

# Medicaid Service Coordination (MSC)



# TIP SHEET

**Medicaid Service Coordination (MSC)** is a Medicaid State Plan service that helps people with developmental disabilities gain access to necessary supports and services. Services are free to people enrolled in Medicaid.

## What does an MSC do?

MSC helps individuals and their families identify, coordinate, and monitor services such as:

- Medical
- Social
- Educational
- Psychosocial
- Employment
- Day Program
- Recreation
- Rehabilitation
- Financial management
- Residential
- Legal/advocacy services, either through direct support or referral

## Who provides MSC services?

MSC services are provided by service coordinators. Service coordinators create, implement, and maintain an Individualized Service Plan (ISP) for people with developmental disabilities. A service coordinator is commonly referred to as an "MSC".

## Eligibility for MSC

Anyone who has a developmental or intellectual disability can apply for MSC. In New York State, residents must be eligible for Medicaid and have up-to-date medical, psychological, and psychosocial evaluations in order to be eligible to enroll.

## OPWDD Criteria for who is/is not eligible for MSC services

According to The Office of Person's With Developmental Disabilities (OPWDD), in order to receive MSC, an individual must meet all of the following criteria:

- The person must be enrolled in Medicaid.
- The person must have a developmental disability\*.
- The person must demonstrate a need for ongoing and comprehensive service coordination.\*\*
- The person (or an individual authorized to give consent on behalf of that person) must choose to receive MSC.

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- The person cannot permanently live in an intermediate care facility (ICF/DD), Developmental Center (DC), psychiatric hospital, Small Residential Unit (SRU) nursing facility, hospital, or any other Medicaid-funded institutional setting that provides service coordination.
- The person cannot be enrolled in any other Medicaid long-term care service that includes service coordination (e.g.: individuals in a long-term home care program or who receive Early Intervention service coordination are not eligible for MSC).

### How to enroll in MSC

In NYC, people who are eligible can enroll in MSC services in two ways:

- Through OPWDD (Front Door, regional offices)
- Through a nonprofit service provider (like AHRC, UCPNYC, YAI, Heartshare, etc.)

Most nonprofit MSC providers work with families directly to help with the enrollment process, including getting updated evaluations, additional forms, etc.

### Useful Link for MSC service providers in NY State:

- OPWDD:

[http://www.opwdd.ny.gov/opwdd\\_services\\_supports/service\\_coordination/listing\\_of\\_nonprofit\\_providers\\_offering\\_MSC\\_services](http://www.opwdd.ny.gov/opwdd_services_supports/service_coordination/listing_of_nonprofit_providers_offering_MSC_services)

\*The person must have a developmental disability as defined in Section 1.03 (22) of the New York State Mental Hygiene Law and be evaluated in accordance with the August 10, 2001 OPWDD Advisory guidelines on determining eligibility for services.

Source: OPWDD MSC Vendor Manual Rev. 2/20/2014.

\*\*The need for ongoing and comprehensive service coordination means that the ongoing assistance of a service coordinator is necessary for the development, implementation, and maintenance of an ISP. It is an ongoing requirement that MSC vendors ensure that individuals served continue to meet all eligibility requirements including demonstration of the need for ongoing and comprehensive service coordination.

Source: OPWDD MSC Vendor Manual Rev. 2/20/2014.

