

Changes to your healthcare services Effective February 1, 2022

Behavioral Health Community Oriented Recovery and Empowerment (CORE) Services

Starting **February 1, 2022**, four Adult Behavioral Health Home and Community Based Services (BH HCBS) will be changing to Community Oriented Recovery and Empowerment (CORE) Services. Empire BlueCross BlueShield HealthPlus will cover CORE Services. You can use your Empire plan card to get these CORE Services.

New York State is making this change because CORE Services are easier to get than BH HCBS. Eligible members can get CORE Services through a recommendation from a qualified provider.

The services moving from BH HCBS to CORE Services are:

Psychosocial Rehabilitation (PSR)

This service helps with life skills, like making social connections, finding or keeping a job, starting or returning to school, and using community resources.

Community Psychiatric Supports and Treatment (CPST)

This service helps you manage symptoms through counseling and clinical treatment.

Empowerment Services – Peer Supports

This service connects you to peer specialists who have gone through recovery. You will get support and assistance with learning how to:

- Live with health challenges and be independent,
- Help you make choices about your own recovery, and
- Find natural supports and resources.

Family Support and Training (FST)

This service gives your family and friends the tips and skills to help and support you.

What are the changes from BH HCBS to CORE Services?

These CORE Services are almost the same as they were in BH HCBS. There are two changes:

1. You now have more choices for services to support goals related to work and school. You can work with a CORE PSR provider to help you:
 - Get a job or go to school while managing mental health or addiction struggles;
 - Live on your own and manage your household; and
 - Build or strengthen healthy relationships.

2. Short-term Crisis Respite and Intensive Crisis Respite are now called Crisis Residential Services and are still available.

These seven services are still available under BH HCBS:

- Habilitation
- Education Support Services
- Pre-Vocational Services
- Transitional Employment
- Intensive Supported Employment
- Ongoing Supported Employment
- Non-Medical Transportation

Will I have to change my BH HCBS provider to get CORE Services?

If you were getting CPST, PSR, FST, or Peer Support as BH HCBS before **February 1, 2022**, you can keep getting the same services from your provider under CORE. Your provider will talk to you about any changes that affect you. You can also ask your care manager for help.

Do I need an assessment for BH HCBS?

Yes, you need to do the New York State Eligibility Assessment with your care manager or recovery coordinator to get a BH HCBS.

Do I need an assessment for CORE Services?

No, you do not need the New York State Eligibility Assessment to get CORE Services. You can get a CORE service if it is recommended for you by a qualified provider, like a doctor or social worker. The qualified provider may want to discuss your diagnosis and needs before making a recommendation for a CORE service.

How do I find a qualified provider to recommend me for CORE Services?

Your primary care provider or therapist may be able to make a recommendation for CORE Services. If you need help finding a qualified provider, call Member Services at the number below. You can also ask your care manager for help.

To learn more about these services, call Member Services at 800-300-8181 (TTY 711) Monday to Friday, 8 a.m. to 8 p.m. and on Saturday from 9 a.m. to 5 p.m. Eastern time.

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