

CARE COORDINATION ORGANIZATION



A Care Coordination Organization (is a Health Home overseen by the New York State Office for Persons with Developmental Disabilities (OPWDD). CCOs employ care managers, who provide person-centered care management, planning, and coordination for individuals with intellectual or developmental disabilities (I/DD) and who are eligible for OPWDD services. CCOs and care managers replaced Medicaid Service Coordination and Medicaid Service Coordinators (MSCs) in 2018.

Care managers work with individuals with I/DD and their families to develop a care plan known as a “Life Plan” that includes health and behavioral health services, community and social supports, and other services.

There are three CCOs that serve the entire New York City area. Individuals and families select from the three CCOs and may switch care managers and/or CCO at any time. You also have the right to choose the level of support that you will need from a care manager.

Please contact the CCO Liaison at your CCO, if you need help working with your Care Manager.

CCO Liasons

Advance Care Alliance (ACA)

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Care Coordination Support Liaison

If you are not getting help at the CCO level and need further assistance, please contact the Care Coordination Support Liaison at your borough Developmental Disabilities Regional Office (DDRO).

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