What is the CORE & HCBS Tab?

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The **CORE & HCBS Tab** holds data on members who are identified as being part of a Health and Recovery Plan (**HARP**) by their Managed Care Organizations (MCO). Members enrolled in this plan have their physical health, mental health, and substance use services managed in an integrated way for adults with significant behavioral health needs (mental health or substance use).

This tab helps Care Managers keep track of member interest of Community Oriented Recovery and Empowerment (**CORE**) services or Home and Community Based Services (**HCBS**), any referrals related to these services, completed assessments, care plans, and letters of determination of services.

Which members have the CORE & HCBS Tab?

All **HARP eligible** and **enrolled** members have a CORE & HCBS tab available in their member charts.

- All members with eMedNY HARP Exception Codes linked to their Medicaid will see this tab in FCM (specifically, those with **Exception Codes H1 through H9**)
- You can find these HARP Exception Codes in a member's Overview tab, as well as at the top of the CORE & HCBS tab

All members who have historical data related to a member's HARP status (eligibility assessments or care plans) will also have the CORE & HCBS tab present in their chart

- This is true even if they no longer have an eMedNY HARP Exception Code related to their current Medicaid

Users can filter by the Exception Codes on the main Patient Index screen to find all of their HARP enrolled members on their caseload.

Where to find the CORE & HCBS Tab in FCM

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Overview

Documents

Encounters

Assessments

Care Plans

Care Team

CORE & HCBS

Gaps in Care

Clinical Notifications

Transitions of Care

Segments

Billing

Assignments

History

CORE & HCBS

According to eMedNY, this member has these HARP Exception Codes: `H1` `H9`

CORE Services Details

INTEREST IN CORE SERVICES   [Update ▾]

Patient has not indicated interest in CORE Services

CARE TEAM REFERRAL DETAILS   Edit on Care Team

No referral has been selected

HCBS Details

INTEREST IN HCBS   [Update ▾]

Patient has not indicated interest in HCBS

CORE Services Details

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Overview

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CORE & HCBS

Gaps in Care

Clinical Notifications

Transitions of Care

Segments

CORE & HCBS

According to eMedNY, this member has these HARP Exception Codes: H1 H3 H9

CORE Services Details

INTEREST IN CORE SERVICES   Update ▾

Patient Confirmed Interest in CORE Services

Confirmed on   6/3/2022

CARE TEAM REFERRAL DETAILS   Edit on Care Team

No referral has been selected

CORE Services Details

The **CORE Services Details** section of this tab keeps track of member interest for those who may be eligible for these services.

In the first box, **Interest in Services**, Users can ask their members if they are interested in these services and mark down the date of the member's choice.

In the second box, **Care Team Referral Details**, Users can keep track of referrals made to CORE Service Providers for members who confirmed their interest in receiving these services. Users can see at a glance, the provider, their specialty service, and their contact information.

Recording Member Interest or Decline in CORE Services

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Users can click on the **Update** button and a drop down menu will appear, with options to choose if a member has confirmed interest in CORE Services or has declined CORE Services.

Recording Member Interest in CORE Services

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Clicking on **Confirm Interest in Core Services** will take Users to a pop up window prompting Users to choose the date the member confirmed this information.

Interest in CORE Services

Interest confirmed on

03/23/2022

[Submit] [Cancel]

According to eMedNY, this member has these HARP Exception Codes: H1 H9

CORE Services Details

After choosing a date and clicking submit, Users will return to the main CORE & HCBS tab, with the date reflected in this box.

INTEREST IN SERVICES

Patient confirmed interest in CORE Services

confirmed on: 3/23/2022

[Update ▼]

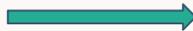# Recording Member Decline in CORE Services

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Clicking on **Decline Core Services** will take Users to a pop up window prompting Users to choose the date the member confirmed this information.

Decline CORE Services

Declined on

03/23/2022

Submit Cancel

After choosing a date and clicking submit, Users will return to the main CORE & HCBS tab, with the date reflected in this box.

According to eMedNY, this member has these HARP Exception Codes: **H1** **H9**

CORE Services Details

INTEREST IN SERVICES

Update ▾

Patient declined CORE Services

declined on: 3/23/2022

Recording Member Change of Interest of CORE Services

If a member changes their mind about their original decision, there is an option to **Reset this Section**:

According to eMedNY, this member has these HARP Exception Codes: **H1** **H9**

CORE Services Details

INTEREST IN SERVICES   Update ▾

Patient declined CORE Services

declined on: 3/23/2022

Confirm interest in CORE Services
Edit CORE Services decline date
Reset this section

Clicking on this drop down option will prompt a pop up window asking Users if they are sure they want to reset this section:

rma.healthcare says

Are you sure you'd like to reset the CORE Services Interest section?

OK   Cancel

Care Team Referral Details

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This box is where Users can record **CORE Provider** referrals of members who identified interest in receiving CORE Services and what those referral details are. This includes the Core Provider names, specialty, and their addresses.

CORE Providers can be existing providers already identified as part of a member's existing Care Team. They can also be newly identified providers, with a distinction of being a CORE Provider.

If a member has multiple active CORE Providers, they will all be tracked here in this box.

CORE & HCBS

According to eMedNY, this member has these HARP Exception Codes: H1 H9

CORE Services Details

INTEREST IN CORE SERVICES   Update ▾

Patient Confirmed Interest in CORE Services

Confirmed on   7/15/2022

CARE TEAM REFERRAL DETAILS   Edit on Care Team

No referral has been selected

Care Team Referral Details

To identify a CORE Provider, click on the **Edit on Care Team** hyperlink. This will redirect a User to the **Care Team** tab of the member's chart.

CORE Services Details

INTEREST IN CORE SERVICES

Update ▾

Patient Confirmed Interest in CORE Services

Confirmed on   7/6/2022

Previous Records of Interest ⌃

CARE TEAM REFERRAL DETAILS

Edit on Care Team

No referral has been selected

Care Team Referral Details

Once here, Users can either click on the **Add Care Team Member** button to identify a new CORE Provider or **Edit** an existing Care Team member or

Care Team Referral Details

In this example shown to the right, a new provider will be identified. Users can type the name of the Provider on the space. If the provider already exists, their name will populate.

Choose Provider: albus Dumbledore / Urologist / AS

Role on Anton Auer (anonymized)'s care team

Dr. Albus Dumbledore, MD
AS Urology
145 Richmond St. Abbey NY 10306

Provider does not exist
Create new provider

cancel

Choose Provider: Albus Dumbledore / Urologist / AS Urology / 145 Richmond St. Abbey NY 10306 / 222-123-4567 (change)

Role on Anton Auer (anonymized)'s care team

Please select
Please select
Primary Care Provider
CORE Provider
Dental
Family Member or Friend
Government Representative
Group therapy

Start date

End date

Save Care Team Member   cancel

Next, Users can identify the Role of the Provider as the **CORE Provider** on the following line.

Care Team Referral Details

Finally, Users can add the **Start date** of when the member will begin (or had begun) seeing this Provider for CORE Services. It's important to mark the checkbox **Current (active) member of care team** so that this Provider will be tracked within this tab.

Care Team Referral Details

Clicking on the **Save Care Team Member** button will save this provider and populate this on the Care Team Referral Details box under the CORE Details.

CARE TEAM REFERRAL DETAILS   Edit on Care Team

Current Referrals

Dr. Albus Dumbledore, AS Urology
Urologist
222-123-4567 / 145 Richmond St. Abbey NY 10306

Jane Doe, Hogwarts HCBS
Support Group
212-888-8888 / 123 Wizardly Lane

HCBS Details

HCBS Details

The **HCBS Services Details** section of this tab keeps track of member interest for those who may be eligible for these services.

In the first box, **Interest in HCBS**, Users can ask their members if they are interested in these services and mark down the date of the member's choice.

In the second box, **Care Team Referral Details**, Users can keep track of referrals made to HCBS Providers for members who confirmed their interest in receiving these services. Users can see at a glance, the provider, their specialty service, and their contact information.

In the third box, **Service Enrollment Periods**, Users can keep track of the period of time a member has been receiving HCBS.

The fourth box, **Eligibility Assessment**, keeps track of members who have completed their required Eligibility Assessments if they have confirmed interest in these services. This assessment will help identify the tier of services a member can be eligible to receive as well as the date the assessment was completed.

The fifth box, **HARP Care Plan**, is where the member's plan of care will be recorded for reference to the member, MCO, and HCBS Provider.

Finally, the last box, **Level of Service Determination Letter**, is where Users can track submission to the MCO and whether a letter was received back from them. A copy of the letter received can be uploaded here.

Recording Member Interest or Decline in HCBS

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Users can click on the **Update** button and a drop down menu will appear, with options to choose if a member has confirmed interest in HCBS or has declined interested in HCBS.

Recording Member Interest in HCBS

Clicking on **Confirm Interest in Services** will take Users to a pop up window prompting Users to choose the date the member confirmed this information.

Interest in HCBS

Interest confirmed on

[   ]

Submit   Cancel

After choosing a date and clicking submit, Users will return to the main CORE & HCBS tab, with the date of confirmation reflected in this box.

HCBS Details

INTEREST IN HCBS   Update ▾

Patient Confirmed Interest in HCBS

Confirmed on   7/4/2022

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Recording Member Decline of HCBS

Clicking on **Decline Interest in Services** will take Users to a pop up window prompting Users to choose the date the member confirmed this information.

Decline HCBS

Declined on

[   ]

Submit   Cancel

After choosing a date and clicking submit, Users will return to the main CORE & HCBS tab, with the date of declination reflected in this box.

HCBS Details

INTEREST IN HCBS   Update ▾

Patient Declined Interest in HCBS

Declined on   7/5/2022

Recording Member Change of Interest in HCBS

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Note that if a member originally confirms interest in services and later declines (or vice versa), Users can reflect this change by clicking on the Update button to the right of the Interest in HCBS box and choose **Reset this section** from the dropdown menu.

HCBS Details

INTEREST IN HCBS   Update ▾

Patient Confirmed Interest in HCBS   Confirm interest in services
                                                                              Decline interest in services
Confirmed on   7/4/2022   Reset this section

Once chosen, the box will clear the confirmation or declination, but there will also be a new line **Previous Records of Interest.** When Users click on the carrot, the data expands to show this history of member interest.

HCBS Details

INTEREST IN HCBS   Update ▾

Patient has not indicated interest in HCBS

Previous Records of Interest ▾

Status	Date
Confirmed	7/4/2022

Care Team Referral Details

This box is where Users can record **HCBS Provider** referrals of members who identified interest in receiving HCBS and what those referral details are. This includes the HCBS Provider names, specialty, and their addresses.

HCBS Providers can be existing providers already identified as part of a member's existing Care Team. They can also be newly identified providers, with a distinction of being an HCBS Provider.

If a member has multiple active HCBS Providers, they will all be tracked here in this box.

HCBS Details

INTERACT IN HCBS

INTEREST IN HCBS   Update ▼

Patient Confirmed Interest in HCBS
Confirmed on   9/1/2022

CARE TEAM REFERRAL DETAILS   Edit on Care Team

No referral has been selected

Care Team Referral Details

To identify an HCBS Provider, click on the **Edit on Care Team** hyperlink. This will redirect a User to the **Care Team** tab of the member's chart.

HCBS Details

INTEREST IN HCBS

Update ▾

Patient Confirmed Interest in HCBS

Confirmed on   9/1/2022

CARE TEAM REFERRAL DETAILS

Edit on Care Team

No referral has been selected

Care Team Referral Details

Once here, Users can either click on the **Add Care Team Member** button to identify a new HCBS Provider or **Edit** an existing Care Team member or

Provider Type	Name/Facility	Specialty	Contact Info	Start Date	End Date	Followup Needed?	
Dental	Severus Snape, Slytherin Support Services	Peer and Family Support	(222) 123-4567 / 111 Hogsmead Avenue, Brooklyn, NY, 11224				Edit | Remove

Care Team Referral Details

In this example shown to the right, a new provider will be identified. Users can type the name of the Provider on the space. If the provider already exists, their name will populate.

Next, Users can identify the Role of the Provider as the **HCBS Provider** on the following line.

Care Team Referral Details

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Finally, Users can add the **Start date** of when the member will begin (or had begun) seeing this Provider for HCBS. It's important to mark the checkbox **Current (active) member of care team** so that this Provider will be tracked within this tab.

Care Team Referral Details

Clicking on the **Save Care Team Member** button will save this provider and populate this on the Care Team Referral Details box under the HCBS Details.

HCBS Details

INTEREST IN HCBS   Update ▼

Patient Confirmed Interest in HCBS

Confirmed on   9/1/2022

CARE TEAM REFERRAL DETAILS   Edit on Care Team

Current Referrals

Dr. Hermoine Weasley, Hogwarts Health

MH Provider

777-555-1234 / 123 Scots Lane, New York, NY 10001

Recording Service Enrollment Periods for HCBS

Users have the ability to record the dates of when a member receives HCBS in the **Service Enrollment Periods** box. Users can click on the **Update** button and a drop down option will appear to confirm a new service enrollment period.

Recording Service Enrollment Periods for HCBS

Users can add dates of the enrollment periods here. The dates can be approximate if a Start Date has not yet been confirmed. These dates are editable, as needed.

Recording Service Enrollment Periods for HCBS

After end dating a service period and creating a new one, Users will see a history of past enrollment periods tracked here for reference:

Clearing Service Enrollment Periods for HCBS

If Users need to, they can reset this section and all active service enrollment periods will be cleared, however, again, a history of the documented periods will be tracked for reference.

Eligibility Assessment

Here, Users can

- Record that a member declined the assessment
- Record that the assessment is in progress
- Add a new assessment that was submitted to UAS

Adding a New Eligibility Assessment

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New HARP Eligibility Assessment

Patients / Araceli Bartoletti (anonymized) / New HARP Eligibility Assessment

Assessment Date

Assessment Result

Documents

File   **Type** ❓

Choose File   No file chosen   ▾   🗑 Remove

➕ Add document

> Saving an assessment in FCM may generate a claim, usually within a few days. If a claim is generated, you will no longer be able to edit the assessment date or delete the assessment. You will need to contact FCM Support to make these changes or void the claim.

Cancel   **Create Assessment**

Adding a New Eligibility Assessment

When adding a new assessment, Users can include

- The assessment date
- The result (e.g., "Eligible for Tier 2 BH HCBS")
- PDFs (to add more than one, click "Add document")
- *There is a special note to Users that once added, a claim will be generated, since these assessments are billable to the MCO.*

HARP Care Plan

Here Users can:

- Start a new Care Plan
- Edit an active Care Plan
- Record that the Care Plan was submitted to the MCO
- Keep track of the Care Plans created for this member over time for historical reference.

Level of Service Determination Letters

Here Users can:

- Record that a Letter of Service Determination Letter (LOSD) was requested from the MCO
- Upload a new LOSD letter into the member chart
- Keep track of past LOSD letters given by the MCOs for historical reference.

Recording Approved Services on the Care Plan

Approved/Denied services are still recorded in the HARP Care Plan, as they are in the BH HCBS Plan of Care template provided by DOH[1].

1.   https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/docs/hcbs_poc_template.pdf