

HARP: Care Coordinator Role and Talking Points

Care Coordinator Role

Care Coordinators are critical to getting Members connected to services under HARP. HARP is an add on to a Members benefit package that gives them access to additional services called HCBS and CORE services.

- Talk to Members about services available under HARP using the HCBS CORE Resource Tool.
- Update the Plan of Care to reflect HARP activities if Members are interested in pursuing services.
 - If Members are interested in CORE services, obtain consent and complete and submit the providers' referral form.
 - If Members are interested in HCBS, complete the Eligibility Assessment in the HCS UAS to determine eligibility, then consult the HARP Overview for detailed steps to the process.
- Assist Members with connecting to the CORE / HCBS providers and collaborate with providers to ensure Member engagement and to collaborate on achievement of Member goals.

Talking Points for HARP

- You are eligible for additional services through your insurance plan at no cost to you. These services are person centered and can be in your home or out in the community.
- These services can help with education, employment, daily living skills and social skills. Some services can even be provided to your family members or friends to help them understand your needs and support you better.
- Because you have a goal of [insert goal] or want to work on [insert expressed need], we could work to connect you to [insert service] to assist you [insert goal].

*Use the HCBS CORE Resource Tool to help fill in blanks and connect Members to the services most likely to meet their needs.

Additional Resources

Document	Contents / Purpose
HARP Overview	Contains an overview of the entire HARP process from identifying who is HARP enrolled and how to connect those Members to either CORE or HCBS services.
HARP Resources	Compilation of several NYS OMH training courses and resources on HARP, including an explanation of the services available under CORE and HCBS.
HCBS CORE Resource Tool	An explanation of the services available under HARP, including how they might directly relate to Member needs.
Walking the HARP Workflow and Training Slides	Recorded training that explains the process of connecting Members to HCBS services; the recorded training and the slides are both available on the website.
HARP General Assessments	Step by step guide of how to document HARP activity in CareManager via the Assessments Tab.