



Resources Related to Children's Health and Behavioral Health Transition to Medicaid Managed Care (Compiled 5/3/19)

Overview

- [Children's Managed Care Design](#)
- [Provider Designation](#)
- [Children and Family Treatment and Support Services \(CFTSS\) Provider Manual](#)
- [FINAL Children's Home and Community Based Services Provider Manual](#)
- [Children's Health and Behavioral Health Billing and Coding Manual \(Includes both CFTSS and Home and Community Based Services \(HCBS\)\)](#)
- [Supplemental Billing Guidance \(Transitional period\)](#)
- [Billing Guidance and Rates](#)

Helpful Trainings

- [Children and Family Treatment and Support Services \(CFTSS\) – Service Review](#)
- [CFTSS Refresher](#)
- [CFTSS FAQ](#)
- [CFTSS Billing and Revenue Cycle Management](#)
- [CFTSS Utilization Management](#)
- [Find a Designated Provider](#)
- [MCTAC Children's Webpage*](#)
**All previously conducted Children's CFTSS/HCBS State webinars are listed and upcoming webinars are included on the MCTAC calendar*

Receive Updates and Submit Questions

- **Subscribe to the children's managed care [listserv](#)**
- **Subscribe to the DOH Health Home [listserv](#)**
- **NYS OMH Managed Care Mailbox: OMH-Managed-Care@omh.ny.gov**
The purpose of the Managed Care Mailbox (OMH-Managed-Care@omh.ny.gov) is to facilitate oversight on managed care transition issues. The mailbox is designed to respond to any provider questions and/or concerns related to billing, payments, claims, grievances, and appeals. For example, providers with rejected claim submissions are encouraged to contact the OMH-Managed Care Mailbox for further assistance after they have exhausted all avenues of trying to resolve this issue on their own with the Managed Care Organization. If these questions and concerns involve any Personal Health Information (PHI) please send via secure email. Inquiries will be given an initial response in 1-3 business days.
- **Provider Designation: OMH-Childrens-Designation@omh.ny.gov**
- **OASAS: picm@oasas.ny.gov**
- **OCFS: ocfs-managed-care@ocfs.ny.gov**
- **DOH: managedcarecomplaint@health.state.ny.us**
- **Email DOH about Health Homes through their [bureau mail log](#) or call 518-473-5536 or HHSC@health.ny.gov**
- **MCTAC Mailbox: Mctac.info@nyu.edu**
 - Logistical questions usually receive a response in 1 business day or less.
 - Longer and more complicated questions can take longer.