW and is currently receiving care management from a CMA that DOES offer HFW:

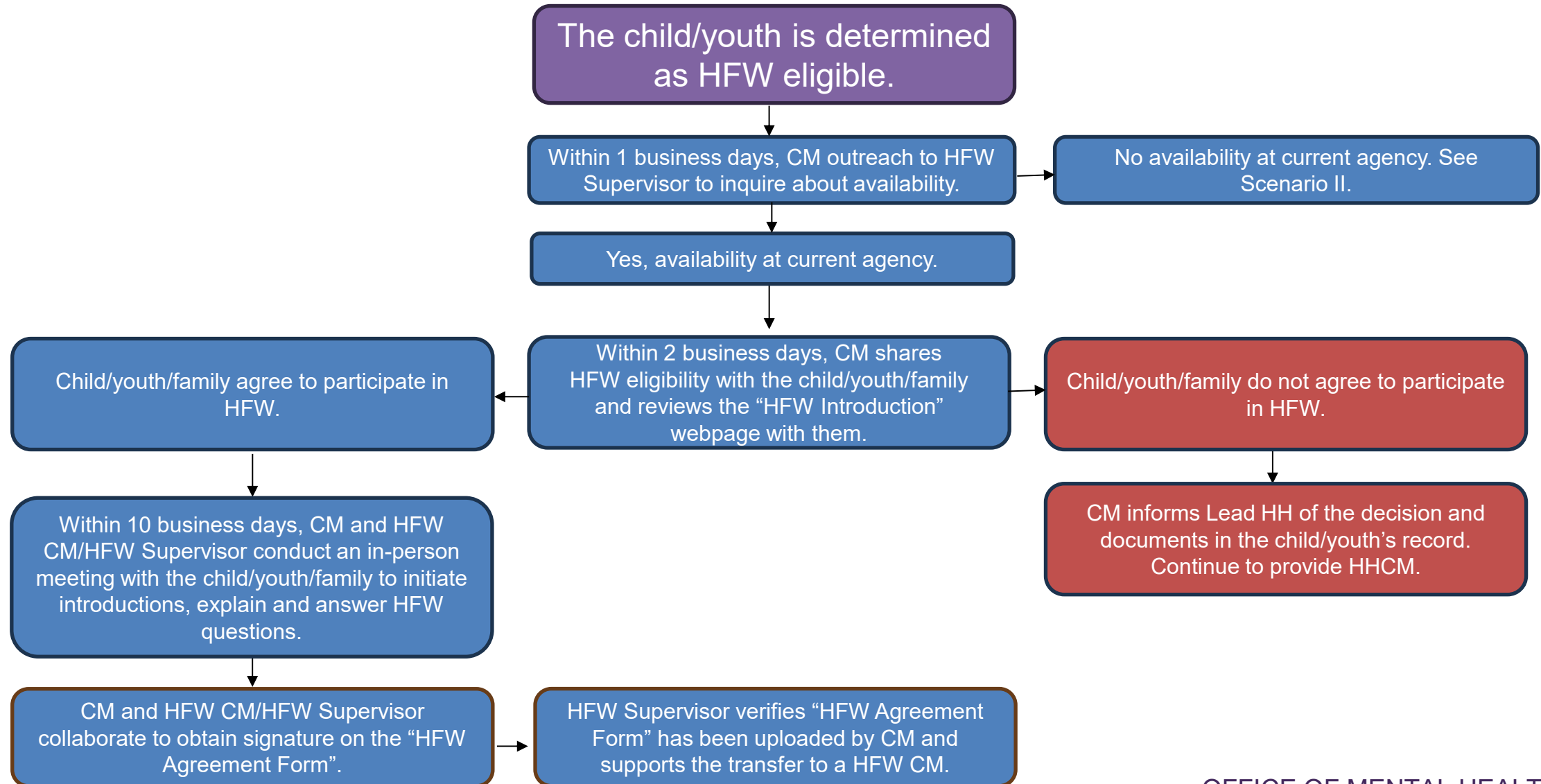
1. Within one (1) business day of the child/youth being determined HFW eligible, the current CM will outreach to the HFW Supervisor regarding HFW availability within the current agency.
 - a. If there **is availability**, **continue to step two (2)**.
 - b. If there is **no availability** at the current agency, **continue to Scenario II**.
2. Within two (2) business days of receiving notification of availability, the CM shares the HFW eligibility with the child/youth/family and reviews the "[HFW Introduction](#)" on the NYS SOC website to inform them about the program. The CM documents this review in the child/youth's record.
3. If the child/youth/family agree to participate, the current CM and the HFW CM or HFW Supervisor will conduct a meeting with child/youth and family to initiate introductions and answer any questions they may have. This meeting should take place as soon as possible, at a time that is convenient to the child/youth/family, but no later than ten (10) business days after the child/youth/family agreed to participate in HFW.

High Fidelity Wraparound Referral Workflow: Scenario I, continued.

Child/Youth is determined eligible for HFW and is currently receiving care management from a CMA that DOES offer HFW (Continued):

4. The current CM and HFW CM or HFW Supervisor will collaborate to obtain signature on the DOH-5817 "[NYS High Fidelity Wraparound \(HFW\) Agreement Form](#)". The current CM is responsible for uploading this form to the youth's record within two (2) business days of signature. The HFW Supervisor will verify that the DOH-5817 "[NYS High Fidelity Wraparound \(HFW\) Agreement Form](#)" has been uploaded to the youth's record and support the transfer to a certified HFW CM within the agency. The transfer should occur as soon as possible but no later than the first of the following month. The current CM will continue to work with the child/youth/family while also collaborating with the HFW CM to ensure a smooth transition until the transfer is completed.
5. If the child/youth/family indicate no interest right away and does not want to participate, then the child/youth/family will continue with the current HHCM. The CM will communicate this to the Lead HH, document this decision in the child/youth's record and continue to provide HHCM services. The current CM may choose to collaborate with the child/youth, family/caregiver, HH Supervisor/CMA/C-SPOA to identify other appropriate services and resources available to the child/youth and family. The eligibility determination produced by the UAS remains valid for one (1) year. The child/youth and/or family/caregiver may change their mind about participating at any time in that year. If they choose to participate, **the care manager will complete steps one (1) through (4) above.**

High Fidelity Wraparound Referral Workflow Scenario I: HFW CMA



High Fidelity Wraparound Referral Workflow: Scenario II

Child/Youth is determined eligible for HFW in a county in which HFW is available and is:

- Currently receiving care management from a CMA that **does NOT offer HFW** OR
- Currently receiving care management from a CMA that **does offer HFW but DOES NOT have availability**

1. Within two (2) business days of the child/youth being determined HFW eligible, the current CM will outreach to the Lead Health Home (HH) to inquire about HFW availability.
2. The Lead HH will provide current capacity for HFW CMAs in the county within two (2) business days.
 - a. If there is availability at a HFW CMA, **continue to step three (3)**.
 - b. If the Lead HH determines there is no availability within their network, within the county of the child/youth, the HH will request availability within other lead HHs via email, cc'ing OMH (OMH.HFW@omh.ny.gov) within one (1) business day. HHs should respond to requests for availability within two (2) business days to support the timely notification of CMs and the child/youth/families that are eligible for HFW. If there is availability at a HFW CMA in another HH, **continue to step three (3)**.
 - c. If there is no availability within the Lead HH network or within other Lead HH networks, then care management for the child/youth will continue with the current HHCM. A note is added to the child/youth's record that HFW was not pursued due to availability.

High Fidelity Wraparound Referral Workflow: Scenario II, continued.

Child/Youth is determined eligible for HFW in a county in which HFW is available and is:

- Currently receiving care management from a CMA that **does NOT offer HFW** OR
- Currently receiving care management from a CMA that **does offer HFW but DOES NOT have availability**

(Continued):

3. Within two (2) business days of receiving notification of availability, the CM shares the HFW eligibility with the child/youth and family/caregiver and reviews the “[HFW Introduction](#)” on the NYS SOC website to inform them about the program. The CM documents this review in the child/youth’s record.

4. If the child/youth and family/caregiver agree to participate in HFW, then the CM will promptly inform the Lead HH of the decision. The Lead HH will collaborate with the current CMA to plan for the transfer to the HFW CMA or HH with availability.

Prior to the transfer being initiated, the current CM and HFW CM or HFW Supervisor must conduct an in-person meeting with the child/youth and family to initiate introductions, explain and answer HFW-related questions, and discuss the transfer process. This meeting should take place as soon as possible, at a time that is convenient to the child/youth and family/caregiver, but no later than ten (10) days after the child/youth and family/caregiver agreed to participate in HFW. The HFW CM or HFW Supervisor will confirm the child/youth/family’s interest and eligibility for HFW and work in collaboration with the current CM to obtain signature on the DOH-5817 “[NYS High Fidelity Wraparound \(HFW\) Agreement Form](#)”.

High Fidelity Wraparound Referral Workflow: Scenario II, continued.

Child/Youth is determined eligible for HFW in a county in which HFW is available and is:

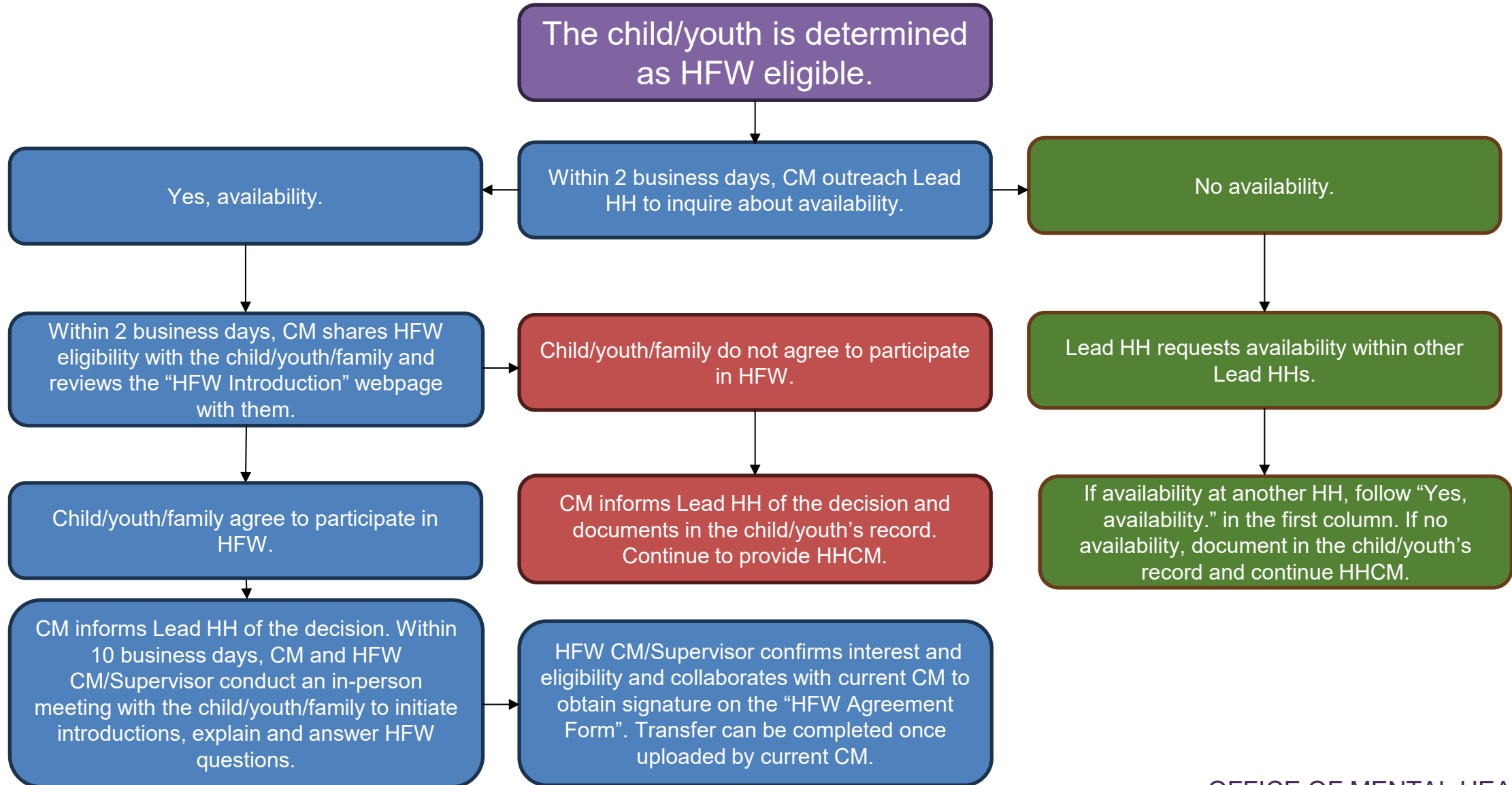
- Currently receiving care management from a CMA that **does NOT offer HFW** OR
- Currently receiving care management from a CMA that **does offer HFW but DOES NOT have availability**

(Continued):

5. The current CM is responsible for uploading this form to the youth's record within two (2) business days of signature in order for the transfer process to be completed. Once uploaded, the Lead HH will initiate the transfer in the Medicaid Analytics Performance Portal (MAPP) for the first of the following month. The current CM will continue to work with the child/youth and family/caregiver while also collaborating with the HFW CM to ensure a smooth transition until the transfer is completed.

6. If the child/youth/family indicate no interest right away and do not agree to participate, then the CM will communicate this to the Lead HH, document the decision in the child/youth's record, and continue to provide HHCM services. The current CM may choose to collaborate with the child/youth/family, HH Supervisor/CMA/C-SPOA to identify other appropriate services and resources available to the child/youth/family. The eligibility determination produced by the UAS remains valid for one (1) year. The child/youth/family may change their mind about participating at any time in that year. If they choose to participate, **the care manager will complete steps one (1) through five (5) above.**

High Fidelity Wraparound Referral Workflow Scenario II: Non-HFW CMA or HFW CMA without availability



**Role of the
Children's Single
Point of Access
(C-SPOA)**

Role of the Children's Single Point of Access (C-SPOA)

C-SPOA is under the authority of the Local Government Unit (LGU) and Mental Hygiene law and is a critical entry point for the mental health service delivery system. The role of the C-SPOA is to support children with significant mental health challenges or Serious Emotional Disturbance (SED) and their families/caregivers who are most in need by assisting in the identification of and facilitating the connection to needed mental health services and supports. C- SPOAs are responsible for determining service eligibility for community-based services, helping to manage access to services, and coordinating with providers as children transition to/from out-of-home treatment.

Upon review of the specific needs of the referred child/youth and family and the completion of the C-SPOA HFW Eligibility Assessment (paper form), the C-SPOA may determine that the child/youth is eligible for HFW and would benefit from this level of intensive care coordination.

Role of the Children's Single Point of Access (C-SPOA)

The child/youth is not enrolled in HHCM

1. Within two (2) business days of the child/youth being determined HFW eligible, the C-SPOA will outreach to the Lead Health Home (HH) to inquire about HFW availability.
2. The Lead HH will provide current capacity for HFW CMAs in the county within two (2) business days.
 - a. If there is availability at a HFW CMA, **continue to step three (3)**.
 - b. If the Lead HH determines there is no availability within their network, within the county of the child/youth, the HH will request availability with other lead HHs via email, cc'ing OMH (OMH.HFW@omh.ny.gov) within one (1) business day. HHs must respond to requests for availability within two (2) business days to support the timely notification of C-SPOA and the child/youth/families that are eligible for HFW. If there is availability at a HFW CMA in another HH, **continue to step three (3)**.
 - c. If there is no HFW availability within the Lead HH network or within other Lead HH networks, the C-SPOA should collaborate with the child/youth/family to determine enrollment in Health Home care management (HHCM) and identify other appropriate services and resources that may be available, including referring to HHCM. Should the child/youth/family determine to enroll in Health Home, the child/youth's situation should be monitored and when HFW availability occurs, verification of need and choice of the child/youth/family should be reevaluated to enroll in HFW. **Continue to step three (3)** if still needed and eligible.

Role of the Children's Single Point of Access (C-SPOA)

The child/youth is not enrolled in HHCM, *(Continued)*:

3. Within two (2) business days of receiving notification of availability, the C-SPOA shares the HFW eligibility with the child/youth/family and reviews the "[HFW Introduction](#)" on the NYS SOC website to inform them about the program.
4. If the child/youth/family agree to participate in HFW, then the C-SPOA will promptly inform the Lead HH of the decision.
5. The C-SPOA will obtain signature on the DOH-5817 "NYS High Fidelity Wraparound (HFW) Agreement Form" and send it, along with the C-SPOA HFW Assessment Form and documentation supporting the assessment (verification of SED/two (2) MH diagnosis, verification of service utilization within the last year), to the Lead HH within two (2) business days of completion. This form should be signed as soon as possible, but no later than ten (10) business days after the child/youth/family agreed to participate in HFW. All referrals sent through the C-SPOA to the Lead HH should be assigned to a HFW CMA within two (2) business days.
6. If the child/youth/family indicate no interest right away and do not agree to participate, then the C-SPOA will communicate this to the Lead HH and collaborate with the child/youth/family to determine enrollment in HHCM and identify other appropriate services and resources that may be available, including referring to HHCM.

Role of the Children's Single Point of Access (C-SPOA)

The child/youth is already enrolled in HHSC and receiving care management

1. Within two (2) business days of the child/youth being determined HFW eligible, the C-SPOA will outreach to the current HH CMA and Lead HH to share their determination and confirm slot availability.
2. The Lead HH will provide current capacity for HFW CMAs in the county within two (2) business days.
 - a. If there is a HFW availability at the current CMA or within the HH network, **continue to step three (3)**.
 - b. If there is not HFW availability at the current CMA or within the HH network, the Lead HH will request availability at other HHs via email, cc'ing OMH (OMH.HFW@omh.ny.gov) within one (1) business day. HHs should respond to requests for availability within two (2) business days to support the timely notification of the C-SPOA and the child/youth/families that are eligible for HFW. If there is availability at a HFW CMA in another HH, **continue to step three (3)**.
 - c. If there is no availability within the Lead HH network or within other Lead HH networks, then the C-SPOA should collaborate with the child/youth, family/caregiver and HHCM to identify other appropriate services and resources that may be available.
 - d. Continued monitoring by the C-SPOA, Lead HH, and current CM of the child/youth's situation should occur, and when HFW availability occurs and it is agreed among the child/youth/family, C-SPOA, Lead HH, and the current CM, that HFW is still needed, **move directly to step three (3)**.

Role of the Children's Single Point of Access (C-SPOA)

The child/youth is already enrolled in HHSC and receiving care management, (Continued):

3. Within two (2) business days of receiving notification of availability, the C-SPOA shares the HFW eligibility with the child/youth/family and reviews the "[HFW Introduction](#)" on the NYS SOC website to inform them about the program.
4. If the child/youth and family/caregiver agree to participate:
 - a. The C-SPOA will promptly notify the current CMA and the Lead HH. The Lead HH will coordinate the transfer to another CMA or HH serving HFW children/youth if there is no availability at the current CMA.
 - b. The C-SPOA will collaborate with the current CM to obtain signature on the "HFW Agreement Form." This form should be signed as soon as possible, but no later than ten (10) business days after the child/youth/family agreed to participate in HFW. The current CM is responsible for uploading this form to the youth's record within two (2) business days of signature/receipt in order for the transfer process to be completed.

(Once uploaded, the Lead HH will initiate the transfer, if necessary, in the Medicaid Analytics Performance Portal (MAPP) for the first of the following month. The current CM will continue to work with the child/youth/family while also collaborating with the HFW CM to ensure a smooth transition until the transfer is completed.)

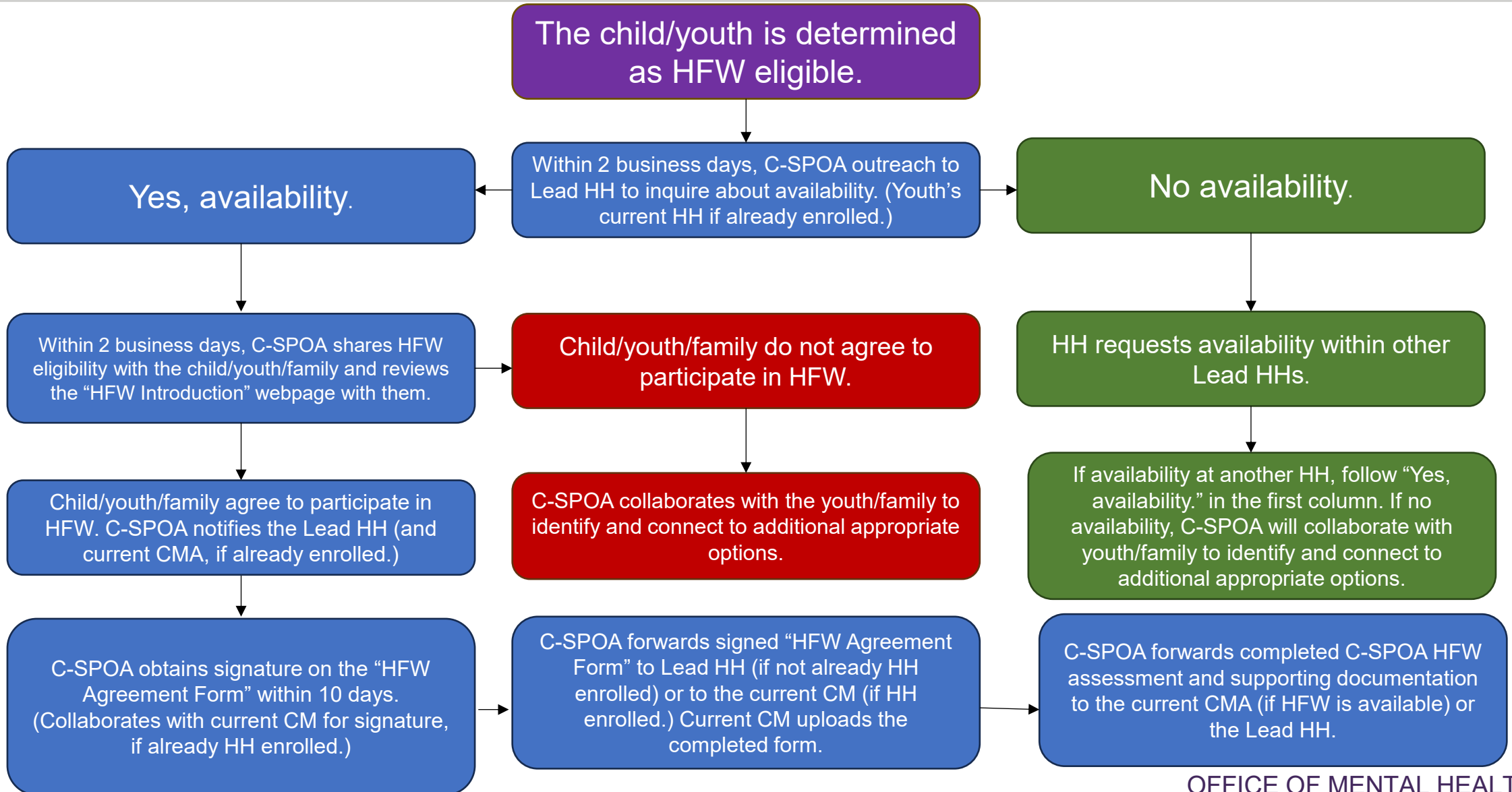
Role of the Children's Single Point of Access (C-SPOA)

The child/youth is already enrolled in HHSC and receiving care management, *(Continued)*:

4c. The C-SPOA will forward the completed C-SPOA HFW Assessment and documentation supporting the assessment (verification of SED/two (2) MH diagnosis, verification of service utilization within the last year) to the current CMA (if HFW is available) or the Lead HH within two (2) business days of completion.

5. If the child/youth/family indicate no interest right away and do not agree to participate, then the C-SPOA will communicate this to the Lead HH and current CMA and collaborate with the child/youth/family and CM to identify other appropriate services and resources that may be available.

HFW Referral Workflow: C-SPOA



Health Home Training and Quality Assurance

The Lead HH and CMAs must have policies and procedures in place to guarantee that all CMs are adequately informing children/youth and families about HFW and supporting them to make an informed decision regarding participation.

Health Homes (HH) have a quality assurance process in place to ensure that Health Home Care Managers (HHCM) and Care Management Agencies (CMA) comply with Health Home (HH) policies and procedures (Please see Health Home Quality Management Program HH0003 policy). Quality indicators are to include, but are not limited to:

- The Health Home (HH) has a process in place to track and monitor HFW availability at HFW-Certified CMAs within their network.
- The HH has a process in place to communicate availability in a timely manner (as outlined within this guidance) to inquiring HHSC CMAs, Lead HHs, C-SPOAs, and OMH/DOH (when requested).
- The HH has a process in place to support the transfer of children/youth eligible and agreeable to HFW to HHSC HFW CMAs, both within and outside of their network.

Policy and Health Home Care Manager Support

This webinar walked you through the steps of making a referral and connecting a child/youth to High Fidelity Wrap Around.

The supporting *Policy High-Fidelity Wraparound Referrals and Enrollment Process for Children/Youth with Serious Emotional Disturbance #HH0023* will be released and is effective June 1, 2025.

OMH will be providing training opportunities and a tool kit of HFW information and resources for care managers to become knowledgeable about the service and comfortable to explain it with children/youth/families.

Those care managers who feel comfortable utilizing the process and wanting to connect children/youth to HFW sooner than June 1, 2025 can do so, as long as they follow the process working with the Lead Health Homes, C-SPOAs, and the HFW CMAs.

Questions?



Contact

Any questions should be submitted to
OMH.HFW@OMH.NY.GOV





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Mental Health**