



Vanderheyden is a not for profit children and family services agency that has been serving individuals in the Capital Region for more than 175 years.

Our mission is to empower children, young adults and families to build brighter futures.



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A Program of Vanderheyden

Medicaid Service Coordination



What You Need to Know

How We Can Serve You



What is Medicaid Service Coordination (MSC)?

Medicaid Service Coordination assists people with developmental disabilities in gaining access to necessary services and supports to lead successful lives in the community according to their own needs and desires. Vanderheyden is a designated provider of this service.

What will this service do for me?

- MSC will help the individual enroll in Medicaid.
- MSC can help the individual enroll in Waiver services, such as respite, parent education, transportation, residential habilitation, day habilitation, environmental modification, etc. as well as additional services as described by the MSC.
- MSC can meet with the parent/guardian or individual monthly. The parent/guardian or individual can request more visits. The meeting will be in the home at least once every three months.
- The MSC will advocate for the individual when the individual or parent/guardian feels that their needs are not coming first.

- One of the primary responsibilities of an MSC is advocacy, linkage to services and resources, and protecting the rights of the individual he/she serves.
- MSC will meet with the other service providers, such as school officials, when discussing plans for the individual.
- The MSC and the individual, parent / guardian will develop and maintain a personalized plan designed to meet the person's needs and desires. This plan is called the Individualized Service Plan or ISP. Included in the ISP are Valued Outcomes or goals that the individual will work on to enhance quality of life. The ISP will be reviewed every six months or twice annually with the individual, parent/guardian and can be changed if needed.

Who is eligible?

To receive Medicaid Service Coordination an individual must meet all of the following criteria and have proof of eligibility:

- The person must have a documented diagnosis of a developmental disability along with verification obtained through the Developmental Disabilities Service Organization (DDSO);
- The person must be enrolled in Medicaid (if he/she is not enrolled, the MSC will assist with this process);
- The person must have a demonstrated need for ongoing and comprehensive, rather than incidental, services;
- The individual or the parent/guardian must choose to receive MSC;

- The person must not permanently live in an Intermediate Care Facility (ICF), Development Center (DC), Psychiatric Hospital, Small Residential Unit (SRU), Nursing Facility, Hospital or any other Medicaid Funded setting that provides service coordination;
- The person cannot be enrolled in any other comprehensive Medicaid long-term care service coordination program.



What should I know?

You can select the MSC vendor of your choice. An MSC vendor is an agency that has a contract with the Office of People with Developmental Disabilities (OPWDD) to provide Medicaid Service Coordination. Vanderheyden is such a designated agency providing MSC.

Medicaid Service Coordinators are required to train a certain amount of hours annually to enhance their knowledge of MSC and to stay current with any changes made to the program. In addition, their supervisors are also required to meet and follow the same criteria. All MSCs must meet higher educational standards and have previous experience working with people who have developmental disabilities.

Contact Mary Beth Carman at 283-6500 x272 or mbarcarman@vanderheydenhall.org to learn more about Vanderheyden's MSC program