

Introducing CORE: Community Oriented Recovery and Empowerment

A **CORE** Town Hall Series

hosted by the

Access to Recovery Coalition (**A2R**)

Introductions

Access to Recovery Coalition (**A2R**)

- A coalition of directly impacted people, peers, and providers
- Working to improve access to Medicaid mental health supports in Health and Recovery Plans (**HARPs**) and HIV Special Needs Plans (**HIV-SNPs**)
- A project of the Urban Justice Center Mental Health Project (**UJC MHP**)

New York State Office of Mental Health (**OMH**)

- A state agency dedicated to promoting the mental health of all New Yorkers, with a particular focus on providing hope and recovery

What are we talking about today?

1. What is HARP? What is CORE? (OMH)
2. What are CORE Supports? (OMH)
3. How Do I Get CORE Supports? (OMH)
4. Grievances and Quality Issues (A2R)
5. After the Town Hall (OMH OCA)

Format

- 1) Topics, Feedback and Questions
- 2) Breakout Sessions After Slides

Community Agreements

- 1) Nothing about us without us
- 2) One mic & move up, move up – okay to “say it in a draft”
- 3) Speak from own experience (I statements)
- 4) Learning & sharing mindset – a “safer” space
- 5) Mindfulness around oppression and power
- 6) Part of a longer journey – may leave with questions or ideas
- 7) It’s okay to change my mind

Feedback, Sharing, & Questions



**Office of
Mental Health**

Community Oriented Recovery & Empowerment (CORE) Services

What you need to know

March 4, 2022

Brief Overview of HARP, HIV-SNP, BH HCBS, & CORE



**Office of
Mental Health**

What are HARP, HIV-SNP, BH-HCBS, & CORE?

“Behavioral health services” refers to mental health and substance use/addiction supports provided through Medicaid.

HARP = Health and Recovery Plan

- A type of Medicaid plan that provides more behavioral health services than standard Medicaid.

HIV-SNP = HIV Special Needs Plan

- A type of Medicaid plan that provides more behavioral health services than standard Medicaid for HARP-eligible people enrolled in the HIV-SNP.

BH HCBS = Behavioral Health Home and Community Based Services

- Behavioral health services available through HARP or HIV-SNP for HARP-eligible people.

CORE = Community Oriented Recovery and Empowerment

- A new group of behavioral health services also available through HARP or HIV-SNP for HARP-eligible people.

HARP and **HIV-SNP** are unique Medicaid plans offering **more behavioral health services** to HARP-eligible people than a standard Medicaid plan.

These services can help you increase wellness, improve life satisfaction, build or improve relationships, live independently, go to school, and/or find and keep a job.

Medicaid Plan

More Behavioral Health Services

HARP
or
HIV-SNP



CORE



BH HCBS

Am I eligible? Am I enrolled?

- Must qualify for a Medicaid Managed Care Plan
- Must be at least 21 years old
- Being found HARP-eligible is based on the type and number of mental health or addiction services used
- Must be enrolled in **HARP** or **HIV-SNP** Plan
- Once enrolled, the process for getting **CORE** services is different than getting **BH HCBS**, but you may be eligible for both groups of services

If you have questions about eligibility or enrollment, you can:

Contact your Health Plan

Or

NYS Medicaid Choice

1-800-505-5678

Behavioral Health Services Available through HARP & HIV-SNP

CORE Services

- Empowerment Services – Peer Support
- Family Support and Training
- Psychosocial Rehabilitation
- Community Psychiatric Support & Treatment

BH HCBS

- Habilitation
- Education Support Services
- Pre-Vocational Services
- Transitional Employment
- Intensive Supported Employment
- Ongoing Supported Employment
- Non-Medical Transportation

Feedback, Questions, & Sharing

What are CORE Services?

Brief Overview of CORE Services

- Available where a person lives, works, learns, or socializes (mobile support)
- May be available through telehealth in some cases
- Does not require an eligibility assessment, joining a health home, or a referral from a care coordinator
- Amount and kind of services are based on the person's individualized service plan

CORE Services

Empowerment
Services – Peer
Support

Family Support
and Training

Psychosocial
Rehabilitation

Community
Psychiatric
Support and
Treatment

Empowerment Services – Peer Support

Get help from someone who knows what you are going through because they have been through it themselves.

- Get engaged in communities of your choice
- Build self advocacy skills and knowledge
- Help with getting needed supports
- Help when and where you need it most – services are provided in locations of your choosing

Family Support and Training (FST)

Family can be involved in your recovery. This includes people you live with or who provide support, parents, significant others, children, relatives, mentors, whomever you choose to call family.

- You and the family of your choosing will identify your goals, strengths, and resources
- The family of your choosing will receive education on how to better support you
- You and the family of your choosing will develop skills to maintain positive relationships

Psychosocial Rehabilitation (PSR)

These services are about helping you improve life satisfaction and wellness, as you define it, want it, and need it.

- Receive supports where you are – at home, work, or in the community
- Develop skills to improve your life satisfaction and wellness
- Learn and apply skills to manage your mental health addiction concerns so you can achieve your goals – new friends, connecting with family, going to school, or getting a job you like are all possible goals
- Learn how to manage stress, prevent crisis, and get the quality of life you want

Community Psychiatric Support and Treatment (CPST)

Supports provided by clinical professionals to address barriers that impact daily living, housing, finances, education, employment, personal recovery or resilience, family, and relationships.

- Receive supports where you are – at home, work, or in the community
- Therapy and supports tailored to your needs and preferences, including *family therapy* in support of your recovery goal
- Help identifying personal stressors in order to better manage stress with coping skills and preventing experiencing crisis
- Help for people living with both mental health concerns and substance use disorders, including tobacco use, in achieving recovery and getting the quality of life that you want

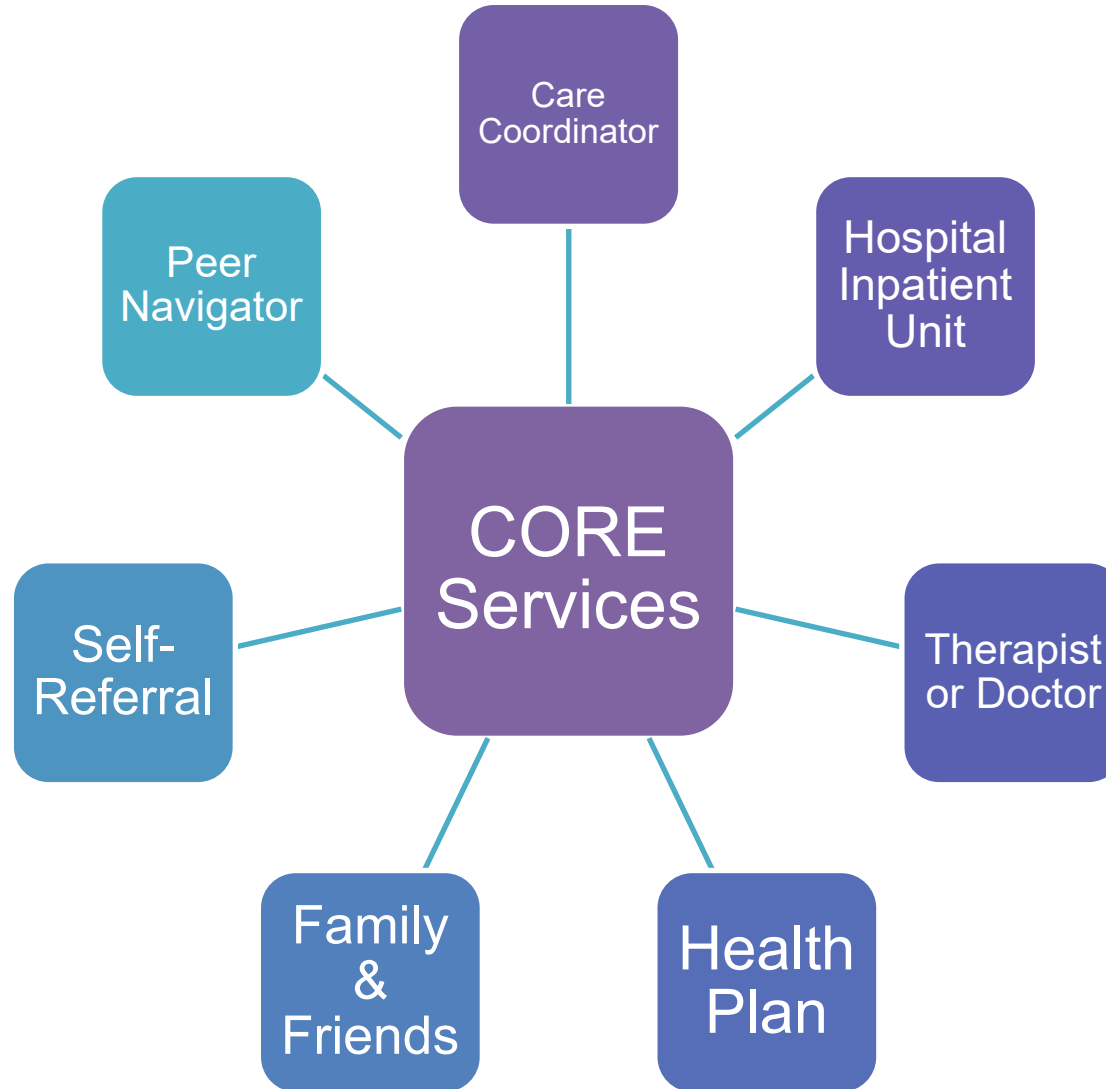
Feedback, Questions, & Sharing

How do I get CORE Services?



**Office of
Mental Health**

No Wrong Door Referral Pathway



There's more than one way to access CORE...

Interested individuals might...

- Reach out to a CORE provider directly
- Contact their health insurance plan to be connected to a local CORE provider
- Talk to their care coordinator, if they have one

As a part of the the intake process, CORE providers need to obtain a recommendation from a qualified provider, or “**Licensed Practitioner of the Healing Arts**” (LPHA). See next slide for examples of **LPHAs**.

The LPHA would fill out the recommendation form. If you want to see the form, it is available on [the OMH Website](#).

Examples of Licensed Practitioner of Healing Arts (LPHA)

- Psychiatrist
- Licensed Clinical Social Worker (LCSW)
- Nurse Practitioner
- Physician or Physician's Assistant
- Licensed Mental Health Counselor

Quick rule of thumb: Most nurses, doctors, and licensed therapists are qualified LPHAs.

What if I'm already receiving CPST, PSR, FST, or Peer Support?

Your services will continue. Your provider will work with you to update your Individual Service Plan for CORE.

Feedback, Questions, & Sharing

Grievances and Quality Issues

Types of Legal Help Available:

Advise you how to
resolve the issue
yourself

Investigate and resolve
complaints and
violations of rights

Represent you and
advocate for your
rights

**FREE
and
CONFIDENTIAL**

Problems or Questions? Contact Free Expert Advocates!

- **Expert advocacy can help** individuals and their families resolve issues in accessing substance use and mental health supports:
 - **Advise you** how to file complaints and appeals
 - **Investigate and resolve** complaints and violations of rights for you
 - **Represent you** and help advocate for what you want
- **FREE and CONFIDENTIAL**

Who Can Help You?

Contact Free Expert Advocates!

- ICAN** - Independent Consumer Advocacy Network
(through the Urban Justice Center Mental Health Project)
- Statewide specialists in Medicaid HARP
 - For everyone who has or wants Medicaid HARP
 - Contact **ICAN** at **646-923-8397** or HARP@urbanjustice.org

- CHAMP** - Community Health Access to
Addiction and Mental Healthcare Project
- Statewide specialists for all substance use and mental health care
 - For everyone with any kind of insurance – or with no insurance at all
 - Contact **CHAMP** at **888-614-5400** or ombuds@oasas.ny.gov

What actions can be taken if there is a problem?

- Contact member services or a member services supervisor
- File a complaint or grievance with your health plan
- File a complaint or grievance with your provider
- File a complaint, grievance, or fair hearing with the State (some steps are required before you can file a fair hearing – careful of deadlines!)

Feedback, Sharing, & Questions

After the Town Hall

Resources for after the Town Hall

- Slides and other resources will be emailed to you

Useful Websites:

Access to Recovery (A2R)

<https://mhp.urbanjustice.org/access-to-recovery/>

Office of Mental Health CORE (OMH CORE)

<https://omh.ny.gov/omhweb/bho/core/>