WEBSITE Tour

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NYSADSA

New York State Adult Day Services Association Inc.

RESOURCES

What are Adult Day Services

Social Adult Day FAQ

Social Adult Day Glossary of Terms

Social Adult Day Resources- Getting Started

Social Adult Day Resources- Empowerment

Social Adult Day Consultant Directory

HCBS Final Rule: Compliance & Resources

NYSADSA Resources for Getting Started

SADS Regulation Information

MLTC Information

Program Design

Templates

Bilingual Resources

Social Adult Day Services Information

Regulations Information

Key Considerations When Opening a Program	NYS Regulations for Operating a Social Day Care	New York State Office for the Aging Regulation
Nutrition Requirements Checklist	Current CACFP Adult Meal Pattern	CACFP Program Information
CACFP Flyer	Article 81 of the NYC Health Code: Food Preparation & Food Establishments	NYC Local Law
ADA Requirements: Wheelchairs, Mobility Aids, and Other Power-Driven Mobility Devices	ADA Requirements: Effective Communication	Minimum Data Set
NYC SADC Permit Letter from NYC DOHMH	SADC Eligibility Requirements	NYC Social Day Programs Only- DFTA Registration Information

MLTC Information

New York State MLTC Plan Directory

Social Adult Day Care Certification

Program Design

Free Bingo Cards

NADSA-AAHSA Whitepaper: Planning and Creating Successful Adult Day Services and other Home and Community-Based Services

AAHSA Article: When Culture Change Meets Home and Community-Based Services

ARCH National Respite Network and Resource Center's ABCs of Respite: A Consumer Guide for Family Caregivers

Alzheimer's Reading Room Article: Preparing your home to care for a loved one with Alzheimer's Disease or any dementia related disorder

TEMPLATES

SADC/SADS Person-Centered Service Plan (PCSP) Template

Comprehensive Assessment for Aging Network Community-Based Long Term Care Services (COMPASS) Tool

SADC Empowerment Resources

Links to Aging Resources:

-National Adult Day Services Association

-Alzheimer's Foundation of America

-AARP

-National Council on Aging

Empowerment Resources

NYSADSA Personal Care Training Workshop

FREE for all social adult day programs. Each staff member will be required to view the workshop individually and complete an individual proficiency test.

A registered nurse (RN) will provide the training and be available on retainer for follow-up training and assistance to participating social adult day programs.

A proficiency test has been developed for all participants. The result will be received directly at the NYSADSA office and be recorded. Results will be shared with NYSADSA leadership, the RN trainer, and NYSOFA. Follow-up will be provided by the RN on retainer. A certificate will be issued to each participant who successfully completes the proficiency test.

Please contact Earl Gifford at egifford@leadingageny.org to register for this training.

Empowerment Resources

Powerful Tools for Caregiving

- Mount Saint Mary College- Center on Aging and Disability Policy is a national resource for the Area Agencies on Aging.
- ProActive Caring
- Caregiver Teleconnection
- Nevada Interprofessional Healthy Aging Network
- Alzheimer's Association
- A Crisis Guide for Caregivers of Senior with Dementia

Empowerment Resources

<u>Family Caregiving</u>

-Aging Parents

-Today's Caregiver

<u>Age In Home</u>

-Center of Design for an Aging Society

-Health In Aging

Empowerment Resources

Staff Development

-Home and Community-Based Services Final Rule

-MedBridge

Behavior Management

-UCLA Alzheimer's and Dementia Care Program

-CDC- A Public Health Approach to Alzheimer's and Other Dementias

Empowerment Resources

Care Planning

-DOH Person-Centered Planning and Practice Resource Library

Nutrition

- Child and Adult Care Food Program (CACFP)

- Food Handlers Certification Course

- Nutrition Requirements Checklist

- Article 81 of the NYC Health Code: Food Preparation and Food Establishments

Empowerment Resources

Compliance

- HHS-Office of Inspector General OMIG Compliance Toolkits

- 2021 HHS-OIG Update on Compliance

- HHS Health Insurance Portability and Accountability Act (HIPAA) Training and Resources

- NYS Office of the Medicaid Inspector General Provider Resources

- NYS Office of the Attorney General (OAG) Health Care Complaint Form

EMPOWERMENT RESOURCES

HCBS Final Rule

- Details of the Final Rule

- Registration link for Person-Centered Care Planning through NYS
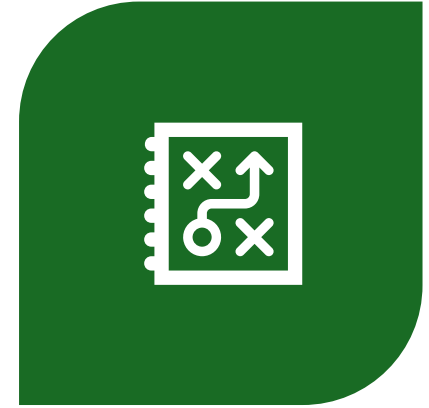
LGBTQ Competency

-SAGECare LGBT Training Courses

Abuse & Neglect

-NYS Coalition on Elder Abuse

Empowerment Resources

VIRTUAL SENIOR
PROGRAMS

-GETSETUP

HCBS Final Rule: Compliance Updates & Resources

- DOH new Social Adult Day Care (SADC) Home and Community-Based Services (HCBS) Compliance website link

HCBS Final Rule Compliance & Resources

Additional resources which are constantly updated.

- [NYSADSA Webinar: HCBS Rules and Regulations for SADC Programs / Practical Considerations for PCSP Creation with Clients Affected by Dementia](), May 16, 2025

- [NYSADSA Letter to DOH and NYSOFA Requesting Clarification on Distinction Between Supervision of ADLs and Community Integration Supervision in SADC Programs](), May 12, 2025

- [NYSADSA/LeadingAge NY Joint Public Comment to DOH Regarding SADC HCBS Rule Evidence Packages](), May 17, 2024

- [NYSADSA Members-Only Webinar: Empowering Care: Crafting Clear and Simple Person-Centered Plans for Social Day Programs](), March 13, 2024

- [NYSADSA/LeadingAge NY Letter to DOH Regarding HCBS Rule Implementation and Compliance for SADC Programs](), January 22, 2024

- [NYSADSA Thank You Letter to DOH for SADC/SADS PCSP Template Revisions](), December 21, 2023

- [NYSADSA/LeadingAge NY Joint Public Comment to DOH Regarding HCBS Heightened Scrutiny Evidence Packets, Final Rule Implementation, and New PCSP Requirements for SADC](), September 29, 2023

- [LeadingAge White Paper: Home and Community-Based Settings Rule: How Regulation Intended to Ensure Access to Medicaid Funded Services Falls Short, and Changes Needed to Fix It](), July 2023

  - [Explainer: HCBS Settings Rule Limits Older Adults' Access to Services]()

ADVOCACY PAGE

Letters to Policymakers

Legislative Testimony

EVENTS & EDUCATION

FREE TRAININGS:

Overcoming Barriers in Providing Optional SADS Services

HCBS Rules and Regulations for SADC Programs

SADC Compliance: NYS Certificate, Compliance Programs and Medicaid Integrity & Quality

2025 Training: Foundations for Success: Launching Your Program

Personal Care Training Workshop

The Importance of Data Collection in Adult Day Services

Nutrition Requirements Refresher for Social Adult Day Care

Emergency Preparedness Presentation with Ready New York

Ensuring Excellence and Compliance in Social Adult Day Care

Empowering Caregivers: Nurturing the Heart of Healthcare

2023 Home Care Show! Person-Centered Care Planning Presentation

Supporting Your SADC: Key Resources for Providers in New York State

A continuation of essential tools and regulatory guidance from NYSDOH, NYSOFA, OMIG, DFS, ICAN, and other state agencies to support compliance, training, and participant care in SADC programs.

Overview: State-Supported Tools for SADC Providers

Introduction to SADC Compliance & Operational Support

Purpose: Equip providers with trusted tools and official resources

NYSOFA – Social Adult Day Services (SADS)

NYS Office for the Aging (NYSOFA)
Oversees regulations and program standards for Social Adult Day Services (SADS) statewide.
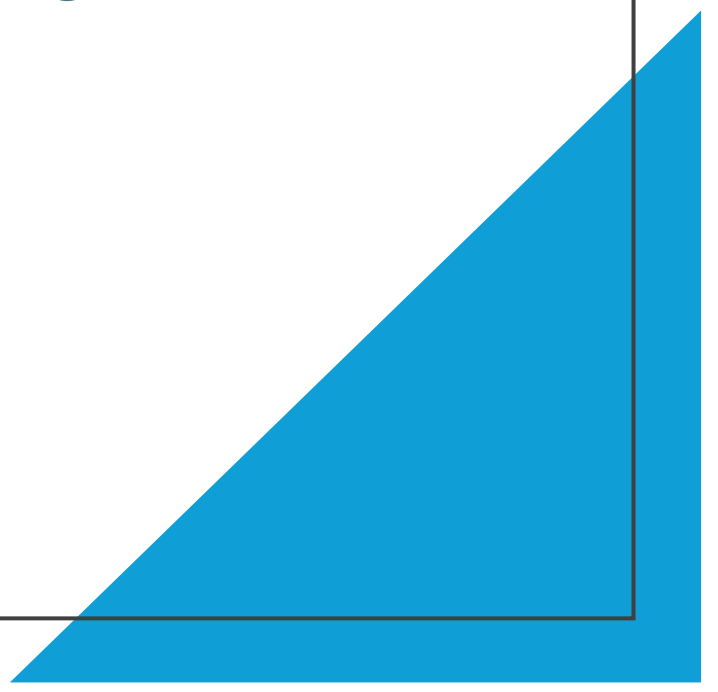
What NYSOFA Offers:

- **Regulatory Oversight:** NYCRR Title 9 Part 6654.20

- **Nutrition Program Standards:** Including 90-PI-26 requirements

- **Self-Monitoring Tools:** Required for annual compliance certification

- **Training & Documentation Requirements:** For direct care and administrative staff

- **Program Guidance:** On admissions, service plans, staffing, participant rights, and environment

Webpage: aging.ny.gov/social-adult-day-services-sads

NYS Department of Health (DOH) – SADC Resources

Webpage: https://www.health.ny.gov/health_care/managed_care/mltc/sadc/

Content Includes:
- HCBS Final Rule documentation
- PCSP template and template guidance
- Community integration expectations

Community Integration & HCBS Compliance

Person-centered goals required under HCBS Final Rule (42 CFR §441.301)

Activities must align with individual interests (not group-only outings)

Must promote independence and full community access

Additional Contacts for PCSP Training

To learn more about the training initiative: NYDOHPCPTraining@pcgus.com

For HCBS Rule compliance or program-specific questions: HCBSRule@health.ny.gov | www.nydohpcptraining.com/events

Additional Resources

- **NYSOFA Training Resources**
  https://aging.ny.gov/ny-connects-information-and-assistance-ia
- **NYS DOH PCP "Lessons From the Field" Webinar**
  https://www.youtube.com/watch?v=qkANejZMdNo&feature=youtu.be
- **Home & Community-Based Services (HCBS) Final Rule**
  https://www.health.ny.gov/health_care/medicaid/redesign/home_community_based_settings.htm
- **Technology-Related Assistance for Individuals with Disabilities (TRAID) Program**
  https://www.justicecenter.ny.gov/traid-program

NYS SADC Certification

Webpage: https://omig.ny.gov/medicaid-fraud/file-allegation

Used for: Annual NYS certification submissions

Tip: Certification must be completed annually, when there is a change and retained on-site for 6 years

Know Your Plan Contract – Record Access & Retention

Review Your Provider Agreement: SADC providers should closely review their contracts with MLTC plans:

Key Clauses to Look For:

- **Record Access Timing:** Does the plan require *immediate access* to records or allow a response window?

- **Retention Periods:** Minimum standard is **6 years after service**
  - Some contracts may require longer retention (e.g., 10 years).
  - Ensure you understand who can request what, and under what authority.

- **Cost for Copies:** Most agreements require providers to **submit records at no cost** to the State or MCO.

Know Your Plan Contract – Record Access & Retention

Tip: Maintain clear internal procedures for:

- Responding to document requests
- Logging record disclosures
- Verifying enrollee consent for information sharing

MLTC Complaints – Where and How to Report

MLTC Technical Assistance Center (TAC)
For provider issues related to **contract disputes** or **participant-specific concerns**

TAC Does NOT Provide:

- General MLTC policy or program guidance

- Hypothetical or anonymous case analysis

MLTC Complaints – Where and How to Report

Required for Complaints:

- Participant's **full name**
- Relevant **dates of service**
- **Nature of the issue** (denial, delay, reduction, etc.)
- Contract details (for provider contract issues)

Contact Information:

MLTC – Technical Assistance Center
Bureau of Managed Long-Term Care
Division of Health Plan Contracting and Oversight
New York State Department of Health
Office of Health Insurance Programs
Phone: (866) 712-7197 | Fax: (518) 474-6961 | Email: mltctac@health.ny.gov

Billing Appeals – Know Your Rights & Responsibilities

Review Your MLTC Contract & Provider Manual:

Every MLTC plan must include specific procedures for **billing appeals** in the provider agreement or manual.

Check for:

- **Appeal timeframes**

- **Required documentation**

- **Format for submission (e.g., portal, fax, mail)**

Billing Appeals – Know Your Rights & Responsibilities

Timely Billing & Prompt Pay Requirements

- MLTC plans are **required by law** to pay clean claims **within 30 days (electronic)** or **45 days (paper)** per **Prompt Pay Law**

- Your contract will also include **timely filing deadlines** (often 90–120 days from date of service)

Billing Appeals – Know Your Rights & Responsibilities

Untimely Billing? You May Still Appeal

- If billing was delayed due to **unusual circumstances**, the Prompt Pay Law allows for a formal **appeal**

- Examples include:
  - Member eligibility delays
  - System errors beyond provider control

Billing Appeals – Know Your Rights & Responsibilities

Take Action:

- Document **why** billing was delayed

- Submit appeals **promptly** with supporting evidence

- **Track responses** and escalate unresolved issues per your plan's process

NYS Department of Financial Services (DFS): Prompt Pay Law

Key for:

- Understanding timely payment rules for MLTCs and provider claims
- Filing complaints for delayed payments

New York State Department of Financial Services (DFS) Provider Portal, where providers can:

- **Submit complaints** against MLTC plans for issues like late payments

- **Track the status** of complaints and appeals

- Access the **Prompt Pay Law complaint system**

Report Prompt Pay Violations

DFS Provider Complaint Portal: If you are experiencing **delayed payments** or **improper claim denials** from an MLTC plan:

File a complaint via the **DFS Provider Portal:** https://myportal.dfs.ny.gov/login?p_p_id=com_liferay_login_web_portlet_Login Portlet&p_p_lifecycle=0&_com_liferay_login_web_portlet_LoginPortlet_redirect =%2F

Use this for:

- Violations of the **Prompt Pay Law**
- Chronic delays in reimbursement
- Inadequate responses to billing appeals

ICAN & Ombudsman Services

About ICAN (Independent Consumer Advocacy Network)

What is ICAN?

- A program created by the NYS Department of Health

- Managed by Community Service Society of New York (CSSNY) and its partners

- Supports people in Medicaid managed care needing long-term care or behavioral health services

Mission:

- To help New Yorkers understand, navigate, and assert their rights in Medicaid managed care

Website: icannys.org

What ICAN Can Do for Participants

Support Services Include:

- Answering questions about:
  - Medicare, Medicaid, and long-term care
  - MLTC, MMC, FIDA-IDD, and HARPs

- Helping:
  - Choose the right plan
  - Enroll or change plans
  - File complaints or appeals with plans or providers

- Supporting caregivers, family members, and decision-making helpers

How ICAN Works

Direct Assistance:

- **Phone:** 1-844-614-8800 (Mon–Fri, 9 AM–5 PM)
- Health counselors trained to address your specific Medicaid long-term care issues

Advocacy & Education:

- Presentations across NYS for consumers and professionals
- Systemic issue tracking and policy recommendations

Example Issues ICAN Helps With:

- Getting home care instead of institutional care
- Requesting additional services from your plan
- Navigating denials or service cutbacks

NYC Aging (DFTA) – Local Compliance for NYC-based SADCs

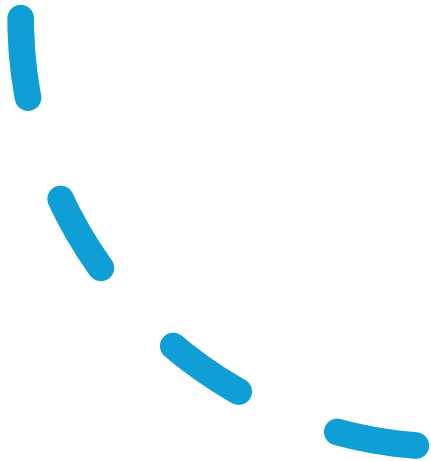**Webpage:** https://www.nyc.gov/site/dfta/community-partners/social-adult-day-care.page

Requirements:

- Annual registration with DFTA
- Must be in place when operating as a Social Adult Day Care when providing services to MLTC members

Summary & Support

- Regularly review the NYSDOH SADC page
- Stay current with annual certifications and training

NYSOFA Training Resources on Elder Abuse & Financial Exploitation

Enhance Staff Awareness & Compliance

The New York State Office for the Aging (NYSOFA) offers comprehensive training materials to help providers recognize, prevent, and report elder abuse, including financial exploitation.

NYSOFA Training Resources on Elder Abuse & Financial Exploitation

Key Training Resources:

- **How to Recognize, Prevent, and Report Financial Exploitation of Vulnerable Adults:** A detailed guide outlining signs of financial abuse and steps for reporting. https://aging.ny.gov/how-recognize-prevent-and-report-financial-exploitation-vulnerable-adults

- **Elder Abuse Education and Outreach Program (EAEOP):** Statewide training initiative offering educational sessions for professionals and community members.

- **NYSOFA YouTube Channel:** Features webinars and discussions on aging issues, including the "Live with Greg" series. https://www.youtube.com/playlist?list=PLaE-LeZ6fFroIS3H1VD2ZYhiNcK1pH8v4

NYSOFA Training Resources on Elder Abuse & Financial Exploitation

Action Steps for Providers:

- **Incorporate NYSOFA trainings** into staff development programs.

- **Stay informed** on best practices for safeguarding vulnerable adults.

- **Utilize available resources** to enhance service quality and compliance.

Compliance Training – Fraud, Waste, and Abuse (FWA)

Required Training for Health Care Providers

The U.S. Department of Health & Human Services Office of Inspector General (HHS OIG) provides **free, self-paced compliance training** to help providers detect, prevent, and report Fraud, Waste, and Abuse (FWA).

Compliance Training – Fraud, Waste, and Abuse (FWA)

Topics Covered:

- Definitions and examples of **fraud, waste, and abuse**
- **Federal laws** and penalties (e.g., False Claims Act, Anti-Kickback Statute)
- **Your role** in preventing and reporting misconduct
- Steps to maintain a strong **compliance culture**

Compliance Training – Fraud, Waste, and Abuse (FWA)

Access the Training:
https://oig.hhs.gov/reports-and-publications/featured-topics/ihs/training/fraud-waste-and-abuse-for-health-care-providers/content/#/

Who Should Take It:
- Direct care workers
- Administrative and billing staff
- Program managers and compliance officers

Completion Certificates Available

Final Thoughts: Empowering Quality Care

- Combine NYSADSA tools with state agency resources to strengthen your SADC program

- Apply PCSP guidance, certification protocols, and billing practices with confidence

- Use caregiver support and training materials to empower your staff and engage families

- Stay current by regularly reviewing NYSDOH, NYSOFA, and DFS updates

- Leverage these trusted sources to build a culture of quality, safety, and compliance