

Introduction

Medicaid Managed Care in New York City

New York City has contracted with several managed care organizations and Special Needs Plans to ensure the delivery of health care services to persons enrolled in Medicaid. The New York State Department of Health has developed a Medicaid managed care model contract which requires managed care organizations that contract with the city and other localities to coordinate activities related to public health with local public health agencies and to develop agreements with public health agencies regarding such activities. In New York City, all contracts between the city and Medicaid managed care or Special Needs Plans contain an “Appendix N,” negotiated with the New York City Department of Health and Mental Hygiene (NYC DOHMH). Per these contracts, public health obligations of managed care organizations and Special Needs Plans include the following:

- providing the NYC DOHMH with information requested by the Department in the course of conducting epidemiologic investigations;
- encouraging compliance by affiliated providers with mandated reporting requirements and public health recommendations through provider education and various forms of review;
- adapting information for the plan’s internal protocols, practice manuals and guidelines from this *Compendium* and from recommendations issued by the New York City and State health departments and other professional organizations, to ensure that plan practice guidelines are consistent with current standards of care;
- assisting the NYC DOHMH in disseminating written or electronic public health information to affiliated providers;
- providing on-going education to enrollees about specified preventive care and public health topics;
- ensuring appropriate staff training regarding Early Intervention Programs and domestic violence, and designating a Domestic Violence Coordinator;
- engaging in quality improvement projects related to topics included in the Department’s *Take Care New York* initiative;
- participating in required data exchanges with NYC DOHMH registries; and
- implementing effective methods for case management of chronic disease. Case management services offered by Medicaid managed care organizations and Special Needs Plans are particularly valuable for providers who lack the resources to conduct intensive case management themselves: please refer to the table, “Case Management Referral Process”, to obtain plan-specific contact information on case management services available from Medicaid managed care organizations.