



## **Invitation and Requirements for Licensed Home Care Services Agencies to Participate in the NY State of Health Private Pay Home Care Services Pilot Program**

### **Questions and Answers July 29, 2020**

Below are responses to questions received regarding the [NY State of Health Invitation and Requirements for Licensed Home Care Services Agencies to Participate in the NY State of Health Private Pay Home Care Services Pilot Program](#) (Pilot Program). This Q and A document will continue to be updated as additional questions are received.

- 1. Question: Does the LHCSA have to be authorized to service all three counties or can a LHCSA apply to participate in a single authorized county?**

**Answer:** To be eligible to participate in the Pilot Program, the LHCSA must be licensed, registered and authorized to service **all** three of the following Pilot counties: Nassau, Suffolk and Westchester.

- 2. Question: Does the requirement that a LHCSA must be authorized to provide services in all three pilot counties mean that a LHCSA must service the entire county? Or can the LHCSA participate in a certain part of the county, for example, if LHCSA can comfortably service lower Westchester, but not upper Westchester?**

**Answer:** LHCSAs must agree to serve the entire county, consistent with their approval to provide services in a specific county. Applicants may apply to the DOH for an exception to this requirement by submitting a written request to the DOH explaining the facts that justify the exception. The DOH reserves the right to grant exceptions to this requirement on a case-by-case basis when it determines that granting such exception is necessary, non-discriminatory and in the best interest of the Marketplace and consumers.

- 3. Question: For the requirement to have 350 employee minimum, is there any requirement for the employees to reside in those counties, or does the LHCSA just need to have a minimum of 350 employees who are able to service the counties? (i.e. LHCSA has means of transporting employees from county to county but employee may not reside within the county where they are working)**

**Answer:** There is no requirement for employees to reside in the Pilot counties.

4. **Question: Is a LHCSA required to have 350 or more HHAS who are all willing to work in the three pilot counties or can a LHCSA apply if it has a total of 350 or more HHAs but only a subset of the workers is willing/able to work in those counties?**

**Answer:** To participate in this Pilot program, the LHCSAs must have 350 total or more employees who are willing to work across the counties in the pilot area and have certification to provide personal care, house-keeping, home-maker or home health aide services as outlined in the LHCSA invitation.

5. **Question: Are LHCSAs required to offer remote patient monitoring and store-and-forward technology?**

**Answer:** No, these are optional services. However, as stated in the Invitation, the LHCSA is encouraged to offer these telehealth services.

6. **Question: If a LHCSA is not enrolled in NY Medicaid, and does not render services to Medicaid fee-for-service (FFS) members, is the LHCSA eligible to participate in this Pilot program?**

**Answer:** No, applicants must be enrolled in NY Medicaid, render services to Medicaid fee-for-service consumers, and have a contract with one or more Medicaid Managed Long Term Care plan(s) serving one or more of the counties in the pilot area to be eligible to participate in this Pilot program.

7. **Question: Can a LHCSA apply if they are only approved for two (2) of the services listed, for example they provide Home Health Aide and Personal Care Aide, but not Home-Maker or House-Keeper?**

**Answer:** To participate in this Pilot program, LHCSAs must be approved for **all** four service categories across the three counties in the pilot area, as outlined in the LHCSA invitation.