

## CCO and Provider Partnership Meeting Minutes May 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.

### Agenda

- Icebreaker
- Updates
- Operations Updates
- Portal Updates
- Upcoming Events
- Provider Resources

### Internal Updates

- Annual home visits required starting May—at least one per year.
  - The goal of these is to further assist members, strengthen relationships and support personalized care planning. Home visits provide valuable insight into members' environments, health, and safety needs
  - Visits will be scheduled at a time that works best for the member with comfort, privacy, and with preferences always respected

### Staff Announcements

- Ashley Backlund introduced as Director of Compliance and Incidents.
  - Reviewed the incident reporting process and request for collaboration from providers when incidents are filed
  - Request for confirmation of one of the following:
    - Justice Center confirmation number
    - Confirmation the incident was reported to OPWDD and/or the Justice Center
    - OPWDD specific incident category
- Rob Muldoon introduced as Data Management Specialist – EMR.

## QA Updates

- Verify incidents are reported correctly (JC or OPWDD).
- Document confirmation details in records.
- Care Coordinators must be notified within 24 hours.
- Reviewed the incident reporting process and request for collaboration from providers when incidents are filed
  - Request for confirmation of one of the following:
    - Justice Center confirmation number
    - Confirmation the incident was reported to OPWDD and/or the Justice Center
    - OPWDD specific incident category

## CAS/CANS SPOC Pilot

- Weekly email notifications to designated SPOC.
- Upload documentation within 10 days.
- Second email when assessment completed.

## Portal Updates

- Secondary Signer Pilot beginning June 1.
- New process for change requests via Microsoft Form.
  - [Person Centered Services Provider Portal Access Request](#)

## Upcoming Events

- Multiple training/webinar sessions scheduled May–July.
- Life Plan Literacy – August 19, 2026.
- CCO/HH Overview – June 10<sup>th</sup>, 2026 &\* November 18<sup>th</sup>, 2026
- Portal Walkthrough Trainings
  - Tuesday, July 14<sup>th</sup>, 2026
    - 10:00am – 11:00am [Click here to register](#)
    - 1:00pm – 2:00pm [Click here to register](#)
  - Tuesday, June 30<sup>th</sup>
    - 10:00am – 11:00am [Click here to register](#)
    - 1:00pm – 2:00pm [Click here to register](#)

## Provider Engagement

- Invitation for agencies to participate in panels.
  - Supported Employment and Pre-Vocational Services – August 12<sup>th</sup> (East), August 13<sup>th</sup> (West)

- Monthly updates required for agency openings.
  - If no confirmation of information remains the same and/or updates are provided, the agency will be removed the agency openings list
  - This is to ensure that the most accurate and up to date information is provided to Care Coordination

## New Initiatives

- Member Connections series launched.
- Partnership meetings moving to webinar format starting June.

## Workgroup Updates

- Operations and Provider Relations collaboration.
- Focus on clarity in Life Plan roles.

## Resources

- Disability Services of New York Directory - [Services for Intellectual and Developmental Disabilities in NY State | Disability Services NY Directory](#)
- Provider Partnership Meetings Minutes - [Monthly Provider Partnership Meeting Minutes - Person Centered Services](#)
- Provider Relations - [Provider Relations - Person Centered Services](#)
- Provider Portal - [Provider Portal - Person Centered Services](#)
- Submission for Service Announcements - [Service Announcements - Person Centered Services](#)

## Next Steps

- Attendees to share information internally.

## Round Table

- Discussion of provider updates, concerns, and successes.