

## **Clarification 8: ORS Services**

Clarification about a Personalized Recovery Oriented Services (PROS) participant in Ongoing Rehabilitation and Support (ORS) services receiving those services at a location other than the PROS site.

### **Guidelines**

ORS services support and sustain an individual's role in integrated and competitive employment. In doing so, such services also support the individual's reintegration into the community and are to be provided in community settings to reflect that purpose.

Per the agreement between New York State and the Centers for Medicare & Medicaid Services (CMS), the Medicaid State Plan Amendment unequivocally indicates that: "Services provided by the ORS component of a PROS program will include, but are not limited to, vocational support services, defined as the ongoing provision of counseling, mentoring and advocacy services designed to sustain an individual's role in integrated employment by providing supports which assist the individual in symptom management. PROS services will be provided both onsite and offsite, but ORS services **will always** be provided off-site in the community."

Individuals enrolled in the ORS component must receive the ORS service offsite, i.e., at a location other than the PROS program site. The services may not be rendered at the PROS site and be billed as an ORS Service. Services may be rendered at the job site, the individual's residence (including a community residence), or some other location in the community, e.g., coffee shops, restaurants, community centers, etc. where private or semi-private space is available. Locations owned by the agency but not at the same address as the PROS program may be used for ORS services.

PROS providers have reported concerns regarding the discomfort some individuals experience when receiving services anywhere in public. The PROS model supports employment for individuals in all PROS Service components. Accordingly, supportive employment-related services rendered at the PROS site are permissible and if provided, may be billed as Community Rehabilitation and Support (CRS) or Intensive Rehabilitation (IR) services.