



Provider Frequently Asked Questions

What is Prime Care Coordination?

Prime Care is one of seven care coordination organizations (CCOs) that have been designated by the NYS Department of Health and the Office for People with Developmental Disabilities (OPWDD). NYS ended the Medicaid Service Coordination (MSC) program for individuals with an intellectual or developmental disability effective 7/1/2018 and moved all of the individuals served under MSC (population approximately of 103,000 people) across the state into a new program, known as Health Home Care Management.

What is Health Home Care Management?

Health Home Care Management is a way to coordinate care, combining developmental disability services and supports with health and wellness services. This coordination of care offers complete support for every individual, including those with complex needs.

What is required for a person to be eligible for OPWDD services?

This is what the New York State Mental Hygiene Law requires in order to be eligible for OPWDD services:

1. The presence of a developmental disability that is described by certain qualifying diagnoses or conditions
2. The disability has occurred before the person reached age 22
3. The disability can be expected to continue indefinitely, or permanently
4. The disability causes a substantial handicap to a person's ability to function normally in society

What does it mean to be a partner provider?

Prime Care Coordination (Prime Care) Network Partner Providers are a group of clinical and human service providers who have agreed to see PCC members. This demographic is the I/DD population as defined by the NYS OPWDD. The Partner Providers list is available to PCC Care Managers. In addition, Prime Care is working on incorporating and displaying our Network Provider list on the Prime Care website.

What does the agreement bind us to?

Providers who sign the Network Partner Provider agreement, agree to accept Prime Care referrals from Care Managers.

What is the billing or reimbursement?

There is no exchange of money between providers and Prime Care. No billing/claims would be submitted to Prime Care. All individuals enrolled in Prime Care have New York State Medicaid as their insurance. All billing would be submitted by the provider directly to Medicaid. Prime Care would not be a part of the process.

How does a Partner Provider make a referral to Prime Care?

The provider can call 1.844.347.3168 to access the enrollment team. We have enrollment coordinators in all our regions and they will be happy to assist you and the individual being referred through the entire process.

How many Partner Organizations does Prime Care have?

We currently have 293 Network Partner Agencies serving individuals with intellectual and developmental disabilities. Our network of partners continues to grow daily.

What counties does Prime Care cover?

Prime Care currently serves 41 counties throughout New York State. We also have five hubs located in Western New York, the Finger Lakes, Mohawk Valley, the Southern Tier and Central New York. Our regional approach to Care Coordination allows us to have Care Managers who are active members of the communities we serve. Because our Care Managers live and work in the same communities you do, they know exactly which services are available to you.

How does Prime Care make a referral to a network partner?

This varies by network provider, but basically the care managers would follow whatever the identified referral process is for the network partner.

Can we turn down taking a referral from Prime Care?

Yes, if a network partner does not have openings, or is unable to adequately serve/support an individual, they could decline a referral made by Prime Care (for instance, if a person has complex behavioral needs, and a respite program is not adequately staffed to handle challenging behaviors, they could decline to serve the person).

What if I have additional questions?

We are happy to take any questions you have. Please feel free to reach out to Provider Relations Representative Penny Fox at 585.645.7620 or email her at penny.fox@primecareny.org. We look forward to your call. You may also access our website at www.primecareny.org

