

## **Getting Medicaid Home Care Services for the First Time**

1. Someone with Medicaid looking to be approved for home care services would first contact the New York Independent Assessor Program (NYIAP) at 855-222-8350 for their assessment. NYIAP will then set them up to have their initial 'physical' with the NYS Independent Practitioner.
2. Once this is complete, they will receive a letter of either approval or denial.

### **Approval**

- This should list the Managed Care Organizations (MCO)) they can contact to get registered with, the MCO will pull NYIAP's assessment for review, they may do their own assessment as well, and they determine the weekly hours based on the assessment(s).
- The consumer will then be 'referred' to PPL (they need to pick a facilitator so it is included on the referral, facilitators are listed on PPL's website at <https://pplfirst.com/programs/new-york/ny-consumer-directed-personal-assistance-program-cdpap/>).
- Once the referral (auth) for services is sent to PPL with the Facilitator listed, PPL will put them in that facilitators portal to follow up with and get them registered with PPL and work with them regarding who they are hiring and provide assistance in getting that person registered as well.
- Once all are fully registered, they will be able to start receiving CDPAP services.

### **Denial letter**

- This should include information to file an appeal and/or fair hearing. It can also mean they don't qualify for services with an MCO (maybe they need housekeeping only) but may qualify via their local DSS that approves services, so they can check with them as well.