



## Medicaid Service Coordination Program

No matter what the age, individuals with developmental disabilities and their families or caregivers need help accessing services that support the highest quality of life. At Cayuga Centers, we offer Medicaid Service Coordination that helps our consumers reach the optimum level of independence, productivity and personal growth and supports families in accessing these services.

### **We offer you and your family:**

- Face-to-face visits every month and at-home visits every quarter, unless you want fewer;
- Knowledge and experience in Medicaid Waiver enrollment;
- Spanish speaking staff;
- Serving Central New York and the Finger Lakes;
- Quick response time to conflicts.

### **Your Medicaid Service Coordinator (MSC) is a partner who:**

- Is available 24 hours a day, 7 days a week;
- Helps you set goals with an Individualized Service Plan, and make plans to meet your goals;
- Assists in scheduling medical and other appointments;
- Attends meetings with you;
- Visits at school, day programs or the workplace;
- Advocates for needed changes or new services.

There is no cost for this program to you or your family. Medicaid Service Coordination is funded by the New York State Office for People with Developmental Disabilities.

**NO  
COST  
TO YOU!**

The NYS Office for People with Developmental Disabilities has established service requirements, including 3 face-to-face visits per year.

Cayuga Centers MSC offers face-to-face visits every month if the consumer or family wants them as part of the service plan. Use the chart below to compare agencies' service offerings.

## See for yourself!

|  | Cayuga Centers | Other agency | Other agency |
|--|----------------|--------------|--------------|
| Visits scheduled based on your needs   | ✓              |              |              |
| Phone calls returned within 24 hours   | ✓              |              |              |
| Referrals for services submitted within 2 business days  | ✓              |              |              |
| Superior "person-centered" planning  | ✓              |              |              |
| Talk to the people we serve...<br>Request references from individuals, families and advocates we serve | ✓              |              |              |

**Life can get complicated. Medicaid Service Coordinators at Cayuga Centers will make things happen for you!**

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