

Community Oriented Recovery and Empowerment Services (CORE) Orientation for CORE Providers



Community Oriented Recovery and Empowerment Services (CORE)

- Effective **February 1, 2022**, eligible MetroPlusHealth members will now be able to receive CORE services as part of their benefits package. NYS is transitioning four BH HCBS to a new service array called Community Oriented Recovery and Empowerment (CORE) Services.
- Members who are 21 or older, covered by Medicaid, and enrolled in a HARP plan can receive CORE services. Some members enrolled in HIV-Special Needs Plans (SNP) and Medicaid Advantage Plus Plans (MAP) can also be eligible for CORE services.
- CORE Services are person-centered, recovery oriented, mobile behavioral health supports that provide opportunities for eligible members with serious mental illness and/or substance use disorders to receive services in their own home or community.

Transition in Services from BH HCBS to CORE

BH HCBS	Post – CORE Implementation
Community Psychiatric Support and Treatment Psychosocial Rehabilitation Empowerment Services – Peer Supports Family Support and Training	These services will transition to CORE Service
Habilitation Education Support Services Pre-Vocational Services Transitional Employment Intensive Supported Employment Ongoing Supported Employment Non-Medical Transportation	These services remain in BH HCBS
Short Term Crisis Respite Intensive Crisis Respite	Crisis Respite Services are available in the Crisis Intervention Crisis Residence Services benefit available to all Medicaid Managed Care members

CORE Services Initiation



Providers must be designated by OASAS and OMH for the provision of CORE services.



CORE providers must ensure an LPHA recommendation is obtained for all new referrals received on or after February 1, 2022 within 30 days of the initial visit or the first five visits, whichever occurs later.



CORE providers must notify MetroPlusHealth when initiating a new CORE service for a member by completing the CORE Service Initiation Notification Form. Forms are available on the MetroPlusHealth website under provider tools.



Notification to MetroPlusHealth must be made within three business days after the first date of initiating a new CORE service. Failure to submit the notification timely may lead to claim payment delays or denials.



MetroPlusHealth will not require prior authorization or concurrent review for CORE Services for one year beginning February 1, 2022.

Continuity of Care

- Continuity of care period for BH HCBS service authorizations for CPST, PSR, FST, and Peer Support is effective 2/1/2022 through May 2, 2022 to ensure the member is transitioned to CORE Services. During this continuity of care period, members may continue to receive care from providers using existing BH HCBS service definitions and documentation requirements.

Helpful Resources

- To learn more about the transition plan for Adult Behavioral Health Home and Community Based Services (BH HCBS) providers to Community Oriented Recovery and Empowerment (CORE) Services click [Here](#)
- NYS Office of Mental Health and Office of Addiction Services and Supports requires CORE providers to meet essential training requirements. To learn more click [Here](#)
- For OMH CORE Billing Guidance click [Here](#)
- For CORE Operations Manual click [Here](#)
- HCBS Provider Manuals and Rates click [Here](#)

Thank you for participating in the MetroPlusHealth orientation for CORE Providers.

