



Dear Provider,

The following educational materials are intended to familiarize individuals and their physical and behavioral health providers with the Medicaid Managed Care Health and Recovery Plan (HARP). HARPs are Special Need Plans offered by select Medicaid Managed Care Organizations (MCOs) for people with serious mental illness and substance use disorders.

These Plans offer specialized services and additional behavioral health benefits such as rehabilitation and wellness services including peer support, individualized employment assistance, and education support to eligible individuals. These benefits are called Adult Behavioral Health Home and Community-Based Services (Adult BH HCBS). All HARP eligible members are also automatically eligible for Medicaid Health Home Care Coordination.

The enclosed brochure describes Medicaid Managed Care HARP plans and the types of services they cover. We ask that you distribute the brochure and provide guidance on the information to both recipients of your services and your agency/facility staff. Please note that many individuals who have been determined HARP-eligible received notification from NYS and became enrolled. Others may have opted out or are unaware of their HARP enrollment status and the benefits available.

To learn more about NYS Behavioral Health Managed Care including HARPs, Health Homes and Adult BH HCBS, please visit the [NYS Department of Health](#); [Office of Mental Health](#); and [Office of Alcohol and Substance Abuse Services](#).

Consumers who are unsure of their eligibility or who are HARP-eligible and wish to enroll can call **New York Medicaid Choice** at **1-855-789-4277**.

Consumers who are eligible for HARP and have additional questions or concerns can contact the [Independent Advocacy Network \(ICAN\)](#) ombudsman service at **1-844-614-8800**.

Thank you for supporting the efforts of NYS to help individuals in their wellness and recovery towards a holistically better life.