

New York State Association of Health Care Providers, Inc.

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Albany, NY – The New York State Association of Health Care Providers (HCP), representing Licensed Home Care Services Agencies (LHCSAs) statewide, has issued a formal letter to the New York State Department of Health (DOH) in response to allegations of misconduct outlined in the Department’s March 10 cease and desist letters to 17 licensed agencies. These allegations pertain to the transition to a single statewide fiscal intermediary, a process that has led some consumers in the consumer-directed program to shift to traditional personal care services provided by licensed agencies.

HCP strongly condemns any alleged misconduct and underscores that these concerns involve a small fraction—less than 2%—of providers. It is crucial that enforcement actions do not overshadow the dedication and integrity of the vast majority of home care agencies that remain committed to compliance and high-quality care.

“Our members are focused on delivering high-quality home care services to New Yorkers in need. The transition to a single fiscal intermediary within one program should not overshadow the broader spectrum of essential home care services provided across the state,” said Jodi Metzgar, Interim President of HCP.

Despite ongoing fiscal and operational challenges, LHCSAs continue to provide high-quality, cost-effective home care that enables New Yorkers to age and live independently in their communities. HCP underscores that any transition from consumer-directed care to personal care services through a licensed agency must adhere to clearly defined and communicated guidelines set forth by the Department. Additionally, the organization highlights the critical role of the state’s Independent Assessor, Maximus, which is responsible for determining Medicaid eligibility and approving home care services before LHCSAs or consumer-directed personal assistants can deliver care.

HCP calls for increased collaboration between the Department and Medicaid Managed Long Term Care (MLTC) plans to ensure a lawful and efficient transition. The association urges the state to confirm that all transitioning cases have newly completed prior authorizations, updated care plans, and fully compliant person-centered plans in place, in accordance with regulatory requirements.

“HCP remains a steadfast advocate for a home care system that prioritizes compliance, transparency, and accessibility,” said Laura Ehrich, Vice President of Public Policy. “We stand ready to work with the Department to uphold the highest standards of home care services in New York.”

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About HCP: The New York State Association of Health Care Providers, Inc. (HCP) is a leading advocate for the home care industry, shaping its future through advocacy, information, and education. Committed to setting high standards for quality and cost-effective care, HCP influences the future of the home care industry and leads the industry in adapting, evolving, and thriving in a changing health care environment.