



Office of
Mental Health

Office of Addiction
Services and Supports

Department
of Health

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Acting Commissioner

MEMORANDUM

TO: Community Oriented Recovery and Empowerment (CORE) Service providers and Medicaid Managed Care Health and Recovery Plans (HARPs), HIV Special Needs Plans (HIV-SNPs), and Medicaid Advantage Plus (MAP) Plans (collectively referred to as MMCPs)

FROM: The New York State (NYS) Department of Health (DOH), Office of Mental Health (OMH) and Office of Addiction Services and Supports (OASAS)

DATE: January 20, 2023

SUBJECT: Continuation of CORE Service Utilization Management Guidelines

NYS issued the [CORE Services Benefit and Billing Guidance](#) in October 2021, including utilization management guidelines. CORE Services began implementation in February 2022.

In consultation with stakeholders over the first year of implementation, including feedback from MMCPs and CORE Service providers, NYS is extending the current prohibition on prior authorization and concurrent review for CORE Services. NYS OMH and OASAS will continue soliciting stakeholder feedback in ongoing CORE Service utilization management planning. Any future updates will include a 90-day noticing period for necessary systems configuration.

MMCPs and CORE Service providers are encouraged to maintain communication, particularly around engagement, referrals, and discharge, in the best interest of CORE Service recipients. Care management is important to ensure person-centered, recovery-oriented care is received. Please continue to refer to the [CORE Services Benefit and Billing Guidance](#), the [CORE Operations Manual](#), and additional resources on the [CORE Overview webpage](#).

Provider questions can be directed to CORE-Services@omh.ny.gov or PICM@oasas.ny.gov. MMCP questions can be directed to bho@omh.ny.gov.