



MEMORANDUM

To: Mainstream Medicaid Managed Care Plans, Health and Recovery Plans (HARPs), HIV Special Needs Plans (HIV SNPs), Medicaid Advantage Plus (MAP) Plans, and Personalized Recovery and Oriented Services (PROS) Providers

From: New York State (NYS) Office of Mental Health (OMH)

Date: December 30, 2024

Subject: PROS Redesign Effective April 1, 2025

Dear Health Plan Administrators and PROS Providers,

On September 5, 2024, OMH notified Mainstream Medicaid Managed Care Plans, HARPs, HIV SNPs, MAP Plans (collectively referred to as “MMCPs” herein), and PROS providers that the implementation of the PROS redesign billing and reimbursement changes would be delayed until the updated PROS regulations were promulgated. This memorandum is being sent to alert MMCPs and PROS providers that the regulations for PROS redesign have now been promulgated, and the changes will be effectuated on April 1, 2025.

Per Chapter 57 of the Laws of 2022 and Chapter 451 of the Laws of 2019, MMCPs are required to pay claims based on the effective date of the rate changes. As a result, MMCPs must complete necessary systems edits to ensure payable claims for OMH PROS programs and applicable dates of service are reimbursed on or after April 1, 2025, as described in the April 16, 2024 [memorandum](#). MMCPs must complete these activities as soon as possible but no later than **April 1, 2025**. PROS providers must also ensure their billing systems are appropriately configured in alignment with the PROS redesign changes for any services delivered on or after April 1, 2025.

Please refer to the [PROS Redesign: Billing and Reimbursement Changes \(April 16, 2024\)](#) for the original notification distributed to MMCPs and PROS providers. The [Personalized Recovery Oriented Services \(PROS\) - Regional Rates](#) file on the [OMH Medicaid Reimbursement Rates](#) webpage has been updated to reflect the new PROS Redesign rates.

In addition, on July 8, and July 10, 2024, OMH, in partnership with the Managed Care Technical Assistance Training Center (MCTAC), hosted webinars for providers and MMCPs, respectively, to review the PROS Redesign billing and reimbursement changes. Links to the webinars can be found here¹:

- [PROS Redesign: Billing Training for Providers |](#)
- [PROS Redesign: Billing Training for MCOs |](#)

¹ Please note: MMCPs and Providers may need to create an account with MCTAC to access this webinar. There is no charge to have an account with MCTAC and providers can access many useful trainings and resources through the MCTAC site.

Please note: This document is only being transmitted electronically. No hard copy will be forthcoming. If you have any questions regarding these changes, please contact OMH Managed Care by phone at 518-402-2822 or by email at BHO@omh.ny.gov (MMCP inquiries) or OMH-Managed-Care@omh.ny.gov (provider inquiries).