



PERSON CENTERED SERVICES

PEOPLE. INTEGRITY. TRUST

OUR MISSION

Connect people to the care, support and opportunities that maximize their quality of life.

WHO ARE WE?

Person Centered Services is a Health Home/Care Coordination Organization for people with intellectual and developmental disabilities. As the largest Care Coordination Organization in WNY serving more than 18,000 children and adults, our job is to help individuals and families navigate a very complex system of services and supports. We do this through a holistic, customized life plan that promotes informed choices and independent decision-making.

WHAT DOES CARE COORDINATION OFFER?

At the heart of Care Coordination are connections and referrals that provide positive outcomes. We collaborate with individuals, families, and community provider organizations to make sure the dots are connected between all aspects of a person's care.

Occasionally, you will work with a new Care Coordinator. No matter who your providers are, we'll make sure our focus is on your care, life plan, and goals. Our whole team is here to support you.



Medical Care



Transportation



Family Support

Care Coordinators may assist a person with the following:

- Monitoring circumstances and services during life transitions
- Coordinating access to medical, dental, and behavioral health services
- Monitoring safety and residential needs
- Referring to community and social support services
- Creating a holistic life plan and adapting the plan as new goals and needs arise



Wellness



Safety Needs



Appointment Scheduling



Job Assistance



Dental Care



Behavioral Health

WHO IS ELIGIBLE FOR CARE COORDINATION?

Individuals with intellectual and developmental disabilities may be eligible for supports and services from New York State's Office for People With Developmental Disabilities, and therefore eligible for Care Coordination. If eligibility is not yet granted, our Intake Specialists can help with the eligibility process. Care Coordinators support individuals with a qualifying condition.

Examples of qualifying conditions include:

- Intellectual Disability
- Cerebral Palsy
- Epilepsy
- Neurological Impairment
- Autism
- Familial Dysautonomia
- Prader-Willi Syndrome



WHY PERSON CENTERED SERVICES?

MEMBER RELATIONS: Supports members and families by enhancing care coordination through advocacy, education, and resources, empowering them to understand their life plan and advocate for themselves.

MEMBER PORTAL: Offers increased access to service provider information, facilitating effective communication and review of life plans.

KNOWLEDGE CENTER: A trusted resource for people with disabilities, their families, and professionals. Key areas of support include, enrollment, benefits, care management, health, rights, and safety.

DISABILITY SERVICE NY DIRECTORY: A comprehensive database of services for healthcare, housing, education, and more to support the disability community.

READY TO GET ENROLLED?

STEP 1

Contact our Intake Department at (855) 208-3533 to complete a phone screening.

STEP 2

Complete referral packet paperwork. This can be done via US Mail or electronically.

STEP 3

Contact the OPWDD Front Door at 716-608-2077. For Cayuga county residents, contact 866-946-9733.

STEP 4

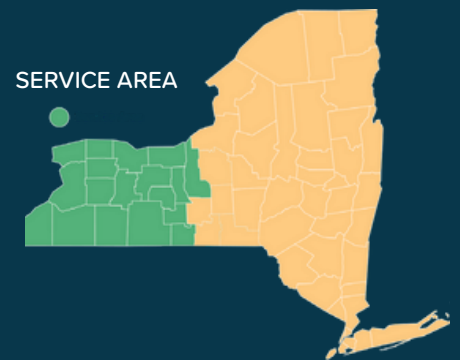
Once the referral packet is received, an Intake Specialist will help obtain eligibility for OPWDD services and Medicaid.

STEP 5

ENROLL IN CARE COORDINATION!

SERVICE AREA

Our service area includes an 18-county region in the western part of New York State.



SERVICING:

Allegany	Niagara
Cattaraugus	Ontario
Cayuga	Orleans
Chautauqua	Schuyler
Chemung	Seneca
Erie	Steuben
Genesee	Wayne
Livingston	Wyoming
Monroe	Yates

For general inquiries, contact (888) 977-7030 or customerservice@personcenteredservices.com



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