



**Health Home Serving Children (HHSC) Care Manager Qualifications  
for Serving Children with High Acuity Level  
Waiver Request Guidance  
Updated Effective: June 1, 2022**

The New York State Department of Health (DOH) in collaboration with State Partners, outlined specific staff qualifications for HHSC Care Managers. These qualifications are the minimum standard (as found in the HH [Standards document](#)) and apply to **ALL** HHSC Care Managers serving children with an acuity level of “high” as determined by the CANS-NY.

**Staff Qualifications Standards for Health Home Care Managers**

HHSC Care Managers that serve children with an acuity level of “**high**” as determined by the CANS-NY must have:

- a) A Bachelor of Arts or Science with two years of relevant experience, OR
- b) A License as a Registered Nurse with two years of relevant experience, OR
- c) A Masters with one year of relevant experience.

**And**

HHSC Care Managers must complete CANS-NY training and certification annually.

- ◆ Supervisors must be CANS-NY certified and must achieve at least a score of 80% or higher on exam
- ◆ Care Managers must be CANS-NY certified and must achieve at least a score of 70% or higher on exam

**Waiver of Care Manager Staff Qualifications Request**

1. A Waiver Request **Form** can be submitted for an existing employee, a new hire, or a potential HHSC Care Manager candidate.
2. The waiver request is for any staff from a Health Home Care Management Agency (HHCMA) and/or Health Home (HH).
3. The HHCMA must submit a Waiver Request Form to their lead Health Home(s) for their review and approval.
  - a. If the HHs is having difficulty with the approval/denial process, the HH can forward the request to NYS DOH for review and assistance.
  - b. In these cases, the NYS DOH will work with the lead HH regarding the determination.
4. **Once the Health Home makes their determination pertaining to the request, the HH will keep a record of the completed request /package. The Department of Health can request to see all approved or denied waivers upon request.**

*\*\*Unless the candidate which whom the request is being asked is only going to work with one lead Health Home (HH), then each HH the CMA is in contract with must be sent the request and ensure each HH is aware of the other HH involvement.*



### **Completing the Waiver Request**

- **For existing employee-** Complete Section.1 of the Waiver Request Form. Describe the employee's related work experience, educational background, training, special skills, and abilities.
  
- **For new hire or potential candidate-** Complete Section.1 and Section 2 of the Waiver Request Form. In Section 2, provide a clear rationale for considering the candidate, describe the candidate's specialized skills that cannot be obtained from another qualified candidate and describe the specialized supervision, support, and training that the candidate will receive in the first 6 months of hire.

**For all qualification waiver requests-** Attach a copy of the candidate's **updated/current** resume and a list of any verified relevant degrees and certificates. Complete the contact section of the waiver request: HH/HHCMA contact person, their title, phone number and e-mail address.

### **Suggestions for Review of Staff Qualifications Waiver Request**

- Ensuring clear rationale why the approval or denial was made
- There is always an opportunity for a re-submission of a request to a HH
- A denial can occur with conditions to follow (i.e. more months of experience, direct supervision, additional training) for a re-submission at a later date
- Requiring specific conditions for the approval can occur if there are concerns about the staff's experience/knowledge but there are unique qualities the staff presents (i.e., Spanish speaking, specific cultural knowledge, connection to specific community), that warrant the approval
  - Conditions examples: more direct supervision, additional training, etc.

If you have any additional questions regarding the staff qualifications waiver request process, please contact the NYS DOH Health Homes Serving Children Program [hhsc@health.ny.gov](mailto:hhsc@health.ny.gov) .