Children’s Home and Community Based Services

New York State covers Children’s Home and Community Based Services (HCBS) under the Children’s Waiver. Starting October 1, 2019, Fidelis Care will cover children’s HCBS for members participating in the Children’s Waiver and provide care management for these services.

Who can get Children’s HCBS?

Children’s HCBS are for children and youth who:
- Need extra care and support to remain at home/in the community
- Have complex health, developmental, and/or behavioral health needs
- Want to avoid going to the hospital or a long-term care facility
- Are eligible for HCBS and participate in the Children’s Waiver

Medicaid members under age 21 will be able to get these services from their health plan:
- Community Habilitation
- Day Habilitation
- Caregiver/Family Support and Services
- Community Self Advocacy Training and Support
- Prevocational Services - must be age 14 and older
- Supported Employment - must be age 14 and older
- Respite Services (Planned Respite and Crisis Respite)
- Palliative Care
- Environmental Modifications
- Vehicle Modifications
- Adaptive and Assistive Equipment
- Youth Peer Support Services and Training
- Crisis Intervention

How does a child/youth become eligible for these new benefits?

1. Connect the child/youth to a Health Home (if not already linked) for an HCBS Eligibility assessment. Fidelis Care’s Children’s Medicaid Managed Care Team can help with this.

2. If enrollment in a Health Home is waived, the Children and Youth Evaluation Service (C-YES) can also do an HCBS Eligibility assessment. The Children’s Team or the parent can contact C-YES directly:
   - Telephone: 1-833-333-CYES (1-833-333-2937)
   - Email: CYESREFERRAL@maximus.com

Is Care Management a requirement?

Children/youth participating in the Children’s HCBS Waiver must receive care management.
- Care Management is available through the Health Home Care Management Agency (CMA), in collaboration with a Fidelis Care Children’s Care Manager.
- Telephonic Care Management is available for HCBS children/youth not linked to Health Homes through C-YES, in collaboration with a Fidelis Care Children’s Care Manager.

What providers offer these services?

Fidelis Care has contracted with a network of State designated HCBS providers. They can be found on the on-line Provider Directory. Search under Children’s HCBS. https://www.fideliscare.org/FindADoctor/#/search.
Are there Continuity of Care / No Utilization Management (UM) Guidelines?

There are Continuity of Care Guidelines established by NYS that impact Utilization Management (UM):

- No UM is permitted for the first 90 days when HCBS implements in MMC.
- For transitioning children *(already enrolled with Fidelis Care)* - Plans must approve services listed on Plans of Care (POC) (HCBS, CFTSS, LTSS) for 180 days.
- For new enrollees with HCBS - No POC changes are permitted for 180 days from the date of enrollment with the Plan; this rule applies to new enrollees from 10/1/2019 - 9/30/2021.

Will the Continuity of Care Guidelines impact the processing of claims?

Our systems are configured to process claims *without an authorization on file* between 10/1/19 – 3/31/20. Fidelis Care does not require providers to have an authorization processed in order for a claim to process during this time period.

What are the Authorization Rules for these services?

- Care Management Agencies should submit available POC's now for HCBS enrollees to the following email: SM_Childrens_HCBS@fideliscare.org
- Full and complete POC's will be needed once Utilization Management begins for HCBS members on April 1, 2020; this document is needed at the time of the concurrent review and should include the following:
  - Child’s Name
  - Child’s Subscriber ID/CIN#
  - Identified Need(s) or Goal(s) with corresponding HCBS Service(s)
  - HCBS Provider Name
  - Frequency/Scope/Duration of each HCBS service
    - The following information would be helpful to send, if known
      - HCBS Provider NPI #
      - Child & Family Treatment Services (CFTSS)
      - Long Term Services and Supports (i.e. Private Duty Nursing, PCS/CDPAS)
- HCBS Providers listed on POC's will be outreached by the Children's Care Management Team to discuss services and give an overview of the Utilization Management process
- Providers may request to have an “automatically approved authorization” processed; though, this is not required
- If HCBS Providers request auto-approved authorizations, the Children's CM Team will follow the NYS HCBS Workflow and automatically approve 96 units of service for a period of 60 days
  - Fidelis Care prefers that auto-approved authorization requests occur via submission of the HCBS Authorization form to our shared mailbox, however these requests can also be initiated by telephone
- A concurrent review will not be required until 4/1/2020, however, if providers would like to request another auto-approved authorization before the 60 day period ends, they may do so
- Utilization Management requirements for transitioning members begins on 4/1/2020
- Utilization Management for new enrollees begins 180-days from the date of enrollment with Fidelis Care
- Effective 4/1/20 Fidelis Care will follow the NYS HCBS Workflow
  - Initial Authorization requests may be submitted by telephone, however, use of the HCBS authorization form is preferred
  - Initial authorizations will be issued for 96 units over a period of 60 days
  - The Concurrent Review must occur at least 14 days prior to the 60th day to ensure that an authorization is on file for services rendered
  - Units will then be issued for a period of 6 months

What are the authorization rules specific to Planned Respite?

- The NYS Children’s Billing Manual allows for Planned Respite to be billed in 15 minute (1 unit) increments or by a Per Diem. 16 units or 4 hours of Planned Respite may be used per day. If more than 4 hours of Planned Respite is used in one day, HCBS Providers should bill using the Per Diem.
- According to the HCBS Provider Manual, no more than 6 hours of Planned Respite may be billed per day. Use of more than 7 days of Respite per calendar year will require a concurrent review.

What is the Contact Information for Fidelis Care’s Children’s HCBS team?

Phone: 718-896-6500 ext. 16879
Fax: 347-690-7362
Email: SM_Childrens_HCBS@fideliscare.org