



**Department  
of Health**

**Children's Waiver Environmental Modification  
(EMod), Vehicle Modification (VMod), and Adaptive  
and Assistive Technology (AAT) Transition to  
Financial Management Service (FMS)**

**March 7, 2024**

# Purpose

- The New York State Department of Health (NYSDOH) and Children's Health Homes of Upstate New York, LLC (CHHUNY) as the FMS to share the new process for EMod/VMod/AAT approval with Care Managers.
- Provide an opportunity for Care Managers to ask questions regarding the implementation of the FMS and updated forms and procedures.

# Agenda

- ✓ Overview
- ✓ Project Criteria for Transition
- ✓ EMod/VMod/AAT Process
- ✓ CHHUNY's Role as FMS and Process
- ✓ Q&A

# Overview of Transition

# Overview of Transition

On March 1, 2024, NYSDOH received the approval of the Children's Waiver Amendment to implement Financial Management Service (FMS) over EMod/VMod/AAT projects by the Centers of Medicare and Medicaid (CMS).

- The Financial Management Service (FMS) is an entity which will review and provide oversight of EMod/VMod/AAT project funding requests for all Children/Youth enrolled within the Children's Waiver (inclusive of Fee-for-Services (FFS) and Medicaid Managed Care Plan (MMCP/Plan) members).
- Children's Health Homes of Upstate New York, LLC (CHHUNY) will serve as the FMS for the entire state.
- This transition to the FMS will be broken up into two phases
  - March 1, 2024: Focus transition of the FFS members and working with the LDSS
  - July 1, 2024: Focus transition of the MMCP members and working with the Plans
- LDSS and Plans will continue to be involved and manage a number of cases until closure
  - DOH will work with each LDSS and MMCP to identify cases/projects transitioning to the FMS

# Transition Process

- Effective March 1, 2024, all new EMod/VMod/AAT requests for FFS children/youth will be sent to the FMS.
  - All new intent notices will be directed to the FMS
  - All previous submitted intent notices that have not yet progressed, must be forwarded to the FMS and the HHCM/C-YES will need to resubmit intents through the FMS portal
  - All new EMod/VMod/AAT requests must be sent the FMS rather than to the LDSS
    - Should the LDSS receive a new application/request on or after March 1, 2024; for a project that was not previously known, the HHCM/C-YES should be re-directed to the FMS
    - CMs should reach out to the FMS or DOH if they have questions about a case

NYSDOH will be providing technical support and assistance to CHHUNY throughout the transition

**Go to [www.childrenshealthhome.com](http://www.childrenshealthhome.com) and navigate to FMS Waiver section and click submit project request**

# Determining Transitioning In-Progress Projects

The FMS and DOH will be meeting with LDSS' to discuss projects with an in-progress status

- A determination will be made regarding which projects will transition to the FMS or stay with the LDSS
- A letter will be sent from CHHUNY to Waiver participants/families, and CMs regarding the transition of any projects from LDSS to FMS

Below is a visual reference of the [LDSS Transition and Retention Project Tracker](#) on the 1115 Waiver/Homepage within the EMod/VMod/AAT section of the DOH website under FMS Guidance, Policies, and Forms

- CMs can reference the Excel sheet on the website to verify which projects are transferring to the FMS and which projects will be retained by county to completion
- CMs must know the project number to find the project transfer status within the Excel sheet

	A	B	C	D	E	F
	County	Project Number	Type of Project	Project Description	Project Status	County Retention or FMS Transition
1						
2						
3						
4						
5						
6						

# **EMod/VMod/AAT Project Ownership**



# Project Transfer

If a project is moved from LDSS to the FMS, the FMS will be responsible for processing.

**Note:** NYSDOH retains the right to make final decisions on which projects are or are not transferred to the FMS.

Most projects previously initiated and funded under the purview of LDSS will remain with those entities to completion or closure.

If a project is retained by a county to completion, the current process as is outlined in the 21ADM-01 and remains in place until the project is provided and officially closed (i.e., Final Cost Form is accepted, and project closure letter is received from NYSDOH).

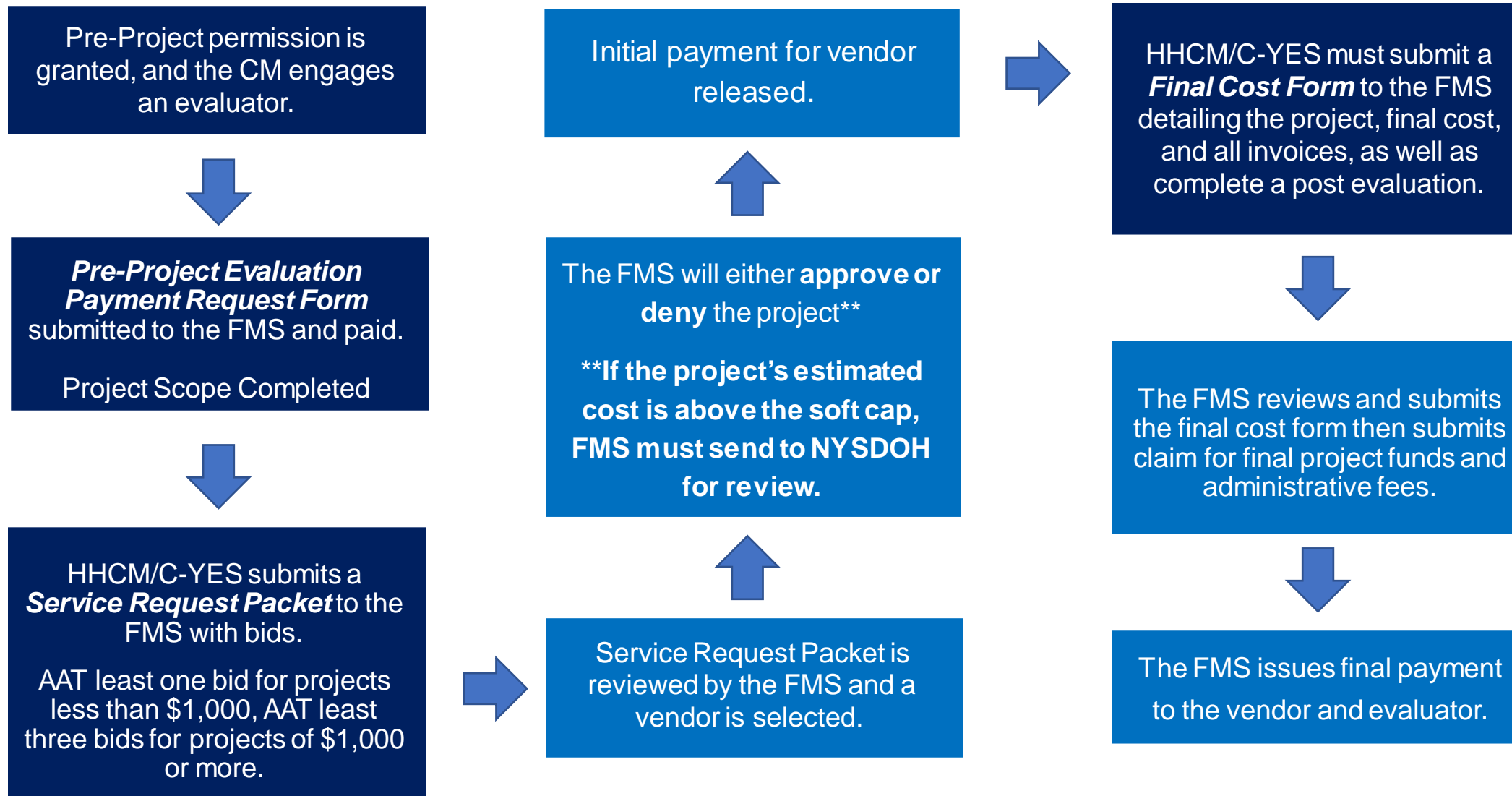
Care Managers need to keep track of which entity they are working with regarding their projects that are in process. It will likely take the better part of a year for the LDSS to complete and close out projects they will be keeping.

# EMod/VMod/AAT Process

# Process Overview

HHCM/C-YES

FMS



# Parent Involvement

To provide better support to families, who are the experts in their child/youth's needs, the FMS with DOH is implementing processes to include more opportunities for self-direction.

Self-direction for the families is included within the project planning and design stages.

- FMS will, whenever possible, honor preferences of design and vendor selection to better support the needs of the member and family.

## Examples:

- The FMS will meet with the family, evaluator, and care manager for each project. This provides the family time to ask questions and limit frustrations that may arise if their role and responsibilities in the process are not understood.
- Parents will have opportunities to voice their input during the planning of the modification process while working with the FMS.
  - E.g., A local vendor may be easier to work with than one with regional reach, or a vendor may already be working on another project for the family.
- Additionally, updated Information sheets for families, project evaluators, and vendors will be available to ensure that all are aware of what is or is not allowed within the Waiver to lessen confusion and misinformation

# Care Managers Role

To provide better support to families, care managers must be involved in ensure the participant and family's understanding of what is or is not allowed in the Children's Waiver.

The CM policy regarding EModVModAAT process is being updated

Care Managers **must** see the home or vehicle to initiate modifications

Care Managers must have documented communication with the evaluator to ensure understanding of the need. Care Managers can best accomplish this by being present in the home with the evaluator for the pre-project and post evaluations or being present for safe passenger/safe driver evaluation or clinical justification and post evaluations

Care Managers must have documented communication with the involved professionals who are providing the medical script and clinical justification (when required) for the EMod/VMod/AAT. Only what is medically necessary will be approved

HHCMs/C-YES must review the parent information sheet(s) to ensure the caregiver's understanding of what is allowable within the Children's Waiver as well as the EModVModAAT process. Caregivers/Waiver Participant will sign a copy of the Parent Agreement

Information sheets regarding Waiver requirements are being developed to share with evaluators, vendors, contractors to ensure an understanding of the Waiver. Additionally, the FMS will be contracting with these entities and will have an opportunity to ensure compliance with the Waiver

# New and Updated DOH Forms

As part of the FMS implementation, a set of new forms were developed (left) and a set of existing forms (right) were updated as detailed below.

## **New Forms:**

- Parent Agreement
- Evaluator Sheets
- Provider Sheets

## **Updated Forms** (to reflect the implementation of the FMS process):

- Payment Agreement
- Final Cost Form
- Pre-project Evaluation Payment Request Form
- Description and Cost Projection Form
- Parent Information Sheets

The website will be updated with all forms and documents once final approval is received. Additionally, the Care Manager EMods/VMods/AAT policy (CW-00012) is being updated regarding the role and responsibilities of the CM with FMS process.

# EMod/VMod/AAT Process

## Forms and Changes for FMS Process

Updated Forms for the FMS Process have removed references to the LDSS and reference the FMS in the role of reviewer and provider. The process will be electronic submission to the CHHUNY website

**Pre-Project Evaluation Permission Process** - HHCM/CYES will request permission from FMS to engage pre-project evaluator, safe passenger/safe driver evaluator, or clinician for clinical justification. The process will be online request. Permission process for evaluations helps ensure the request is allowable under the Waiver and appropriate for the child's medical need prior to engaging an evaluator. The process provides assurance for the evaluator that the evaluation has been approved by the FMS and the evaluator will get paid.

- ***Most importantly it will not add frustration to the family to believe they can receive a benefit and then find out it is not allowed or that the project is delayed due to the process not being followed***

**Parent Agreement** – HHCM/CYES provides the Parent Agreement form to the participant/caregiver/family with the appropriate Parent Information sheet for the proposed service need. The Parent Agreement form serves as a prompt for education and discussion of the EModVModAAT process and the parent/caregiver role and responsibilities. The completed signed Parent Agreement documents the parent/caregiver's discussion with the HHCM/CYES and their understanding of what is allowable. A copy should be retained in the member's case file.

- ***Previously parents/caregivers have asked for additions to the project and then needed to pay for it as it was not allowed in the Waiver or a project re-scope did not occur***

## EMod/VMod/AAT Process - Continued

**Evaluator Sheets** – These information sheets should be provided by the HHCM/CYES to evaluators when the evaluator is initially contacted to provide pre-project evaluations, safe driver/safe passenger evaluations, clinical justifications, behavioral health reviews, or any other evaluation or assessment required for a proposed request. These information sheets are specific to the EMod, VMod, and AAT requests and provide evaluators with information on Waiver requirements specific to the evaluator role to avoid miscommunication and issues.

**Provider (Vendor/Contractor) Sheets** – These information sheets should be provided by the HHCM/CYES when engaging a provider to bid on a project along with the approved EMod or VMod evaluation for the project. These information sheets are specific to the EMod and VMod requests and provide providers with information on Waiver requirements specific to the provider role to avoid miscommunication and issues. {As most AAT providers are "one-off" requests or through large companies that would not be able to receive the provider sheet, the Provider sheets have been limited to the EMod and VMod services.}

- ***There has been many instances when an evaluator or provider has offered to do additional things or when asked by the parent/caregiver has agreed to do something extra which is not allowed within the Waiver. This has caused frustrations on all the parties and in some cases additional cost for the family or provider/evaluator.***



# CHHUNY Process

# CHHUNY FMS Process

CHHUNY is the designated FMS provider for the entire state. Our responsibilities include:

- Processing modification and AAT requests for DOH Children's Waiver recipients and ensuring compliance to the waiver.
- Contracting with evaluators, vendors, and contractors to perform the work related to modification and AAT requests.
- Communicating and coordinating with CMs, parents/caretakers/members, and vendors when needed.
- Paying evaluators, vendors, and contractors for the approved work performed.
- Providing training and technical assistance, as needed, to the HHCMs and CYES related to the modification request process and policy.
  - Please note, CHHUNY is required to comply with DOH policy related to the 1915c waiver requirements, we **will not be creating new regulations or policies related to what is allowed** through FMS.
  - Health Homes and CYES are still responsible for training their CMAs/staff on the requirements of the waiver and modification process, but CHHUNY will have training materials available to use.
- Streamlining the process, documentation, contracting, and tracking of the projects and eventually optimize the program as a whole for recipients and providers involved.
  - *Please be patient during the transition...not everything will be optimized day one!*

# CHHUNY FMS Process

## Plans to optimize the program:

- One entity to work with, one consistent process for submission and completion of project!
- Approved list of contracted evaluators, contractors, and vendors by county
  - Evaluators contracts will be valid for 3-year terms
  - Contractors will have a unique scope of work for each
- More standardized documentation/forms to be used throughout the process (for evaluators/vendors/providers involved in the process)
- FMS, recipient, HHCM/CYES, and evaluator/vendor case conferences
- Consistent AAT evaluation process
- Evaluator project management throughout the lifecycle of the project
- Faster payment processing to attract new evaluators, contractors, and vendors who may not be willing to work in the current structure.

*More to come as we begin this work and identify additional gaps!*

# CHHUNY FMS Process

- As of 3/1/24, all **\*NEW\*** project requests will be processed through CHHUNY
- As of 3/1/24, if you previously submitted an intent to request a modification or AAT through the DOH email but have not proceeded with the Pre-Project Evaluation, you will need to submit a **\*NEW\*** project request through CHHUNY (all intents through DOH without evaluations or project work submitted will be excluded from “transitioning” through the LDSS)
- MMCP intents still need to continue with the MMCP until further notice
- Any projects that have a completed pre-project evaluation and more, will be determined by CHHUNY, DOH, and the LDSS if they transition to CHHUNY or not (per DOH’s slides previously).
- HHCMs/CYES ***MUST submit an Evaluation and Assessment Permission Approval Request*** to start a modification or AAT request. and follow CHHUNY FMS policy to ensure payment and project processing is approved.
  - CHHUNY process does not allow for you to skip this request and we will not accept any paper forms for this.
- HHCMs/CYES ***MUST use an evaluator and/or contractor that has a CHHUNY contract in place PRIOR TO work beginning.*** If HHCMs fail to follow our process, the CMA may be liable for expenses incurred with non-contracted evaluators and/or contractors.

# CHHUNY FMS Process

**Website:** [www.childrenshealthhome.com](http://www.childrenshealthhome.com)

**Phone:** 855-209-1142 (option 6)

**Email:** [FMS@childrenshealthhome.org](mailto:FMS@childrenshealthhome.org)

Children's Health Home of Upstate New York  
Family Driven Care Management Services

Font Size: A+ | Reset | A-    Powered by Translate    1-855-209-1142    Make a Referral

me of Upstate New York  
Management Services

About CHHUNY   Our Provider Network   County Profile   **FMS Waiver**   Contact Us   Transfers

Who is CHHUNY?   Why Choose CHHUNY?

### What is a Children's Health Home?

A Health Home is a community-based care management service model whereby all of an individual's caregivers communicate with one another so that all social, physical, and behavioral needs are addressed in a comprehensive manner. This is done through a dedicated Care Manager who oversees and provides access to all of the services an individual needs to ensure they receive everything necessary to stay healthy, out of the emergency room and out of the hospital.

BALANCE  
HABITS

## FMS Waiver

### Parent/Caregiver Information

- PARENT INFO SHEET- VEHICLE MODIFICATIONS
- PARENT INFO SHEET- ENVIRONMENTAL MODIFICATIONS
- PARENT INFO SHEET- ADAPTIVE/ASSISTIVE TECHNOLOGY

### Vendor/Contractor Information

- APPROVED LIST OF VENDORS/CONTRACTORS (TBD)
- VENDOR/CONTRACTOR REQUIREMENTS (TBD)

### HHCM/CYES Information

- FORMS (TBD)
- TRAINING (TBD)
- POLICY (TBD)

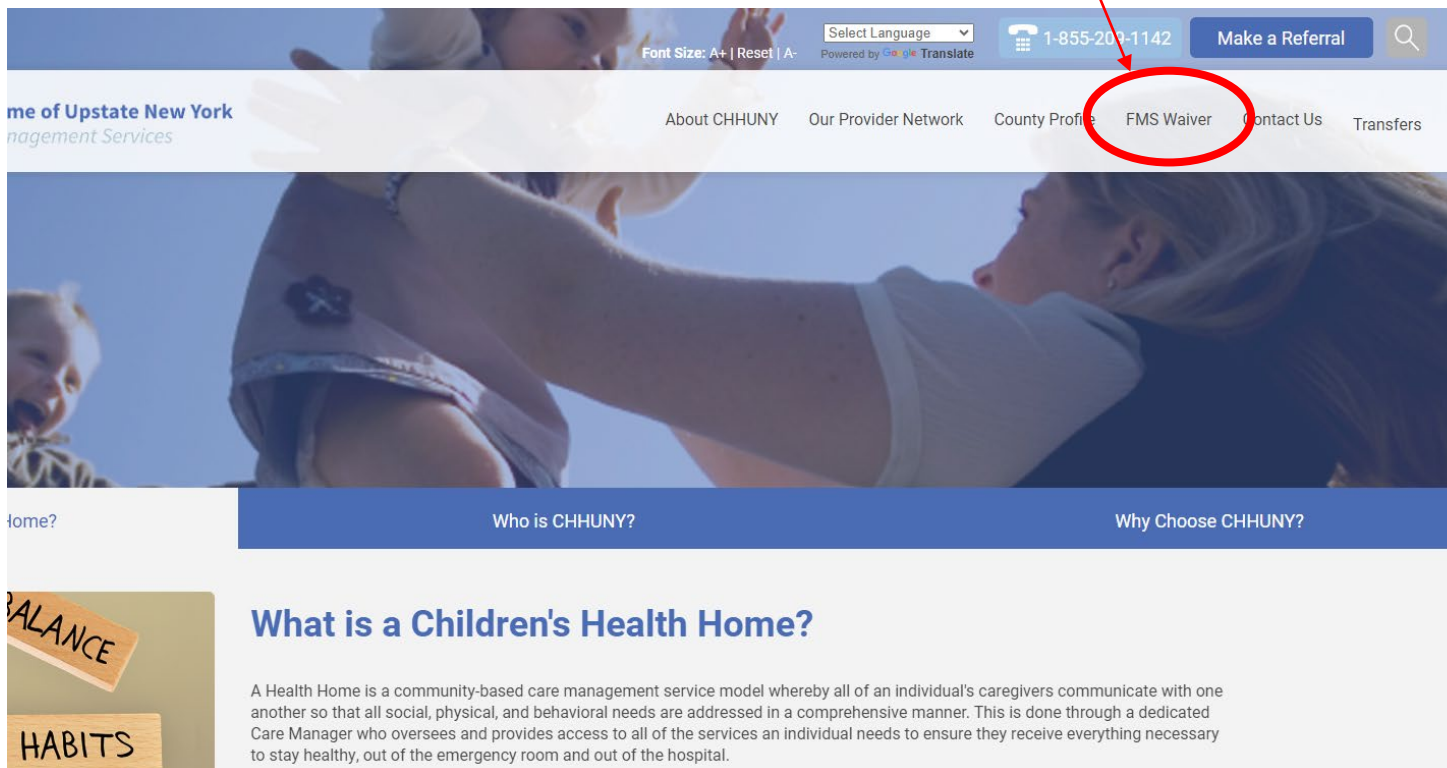
### PROJECT REQUEST SUBMISSION FORM

If you have any questions regarding FMS Waiver services, please contact [fms@childrenshealthhome.org](mailto:fms@childrenshealthhome.org) or call 855-209-1142.

# CHHUNY FMS Process

## Step 1: Evaluation and Assessment Permission Request

- HHCMs/CYES will utilize a secure, HIPAA compliant online form to submit the initial request (previously the “intent” email phase now requires permission per policy).
- HHCMs/CYES will go to [www.childrenshealthhome.com](http://www.childrenshealthhome.com) → **FMS Waiver** section



The screenshot displays the CHHUNY website interface. At the top, there is a navigation bar with a language selector, a phone number (1-855-209-1142), and a "Make a Referral" button. Below this is a main navigation menu with links for "About CHHUNY", "Our Provider Network", "County Profile", "FMS Waiver", "Contact Us", and "Transfers". The "FMS Waiver" link is circled in red, and a red arrow points to it from the text in the slide above. The background of the website features a photograph of a woman holding a baby. Below the navigation bar, there are three columns of content: "Home?", "Who is CHHUNY?", and "Why Choose CHHUNY?". The "Who is CHHUNY?" section is currently active, showing the heading "What is a Children's Health Home?" and a paragraph of text. To the left of this text are two wooden sign graphics with the words "BALANCE" and "HABITS" written on them.

# CHHUNY FMS Process

## Step 1: Evaluation and Assessment Permission Request

- Once in the FMS Waiver section, HHCMs/CYES will click on **PROJECT REQUEST SUBMISSION FORM**
- Additional information, trainings, and resources will continue to be added to the website as we finalize materials.



Children's Health Home of Upstate New York  
Family Driven Care Management Services

[About CHHUNY](#) [Our Provider Network](#) [County Profile](#) [FMS Waiver](#) [Contact Us](#) [Transfers](#)

## FMS Waiver

### Parent/Caregiver Information

- PARENT INFO SHEET- VEHICLE MODIFICATIONS
- PARENT INFO SHEET- ENVIRONMENTAL MODIFICATIONS
- PARENT INFO SHEET- ADAPTIVE/ASSITIVE TECHNOLOGY

### Vendor/Contractor Information

- APPROVED LIST OF VENDORS/CONTRACTORS (TBD)
- VENDOR/CONTRACTOR REQUIREMENTS (TBD)

### HHCM/CYES Information

- FORMS (TBD)
- TRAINING (TBD)
- POLICY (TBD)

**PROJECT REQUEST SUBMISSION FORM**

If you have any questions regarding FMS Waiver services, please contact [fms@childrenshealthhome.org](mailto:fms@childrenshealthhome.org) or call 855-209-1142.

# CHHUNY FMS Process

## Step 1: Evaluation and Assessment Permission Request

- HHCMs/CYES must complete the information requested in the Evaluation & Assessment Permission Approval Request Form
- Once submitted, the HHCM and Supervisor listed in the form will receive an email with the Project # (Members Initials + #) assigned and confirmation of submission.
- CHHUNY will review the request within 3-5 business days and will accept/reject the request.
  - Rejections at this stage would be for any requests made that are not allowed under the waiver.

https://www.cognitofrms.com/CHHUNYLLC/CHHUNYFMSForm

ogin MillinPro+ Login - C... Login | Giva https://tab.chhuny.o... Sign In - Zoom CHUNNY Office Tea... ADOBE Netsmart

### CHHUNY FMS Form

#### Evaluation and Assessment Permission Approval Request Form

Member Name \* Member Date of Birth \*

First  Last

Members Initials \*

Use only first initial/last initial (ex. Sherri Smith= SS) in this field is to help identify members in the email subject line.

Member CIN # \*  Type of Request \*

AAT  EMOD  VMOD

Date of Most Recent Finalized LOC for Member \*

Member Home Address \*

Address Line 1

Address Line 2

City  State  Zip Code

Member County of Residence \*

Primary Legal Guardian/Representative Name \*

First  Last

Relationship to Member \*



# CHHUNY FMS Process

## Step 1: Evaluation and Assessment Permission Request

- The HHCM/CYES must identify the Evaluator intended to complete the pre-project evaluation (if needed) in this phase if known.
- If unknown, CHHUNY Waiver Coordinator (WC) will work with the HHCM/CYES to identify a contracted evaluator or pursue a new contract as needed.
  - *CHHUNY will manage all contracting work with the evaluators/vendors directly.*
- **EVALUATORS MUST HAVE AN ACTIVE CONTRACT WITH CHHUNY BEFORE PROVIDING ANY EVALUATION SERVICES!**
- CHHUNY WC will identify any other requirements to be considered at that time if applicable.
- When CHHUNY WC updates the status, CM and Supervisor will receive an email that the request has been updated with a link to the form so you can review next steps.

### CHHUNY ONLY - Intent Request Review

Assigned Waiver Coordinator Name

Waiver Coordinator Comments (if needed)

Are any of the following needed as part of the pre-project evaluation?

Architectural Drawings

AT Evaluation by Clinician

Behavioral Health Review

Land Survey

Permit Fees

Safe Passenger Evaluation

Safe Driver Evaluation

Clinical Justification

Uncertain at this time

Intent to Request Status

Date of Request Status

Care Manager & CHHUNY Communication Field

Questions & comments between submitter and Waiver Coordinator can be completed here. Please notate entries as **YOUR INITIALS-DATE-COMMENT/QUESTION** for any specific issues related to this project. For general policy questions, you can just email [fms@childrenshealthhome.org](mailto:fms@childrenshealthhome.org).

# CHHUNY FMS Process

## Step 2: Pre-Project Evaluation Submission & Payment Form

- Once the CHHUNY WC approves the eval permission request, the Pre-Project Evaluation Submission & Payment Form section will become available to the HHCM/CYES to submit next steps.
- When the pre-project evaluation is complete, the HHCM/CYES will use the link sent via email to open the form and continue processing the modification/AAT request.
  - If pre-project eval not necessary (some AAT for example), logic in the form will skip certain questions.*
- HHCM/CYES will upload the required Pre-Project Evaluation documentation and payment request form as outlined on the form.
- CHHUNY will require a case conference to be scheduled with HHCM/CYES, FMS, parent/guardian, and evaluator/vendor prior to approving.

### Pre-Project Evaluation Submission and Payment Form

Is a Pre-Project Evaluation required for this request?

Pre-Project Evaluation Payment Request Form

Pre-Project Evaluation Packet Submitted \*

Name of Evaluation Vendor/Provider

Project Evaluation Documentation

Associated Invoices

Pre-Project Evaluation Cost \*

Is there another evaluator/vendor involved in the pre-project (architect, clinician, etc.)? \*

Member Plan of Care

Please identify the individuals involved who need to participate in the pre-project conference call.

At a minimum, the call needs to include the parent/guardian, care manager, and preferably the evaluator/vendor.

*If there is more than one evaluator/vendor involved, additional fields will open to submit invoices, evals, and payment requests.*



# CHHUNY FMS Process

## Step 2: Pre-Project Evaluation Submission & Payment Form

- **\*NEW\***HHCM/CYES will coordinate a day/time with the parent/guardian and evaluator to hold the case conference and will have access to schedule the meeting with CHHUNY WC through a meeting scheduler link on the CHHUNY FMS Waiver website.
- This is an opportunity for the participant/family to share their needs and request, per self-direction
- The call will ensure all parties are in agreement with what the scope of work outlines, any additional requirements or considerations to be discussed prior to moving on to bids.
  - Also an opportunity to ensure everyone is aware of what the Waiver will or will not cover
- CHHUNY will process payment to the Evaluator within 30 days and bill FFS for the fees.

### Pre-Project Evaluation Submission and Payment Form

Is a Pre-Project Evaluation required for this request?

Yes

Pre-Project Evaluation Payment Request Form

Upload or drag files here.

Pre-Project Evaluation Packet Submitted \*

Name of Evaluation Vendor/Provider

Project Evaluation Documentation

Upload or drag files here.

Associated Invoices

Upload or drag files here.

Pre-Project Evaluation Cost \*

Is there another evaluator/vendor involved in the pre-project (architect, clinician, etc.)? \*

Member Plan of Care

Upload or drag files here.

Please identify the individuals involved who need to participate in the pre-project conference call.

At a minimum, the call needs to include the parent/guardian, care manager, and preferably the evaluator/vendor.

*If there is more than one evaluator/vendor involved, additional fields will open to submit invoices, evals, and payment requests.*

# CHHUNY FMS Process

## Step 2: Pre-Project Evaluation Submission & Payment Form

- Every time the project form is updated, the HHCM and Supervisor will receive an email notification to review the form.
- Project # will be in the email subject line and in the body of the email.
- The data is encrypted and the emails will be sent securely.
- The form is a running form that will show you all previously completed sections, but you will not be able to edit any previously approved sections.
- If you lose the email link, email [FMS@childrenshealthhome.com](mailto:FMS@childrenshealthhome.com) and we can send you the link to the form again!

AAT/EMOD/VMOD Process Form - TT 21



notifications@cognitoforms.com

To Nicole Bryl



9:53 PM

This sender notifications@cognitoforms.com is from outside your organization.

If there are problems with how this message is displayed, click here to view it in a web browser.

You don't often get email from [notifications@cognitoforms.com](mailto:notifications@cognitoforms.com). [Learn why this is important](#)

**Caution:** This is an external email. Please take care when clicking links or opening attachments. When in doubt, contact your IT Department.

**CHHUNY, LLC**  
CHHUNY FMS Form

Project TT-21 has been updated. Please review.

[Open Form](#)

CONFIDENTIALITY NOTICE: This e-mail message, including any attachments, is for the sole

# CHHUNY FMS Process

## Step 2: Pre-Project Evaluation Submission & Payment Form

- CHHUNY WC will complete the Pre-Project Review, lead the case conference call, and then provide approval to move onto the Service Request Packet phase if the parent/participant agrees to the scope.

### CHHUNY ONLY - Pre-Project Review

Initial FMS Pre-Project Eval Review Date

Pre-Project Evaluation Status

Waiver Coordinator Comments:

Date of Project Team Call

Project Team call completed (must have parent/legal guardian and Care Manager attend to consider complete).

Member/Legal Guardian understands their rights and freedom of choice within this process?

No

Date Pre-Project Phase Completed

Proceed to submit Service Request Packet

If the CM/member will not proceed with the full service request, please explain.

# CHHUNY FMS Process

## Step 3: Service Request Packet

- HHCM/CYES will work to complete the service request packet including but not limited to:
  - CHHUNY FMS Cover Sheet (which will include a checklist of requirements by project type)
  - Description & Cost Projection Form
  - Physician's Orders
  - Clinical Justification (if applicable)
  - Updated POC
  - Evaluations/Assessments as applicable
  - Three bids if project > \$1,000
    - Justification if less than 3
  - Confirmation that Medicaid is the payer of last resort

### Service Request Submission

Date Service Packet Submitted \*

Please attach a complete Service Request Packet & CHHUNY FMS Cover Sheet.

or drag files here.

*For details on what is included in a service request packet to make it complete, please refer to our policy on [www.childrenshealthhome.com/FMS Waiver Services](http://www.childrenshealthhome.com/FMS Waiver Services). **Incomplete packets will not be accepted and will delay the process.***

Are there at least 3 bids for the project?

Submitted by:



Care Manager & CHHUNY Communication Field

*Questions & comments between submitter and Waiver Coordinator can be completed here. Please notate entries as **YOUR INITIALS-DATE-COMMENT/QUESTION** for any specific issues related to this project. For general policy questions, you can just email [fms@childrenshealthhome.org](mailto:fms@childrenshealthhome.org).*

# CHHUNY FMS Process

## Step 3: Service Request Packet

- CHHUNY WC will review the service request packet for completeness, accuracy, and feasibility based on waiver requirements.
- CHHUNY is still required to submit for DOH approval on any projects exceeding the soft-cap limits.
- CHHUNY will engage evaluator (when applicable) in ensuring bid selection aligns with initial scope of work.
- 2<sup>nd</sup> case conference is required once bid is selected to include HHCM/CYES, parent/guardian, contractor/vendor, evaluator (if applicable), and CHHUNY WC to discuss project scope, requirements, parent agreement, and confirm understanding of change order process if needed.
- CHHUNY will send a NOD for approval/denial to the parent/guardian and HHCM/CYES.

### CHHUNY FMS-Service Request Review

Date Service Request Packet Reviewed

Service Request Packet Complete

No

If No, identify what is needed to accept the packet.

Date Service Request Packet Completed

Bid Selected by CHHUNY (Vendor Name)

Estimated Total Project Cost

Date Submitted to DOH (if exceeds soft cap)

Project Request Status

DOH Approval/Letter of Support Date (if exceeds soft cap)

Date of final approval/denial:

Contract secured with vendor/contractor (if applicable)?

Date NOD Sent to Member

Date of Service Request Review Meeting

Additional notes (if necessary):

Service Request Review Meeting Attendance

Waiver Coordinator Name

Date Parent Agreement Signed

# CHHUNY FMS Process

## Step 3: Service Request Packet

- CHHUNY will work with the selected vendor/contractor to secure a contract (when necessary).
  - Up to 50% can be provided as a down payment to contractor/vendor.
- CHHUNY will notify HHCM/CYES when contract is finalized, and work can commence on the project.
- Any changes to the original project approval and scope MUST BE submitted to CHHUNY through a Change Request Form (not online form). The contractor should be working with the parent/guardian, HHCM/CYES, and Evaluator Project Manager (when applicable) to submit a change request to CHHUNY for review and approval.

### CHHUNY FMS-Service Request Review

Date Service Request Packet Reviewed

Service Request Packet Complete

No

If No, identify what is needed to accept the packet.

Date Service Request Packet Completed

Bid Selected by CHHUNY (Vendor Name)

Estimated Total Project Cost

Date Submitted to DOH (if exceeds soft cap)

DOH Approval/Letter of Support Date (if exceeds soft cap)

Contract secured with vendor/contractor (if applicable)?

Date of Service Request Review Meeting

Service Request Review Meeting Attendance

Date Parent Agreement Signed

Project Request Status

Date of final approval/denial:

Date NOD Sent to Member

Additional notes (if necessary):

Waiver Coordinator Name



# CHHUNY FMS Process

## Step 4: Final Cost Form & Post Project Evaluation

- HHCM/CYES will submit the Final Cost Form & Post Project Evaluation form once the project is complete, and all invoices and paperwork are collected.
- Post-Project Evaluations are required for all EMODs and VMODs (and should be included in the Pre-Project Evaluation engagement).

### Final Cost Form & Post Project Evaluation

Date Final Cost Form Submitted

Post-Project Evaluation Completed

Upload Final Cost Form(s)

Post-Project Evaluation Documentation

Additional Supporting Documentation (as needed)

Care Manager & CHHUNY Communication Field

*Questions & comments between submitter and Waiver Coordinator can be completed here. Please notate entries as **YOUR INITIALS-DATE-COMMENT/QUESTION** for any specific issues related to this project. For general policy questions, you can just email [fms@childrenshealthhome.org](mailto:fms@childrenshealthhome.org).*

Update

# CHHUNY FMS Process

## Step 4: Final Cost Form & Post Project Evaluation

- CHHUNY will confirm the invoices and forms are complete once submitted.
- Once everything is submitted correctly, CHHUNY will issue a Project Closure Letter to the HHCM/CYES and the parent/guardian and consider the project complete.
- The contractor/vendor will be paid in full within 30 days of final invoices being received.

### CHHUNY FMS- Final Project Review & Completion

Date Project Finalized

Final Project Closure Letter sent (CM & Member)

Care Manager & CHHUNY Communication Field

Questions & comments between submitter and Waiver Coordinator can be completed here. Please notate entries as **YOUR INITIALS-DATE-COMMENT/QUESTION** for any specific issues related to this project. For general policy questions, you can just email [fms@childrenshealthhome.org](mailto:fms@childrenshealthhome.org).

Update

# CHHUNY FMS Process- Contracting

## Evaluators:

- Evaluators **MUST** be contracted with CHHUNY prior to completing a pre-project evaluation or are at risk of non-payment.
- When a HHCM submits the Evaluation & Assessment Request, CHHUNY will work with the HHCM to identify who will be used for the evaluation and then pursue a contract if the Evaluator is not already contracted with CHHUNY.
- Evaluator contracts do not need to be completed for every project as long as CHHUNY has an active contract on file.

## Contractors/Vendors (when applicable):

- Contractors/Vendors **MUST** be contracted with CHHUNY prior to completing any work related to a waiver modification project.
- When a HHCM submits bids for a project, CHHUNY will work with the HHCM once a bid is selected to connect with the selected contractor/vendor to obtain a contract.
  - *New Evaluator and Vendor Info Sheets will be available for CMs to provide to potential evaluator/vendors who aren't contracted to give them an overview of the expectations.*
- EMOD and VMOD projects will require a contract for each project as the scope of work will be different (scope will be in Schedule A, body of contract remains the same).

# CHHUNY FMS Process- Contracting

- CHHUNY does not currently have any contracts in place with evaluators, vendors, or contractors.
- After today's webinars, CHHUNY will be emailing an introductory message to all evaluators and vendors we are aware of, asking if they want to pursue a contract (if evaluators) and have awareness of our requirements.
- We will continue to build out our list of contracted evaluators and vendors ongoing so please be sure to check our website ongoing.
- Contract turnaround time is dependent upon the evaluator, contractor, vendor's ability to provide a signed contract and supporting proofs of insurance, licensure (when applicable), etc.

# CHHUNY FMS Process

## New FORMS in process:

- Service Request Cover Sheet (AAT/EMOD/VMOD)
- Project Closure Form
- Change Request Form
- Post-Project Evaluation template
- Others when identified as a need for standardization and consistency in the documentation being submitted...

# CHHUNY FMS Process

- **Sign up for our FMS listserv to receive updates on:**
  - New forms
  - Training updates
  - Workflow changes
  - Tips & Tricks for successful modification requests
  - Evaluator/Contractor notifications
  - And more...
- The listserv registration can be found at [www.childrenshealthhome.com](http://www.childrenshealthhome.com) → FMS Waiver section! <https://lp.constantcontactpages.com/sl/n72gsNT>
- Health Homes/CYES- please add to your new CM training materials so all new CMs sign up in the future as well!

**Q&A**

**What questions do you  
have for DOH or CHHUNY?**



All Children's Waiver HCBS questions and concerns, should be directed to NYSDOH AAT [BH.Transition@health.ny.gov](mailto:BH.Transition@health.ny.gov) mailbox or (518) 473-5569

Questions regarding EMod/VMod/AAT can be directed to [EModVModAT@health.ny.gov](mailto:EModVModAT@health.ny.gov)

New York State Department of Health Complaint Line  
**1-800-206-8125** or [managedcarecomplaint@health.ny.gov](mailto:managedcarecomplaint@health.ny.gov)

[fms@childrenshealthhome.org](mailto:fms@childrenshealthhome.org)



Department  
of Health

Office of  
Mental Health

Office of Addiction  
Services and Supports

Office of Children  
and Family Services

Office for People With  
Developmental Disabilities