



Expedited Assessment Process for MMC/HARP/SNP Plans

Below is a summary of the process for an MMC/HARP/SNP plan to assist a consumer to receive an Expedited Assessment from the New York Independent Assessor (NYIA).

1. Plan representative electronically completes the Expedited/Immediate Need Assessment Request Form and submits via secure URL.
2. NYIA sends plan representative an auto-generated email confirmation that the form has been received.
3. Plan representative initiates a three-way call to the NYIA Operations Support Unit (OSU) at 855-665-6942 with the consumer on the line.
4. On the call, the OSU coordinator schedules the Initial Assessment and the Clinical Appointment, both of which will be completed within six calendar days of the call.
5. The Initial Assessment is conducted by a Nurse Assessor and takes approximately three hours. The Clinical Appointment is conducted by an MD, DO, NP, PA, or Specialist Assistant and takes approximately one hour. The consumer can choose to schedule these appointments to take place in person or via telehealth (Zoom).
6. **Within 24 hours** of each appointment, the consumer receives a reminder telephone call from the Nurse Assessor who will conduct their Initial Assessment and the clinician who will conduct their Clinical Appointment.
7. Consumer who has chosen to schedule telehealth appointments receives an email that provides a Zoom link to these appointments prior to each appointment.
8. Nurse Assessor completes and submits the Community Health Assessment in the UAS-NY. Clinician completes and submits the Medical Review and Practitioner's Order Form in the UAS-NY.
9. CHA and PO outcomes are available to the plan via either the UAS-NY Data Exchange or UAS-NY Reports. The plan will also find outcome information in their current daily reports and in a new report ("Fast Track Appointment Status Report") related to interrupted, no-show, and canceled appointments.
10. NYIA sends the MMC/HARP/SNP-enrolled consumer a notice indicating whether they are medically stable to receive Personal Care Services (PCS) or Consumer Directed Personal Assistance Services (CDPAS) in the home. These members are referred to their plan to request the services they need.