



What is a Care Coordination Organization

NY State

- 130,000 People with IDD supported by OPWDD
- 22,000+ Waiting for Services
- \$8.9 Billion Budget
- 7 CCOs

ACANY and LIFEPlan CCO

- The 2 CCOs combined cover 45 Counties across NY state
- 47,000+ People Supported
- 13,000 Waiting for Eligibility
- 2,000+ Employees

Care Coordination Organizations (CCOs) are the main entry point for New Yorkers with intellectual and developmental disabilities (IDD) to access supports and services.

As the gateway to all OPWDD programs, CCOs provide coordinated, person-centered care that integrates health care, behavioral health, social services, and community supports to help individuals achieve meaningful life goals. There are seven CCOs statewide, all operating under the oversight of the New York State Office for People with Developmental Disabilities (OPWDD).

Care Managers are the Backbone of the CCO Model - developing Life Plans, coordinating health and community services, supporting families, ensuring smooth transitions, and promoting independence and well-being.

The Role of a Care Manager

- › **Develop and Maintain a Person-Centered Life Plan** aligning medical, behavioral, developmental and social needs with each person's goals.
- › **Coordinate Health and Behavioral Health Services** linking individuals to primary care, specialists, mental health, dental, therapies, and preventive care.
- › **Support Transitions** from hospitals, schools, residential changes, or other life stages—ensuring continuity and safety.
- › **Assist Families & Natural Supports** facilitating meetings, explaining service options, helping with benefits, and easing caregiver burden. Care Managers navigate plan transitions, and coordinate school/IEP and adult services.
- › **Connect to Community Resources** including employment, housing, transportation, food security, social supports, and Self Direction. Participation in Self Direction has grown 120% since 2018, and Care Managers play a critical role in supporting that growth.
- › **Ensure Quality & Accountability** using secure health information technology to track outcomes, document services, and improve care system wide.

833-692-2269

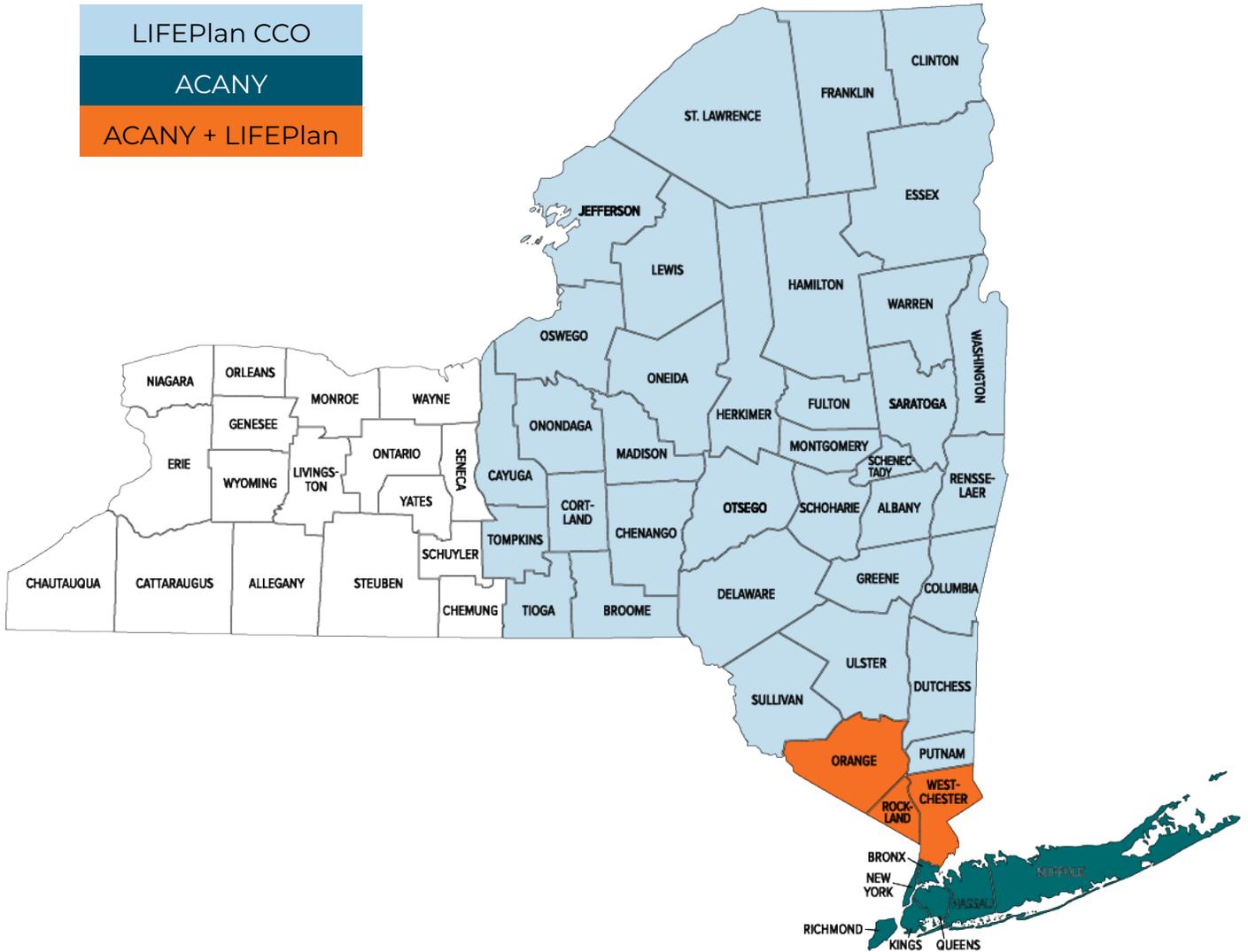
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CCANY is a Management Service Organization (MSO) for LIFEPlan (upstate) and ACANY (downstate) Care Coordination Organizations (CCOs).

Our mission is to empower people with intellectual and developmental disabilities (IDD) and their families to live happy, healthy and meaningful lives.