



Frequently Asked Questions for Providers and Stakeholders

- 1) Q: How can I contact Children and Youth Evaluation Service (C-YES) and/or make a referral for a Children's Waiver eligibility and services?**

A:

- Website:
<https://nymedicaidchoice.com/connecting-children-home-and-community-based-services>
- Helpline:
1-833-333-CYES (2937) – Monday- Friday, 8:30am-5:30pm; Saturday, 9am-12pm
Note: In addition to our Helpline, all C-YES staff have direct phone lines for families and providers to contact once assigned.
- Fax: **(917) 228-8619**
- For authorized users of the Health Commerce System Secure File Transfer System - Send to: **Contact C-YES;**
cyescapacitymanagement@maximus.com
- Referral by email:
CYESREFERRAL@MAXIMUS.COM
- U.S. Mail:
ATTN: C-YES: P.O. Box 5008, New York, NY 10274

- 2) Q: Does C-YES assist with Home-Care and/or Private Duty Nursing coordination?**

A: No, C-YES only coordinates Children's Waiver Home and Community Based Services (HCBS). For all other service coordination, C-YES educates families on the option of Health Home Care Management (HHCM) or refers the family to other help available in the community or from the Medicaid Managed Care Plan (MMCP).

- 3) Q: Does C-YES provide 24-7 emergency phone coverage and response for families who receive their HCBS Plan of Care coordination through C-YES?**

A: No, C-YES works with the family to develop their own safety and backup plan and provides information regarding available crisis services.

- 4) Q: Who can make a referral to C-YES for a child/youth who might need HCBS?**

A: Anyone throughout New York State who has or works with a child who is seeking Home & Community Based Services can make a referral. C-YES will need certain information to then be able to reach out to the Child/youth/family.

1-833-333-CYES (1-833-333-2937)

TTY: 1-888-329-1541

P.O. Box 5008 New York, NY 10274

Monday-Friday, 8:30 am - 5:30 pm

Saturday, 9:00 am – 12:00 pm



5) Q: How does a referent and/or other involved providers know where in the HCBS and Medicaid eligibility process the child/family might be?

A: C-YES provides updates to referents or involved providers throughout the C-YES process. This includes updates regarding the eligibility determination for both HCBS and Medicaid. Individuals can contact the C-YES Helpline: 833-333-CYES (2937), to confirm case status and assigned staff contact information if this information isn't already available.

Please note that if the individual calling is not listed on the family's consent, information will not be released.

6) Q: Does C-YES talk with involved providers to help with the HCBS determination and Plan of Care development?

A: Yes, C-YES speaks with involved providers to identify information and documentation that may be used as a part of the HCBS eligibility determination and in Plan of Care development, especially where these individuals are considered Care Team members to the child/youth.

7) Q: Does C-YES make referrals to the lead Health Home or directly to the Care Management Agencies (CMAs)?

A: C-YES follows the [Transfer Referral Process between the Children and Youth Evaluation Services \(C-YES\) and Health Home Serving Children \(HHSC\) Policy](#) when a child/youth/family is choosing Health Home Care Management. Families can indicate the care management agency or Health Home they would like to be referred to.

8) Q: Can providers refer consumers to C-YES for Medicaid eligibility or if/when a consumer has lost Medicaid?

A:

- If the consumer is already with a Health Home and recently lost their Medicaid, the Health Home care manager must assist the consumer with Medicaid re-eligibility.
- If a consumer is not with a Health Home, needs or wants HCBS, and recently lost their Medicaid, C-YES can assist the consumer with their an HCBS eligibility determination and if HCBS eligible will assist with their Medicaid application.
- Consumers that need and want HCBS and do not have Medicaid, should be referred to C-YES for HCBS eligibility determination and if HCBS eligible will assist with their Medicaid application.

Note: C-YES helps to facilitate the Medicaid Application, but does not determine Medicaid eligibility. This is performed by the Local Department of Social Services (LDSS). Anyone seeking Medicaid coverage can contact their LDSS or New York State of Health at 1-855-355-5777 or nystateofhealth.ny.gov for assistance.

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9) Q: How do referents and or involved providers know if the child/youth has been found HCBS eligible or not? How do they know if they become eligible for Medicaid?

A: C-YES provides updates to referents or involved providers throughout the C-YES process. This includes updates regarding the eligibility determination for both HCBS and Medicaid. However, if this provider is not known to C-YES or is not listed on the family's consent, information will not be released.

10) Q: Can a child receive care coordination from both C-YES and a Health Home at the same time?

A: Children/youth eligible and enrolled in the Children's Waiver must have care coordination from **either** a Health Home **or** C-YES. A child/youth cannot have C-YES and HHCM at the same time. The family must choose one entity versus another for ongoing care management/coordination. A family can request a change to who is providing their care management/coordination at any time.

11) Q: Does C-YES confirm availability of the HCBS provider prior to referring the consumer to a Health Home?

A: If C-YES has started a referral to an HCBS provider, then yes, C-YES will confirm the HCBS provider is available to serve the child/youth. If a family is choosing Health Home, the listed providers/services the child/youth/family has chosen will be listed on [Transfer Referral Form for C-YES, Health Homes, and Care Management Agencies](#) and indicate if a referral has been made.

12) Q: How do involved providers know that the family was transferred to Health Home and who the care management agency is?

A: Involved providers are made aware of all updates pertaining to the consumer's C-YES process, including case closure which may include transfer to Health Home and Care management agency assignment. However, if this provider is not known to C-YES or is not listed on the family's consent, information will not be released.

13) Q: How does C-YES co-manage cases for consumers enrolled in Medicaid managed care plans (MMCP)?

A: Medicaid managed care plans maintain the HCBS Plan of Care for their enrollees who are participating in the Children's Waiver and select C-YES care coordination. C-YES maintains ongoing communications with Medicaid managed care plans for enrollees. C-YES will coordinate with Medicaid managed care plans at least quarterly regarding Plan of Care updates. C-YES will also complete the annual HCBS Level of Care (LOC) eligibility determination with the enrollee, family, MMCP, and involved providers.