



October 15, 2025

**TO: All Primary Care Providers**

**RE: Updated Guidance on Home and Community Based Services (HCBS) Compliance (Action Required)**

**IMPACTED PLANS: MAP and MLTC**

Dear Valued MetroPlusHealth Provider,

The New York State Department of Health (DOH) has issued updated Frequently Asked Questions (FAQs) regarding Home and Community Based Services (HCBS) Compliance Verification for Social Adult Day Care (SADC) programs. These updates contain important clarifications and new requirements that directly impact your operations and compliance responsibilities.

**Highlights of the Update:**

New guidance on:

- HCBS compliance review procedures
- Person-centered planning and documentation
- Community integration standards
- Reimbursement and billing protocols
- Revised expectations for staff training and member rights
- Clarification on record retention and scheduling flexibility

**Required Actions:**

1. Review the attached FAQ document thoroughly.
2. Ensure all staff and volunteers are trained on:
  - HCBS Final Rule
  - Person-Centered Thinking and Planning
3. Update internal policies and procedures to align with the new guidance.
4. Maintain compliance documentation and ensure member rights are clearly communicated and upheld.

The updated FAQs are now available on the **SADC HCBS Compliance website** for your review: [HCBS Compliance FAQ](#) now available on the [SADC HCBS Compliance website](#) for your review.

We are requesting that you provide a **copy of your updated Policies and Procedures** reflecting the new HCBS guidelines. Please submit the updated document to **Elizabeth Vargas** at **VARGAEL@metroplus.org** no later than **November 10<sup>th</sup>, 2025**.

Thank you for your continued partnership and commitment to quality care and compliance.

If you have any questions regarding this memo, please contact MetroPlusHealth at: [ProviderRelationsOps@metroplus.org](mailto:ProviderRelationsOps@metroplus.org).

Thank you,

MetroPlusHealth