



April 17, 2020

Dear Residential Provider Agencies and Provider Associations:

We would like to provide clarification to you on the role of the Care Manager as it relates to the COVID-19 Health Crisis and people who live in state and voluntary operated residential programs. The seven Care Coordination Organizations (CCOs) have been working collaboratively together to monitor and support our members during this public health emergency. We have developed and begun utilizing a consistent Monitoring & Support tool to guide the Care Manager's check-in conversations with both individuals and families in the community as well as for people residing in certified residential programs.

For people in residential programs, these "check-in" conversations will be brief and are primarily focused on the health and safety of the individual(s) supported by the CCO as well as any COVID-19 exposure risk or concerns and how they are being addressed. We will be minimizing our conversations and frequency of these calls to monthly (unless someone is hospitalized, specific concerns arise, or upon request of a family member, etc.) as we know providers need to focus their limited resources directly on taking care of individuals during this challenging time. The tool has several additional questions related to access to food, medications/ supplies, etc. Some of these questions may not be applicable to a certified residential program and may not be asked by the Care Manager. CCOs will be scheduling these check-in calls through the residential manager at a time that is most convenient for them. In situations where there may be more than one Care Manager involved in supporting people in a particular residence, CCOs will try to ensure the conversation is coordinated by the Care Managers to minimize the number of contacts to a program.

We are committed to working in partnership with provider agencies and greatly appreciate the work that is being done every day by Direct Support Professionals, Clinical and Management staff at provider agencies. Please continue to notify the Care Manager of any COVID-19 exposure, hospitalizations or other reportable incidents that involve our members. CCOs should also be notified when a family has taken their family member home with them to stay during this time. In the event that a provider would like CCO Care Managers to reach out to a different point of contact (i.e. Residential Directors) please provide this information so we can ensure we are following the provider's preferred communication plan.

Sincerely,

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Jim Moran, CEO, Care Design NY  
Nick Cappoletti, CEO, LIFEPlan CCO NY  
Bridget Bartolone, President & CEO, Person Centered Services  
Lindsay Gozzi-Theobald, Interim CEO, Prime Care Coordination  
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