



CCO and Provider Partnership Meeting Minutes

February 2026

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

Vision: A community where all people lead fulfilling lives.

Core Values: People, Integrity, and Trust

Partnership Purpose: A group of Provider and CCO professionals that work together to improve processes and deliver high quality services for individuals and families with I/DD.

CCO Liaison:

I. Updates

- Change of status to Not-for-Profit Organization
 - This decision was made by our Board of Managers
 - What does this mean for our organization?
 - a. Some cost savings regarding tax exemptions, federal student loan forgiveness eligibility for our team members and the ability to apply for grants
 - b. We continue to be a conflict-free organization that works hand in hand with providers
- Our partners at DDAWNY, CP State & IAC are asking that the CCOs be restored to the Targeted Inflationary Increase (TII) of 2.7% for human service organizations; in addition, we are seeking our partners support in our many CMANY One-Click campaign asking for that support from our legislators
- Reminder of Section IV Change
 - CCO Manual Section IV Effective Date Update:
 - a. Effective Date will now match the DDP1 date – if DDP1 date can not be found, NOD.09 date will be used; if neither NOD.09 OR DDP1 date can be found, effective date of the annual Life Plan will be used
 - b. Using any of the above mentioned dates meets the requirements, and an addendum is not needed if one date is used instead of the other
 - This change is effective as of 2/1/2026
- IDT Members and the Life Plan meeting
 - Nursing staff is encouraged to attend Life Plan meetings to ensure all medical and health related information is accurate, and Care Coordinators can gather any corresponding documents from the nursing team

- If nurses are unable to attend please communicate to the nursing team that updates and documents are needed at the Life Plan meeting
 - Providers who are sending staff to cover meetings, please ensure they are well equipped with the changes needed
- DDP2s are completed by the Care Coordinator with the member and their supports to determine the most accurate information based on an average day for the member
 - Care Coordinators will not change or manipulate DDP2 assessments to increase a Self-Direction budget or change a member's tier level
- Life Plan Draft
 - Prior to the Life Plan meeting, if you are provided a draft please review for accuracy and send any changes to the Care Coordinator prior to the meeting

II. Operations Updates

- Reminder that the Single Point of Contact (SPOC) is used for Life Plans that are **finalized – if the plan has not been finalized, contact should be with Care Coordinator**
 - If you are in the Portal, you can check who the current Care Coordinator is and if the plan has been finalized; if the plan is not visible in the Portal, it has not been finalized
 - If you are not in the Portal and the plan is past the 45 days, connect with the Care Coordinator first before connecting with the SPOC – escalate to Supervisor as needed
- Clarification on documentation upload timeframe
 - If you are uploading to the Portal, there is no time delay post-Life Plan meeting to upload
 - If you are not uploading to the portal, we are still requiring the time delay post-Life Plan meeting to send documents to the SPOC
 - This is to be mindful of the inflow of documents and e-mails to the SPOC e-mail inbox
- Distribution of Life Plan from Single Point of Contact can take up to 7 business days
- If Portal access is available, best practice is to gather Life Plan from Portal
- Addendum requests for Portal users
 - If you are signing in the Portal are required an addendum, connect with the Life Plan SPOC to request the addendum

III. Provider Portal

- Portal Flow
 - Portal Account
 - a. If you have an account and are having any issues such as:

1. Unable to sign a Life Plan
 2. Unable to view a member and or/a member is on your account that should not be
 3. Unable to access your account
 4. Unable to upload a document and/or a document has been uploaded incorrectly
- Life Plan SPOC
 - a. Requesting an addendum
 - b. A Life Plan is finalized and you are waiting on distribution
 - c. Sending Life Plan supporting documents
 - Care Coordinator
 - a. Portal User – If the plan is not visible in the Portal and is either approaching or past the 45th day to get an update on the status
 - b. Non-Portal User – If the plan is approaching or past the 45th day and you have not yet received the finalized copy from our SPOC
 - Provider Relations
 - a. You are unaware of who your portal liaison is
 - b. You are looking to attend a portal walkthrough training
 - c. You are not in the portal, and are looking for Care Coordinator contact information
 - d. Looking to escalate a situation

IV. Agency Openings

- Content analytics from our agency openings page housed internally have been trending positively since the beginning of this process
- If you have openings you'd like to share with Care Coordination, send to Provider Relations before the last day of the month to be included in the following month
- E-mail template for Agency Openings will be housed in Provider Relations newsletter beginning in October

V. Agency/Provider Relations 1:1 Meetings

- Provider relations and/or local directors are available to meet 1:1 with agencies per request
- Focus on agency specific concerns, process improvements between agencies and person Centered Services
- Smaller group to openly discuss concerns / positive feedback /etc., that may not be appropriate for larger meetings

East / Southern Tier: Katelyn Luke-Moore

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Cayuga, Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Wayne, Yates

West / Southern Tier: Maria Kirkpatrick

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Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans, Wyoming

VI. Additional Information and Resources

- Service Announcement Reminder: [Service Announcements - Person Centered Services](#)
 - If you have any upcoming events you would like Care Coordination to be aware of, please complete the service announcement form
 - If you have an additional attachment, e-mail Provider Relations: providerrelations@personcenteredservices.com

VII. Community Resource Tool: [Community Resource Tool - Person Centered Services](#) has transitioned to the Disability Services NY: [Services for Intellectual and Developmental Disabilities in NY State | Disability Services NY Directory](#)

- A tool that assists in your search for day programming, employment support, or other resources for people with intellectual and developmental disabilities
- You can find opportunities in your region by using the **DSNY**
- If you have any questions, concerns or notice that something does not look right for you, please contact us at providerrelations@personcenteredservices.com

