

Care Coordination for Individuals with Intellectual and Developmental Disabilities

What Is It?

Individuals with intellectual and developmental disabilities who are eligible receive supports and services from The Office for People With Developmental Disabilities often called OPWDD. Coordination of these services is one of the supports.

Care Coordination Organizations (COO's) coordinate both home and community-based health and wellness services.

Who Does it Affect?

Prior to July 1, 2018, services were provided by Medicaid Service Coordinators (MSC's). After July 1st services are now provided by Care Coordination Organizations (CCO). The CCO who coordinates services will no longer be affiliated with the agencies that provide other OPWDD services.

Each organization may have different titles for these individuals such as Care Coordinator or Care Manager or Health Home Care Manager. Their titles may be different, but their roles are the same. This person will assist with:

- Coordination of services across systems which includes OPWDD related services, behavioral health services, and medical services.
- Development, monitoring and updating the Life Plan (previously known as an Individualized Service Plan or ISP).
- Linkage, referral, and advocacy for services and supports.
- Life transitions such as high school to adult services, hospitalization to discharge, and more.

What Should You Do Next?

If not already connected with a Care Coordination Organization, the individual or caregiver must complete an enrollment form and choose a Care Coordination Organization.

There are two levels of support. The first is for those with high levels of needs, the Health Home Care Management Plan develops and monitors a care plan. The Basic Home and Community Based Services Plan (HCBS) provides comprehensive care management.

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Health Home Care Management vs. Basic HCBS Plan Support	Health Home Care management	Basic HCBS Plan Support
Develops Care Plan and Reviews Bi-Annually	✓	✓
Monitors Health and Safety	✓	✓
Coordinated Access to Behavioral Health Services	✓	
Coordinated Access to Medical and Dental Services	✓	
Identifies Community-Based Resources	✓	
Uses Technology to Link Your Services	✓	
Connects Your Care Providers	✓	
Takes Burden of Navigating Systems from Families and Individuals	✓	
Anticipates Future Needs	✓	

The responsibilities of the coordinator should lessen the difficulties individuals and families face as they navigate across systems and organizations. Access to electronic records will also be available to individuals and families.