



Case Study

NY's Person Centered Services Improves Care Coordination With New Portal

An EHR Portal Serving the Unique Needs of 18,000 Individuals with Intellectual and Developmental Disabilities (I/DD)

Person Centered Services



Person Centered Services (PCS) is a care coordination organization (CCO) based in Buffalo, New York, that supports approximately 18,000 individuals with intellectual and developmental disabilities (I/DD) across 18 counties in Western New York, the Finger Lakes, and the Southern Tier.

Established in 2018 through a collaboration of 31 existing I/DD service providers and agencies, PCS delivers personalized care coordination to help

individuals navigate complex systems and access Medicaid-funded services, health and wellness resources, community programs, and family support.

Each person is paired with a trained care coordinator who works with them to create a life plan tailored to their unique needs and goals, better ensuring holistic, ongoing support, services, and resources that promote independence and enhance quality of life.



Eligibility and Enrollment

Receive help applying for Medicaid-funded services through the Office for People with Developmental Disabilities.



Comprehensive Care Management

Create a personalized Life Plan and get connected to the services and supports you need.



Community Referrals

Connect to respite opportunities, day programs, employment training, residential support, and more.



Health & Wellness Promotion

Obtain specialized clinical support and referrals to health services that meet personal needs.



Life Transition Assistance

Receive extra help during life changes, whether graduating from school, moving to a new home, or entering the workforce.



Family Support

Access helpful resources and support groups for people with intellectual and developmental disabilities and their families.

Situation

Since the formation of Person Centered Services (PCS) in 2018, following New York's transition from the Medicaid Service Coordination (MSC) model to the Care Coordination Organization (CCO) model, the idea of developing a centralized member and provider portal has been an organizational objective aimed at enhancing coordination, improving efficiency, and supporting better outcomes for those with intellectual and developmental disabilities (I/DD).

"The portal represents a one-stop shop where individuals can access a comprehensive view of their needs, goals, and the steps to achieve them," says Mary Ferron, Director of EMR and Data Management at PCS. "It supports our mission of promoting personal choice and truly person-centered care. Ensuring that individuals are active participants in the process has always been fundamental to our approach. By enabling greater transparency and engagement, families and advocates can take a more active role in shaping their services."

The portal also includes a dedicated provider workspace, giving care coordinators and partner organizations a centralized place to manage caseloads, track documentation, and collaborate across disciplines. With quick access to member data and task updates, providers can streamline care planning and respond more efficiently.

Although years of discussions and planning laid the groundwork, PCS faced significant obstacles that slowed the portal's development. Legacy systems, rigorous security and compliance demands, and the eventual need to scale access for thousands of users made implementation challenging without the necessary infrastructure in place.

"We've been discussing the portal since 2018, but the ongoing challenge has been how to implement it effectively, in part due to the security demands and the sheer volume of people we support," Ferron explains.

“

The portal represents a one-stop shop where individuals can access a comprehensive view of their needs, goals, and the steps to achieve them. It supports our mission of promoting personal choice and truly person-centered care. Ensuring that individuals are active participants in the process has always been fundamental to our approach.

— Mary Ferron, Director of EMR and Data Management, PCS



Solution



Recognizing that its existing technology could not support its long-term objectives, including the implementation of a member and provider portal, PCS set out to modernize its systems, with Ferron playing a key role in the transition.

“One of the most critical components for success as a CCO is having a reliable electronic system where we can capture, store, and coordinate all the information that supports the people we serve,” Ferron says. “My role is to help drive that vision by identifying ways to leverage technology and data to make informed decisions, improve internal processes, and ultimately support the care coordinators, who are our boots on the ground.”

After conducting extensive research, PCS selected Core Solutions and its Cx360 EHR in mid-2021. Core stood out for its deep expertise and experience in the IDD field and the advanced, IDD-specific capabilities

of its comprehensive Cx360 platform, including a robust portal. The system met all of PCS’s technology needs, and the decision was further supported by Core’s knowledgeable team and proven track record of delivering specialized support to IDD providers.

Ferron says the choice of Core and Cx360 has exceeded expectations.

“Working with the Core system has been a genuinely rewarding experience,” she says. “It’s intuitive and empowers autonomy and creativity — qualities that are truly invaluable. The Core team has been phenomenal — open, responsive, and deeply collaborative. As a relatively new organization, we’ve encountered unique challenges, and Core’s commitment to partnering with us on solutions has made a meaningful impact. The progress we’ve achieved in just a few years has been incredibly positive.”



**Reliable and Scalable
Electronic System**



**IDD-Specific Capabilities
and Expertise**



**Improved Decision-Making
Through Data**



Enhanced Internal Processes



User-Friendly, Intuitive System



**Long-Term Support
and Flexibility**

The Portal



With the right technology finally in place, PCS was able to move forward with its vision of launching a member and provider portal through Cx360. The organization began with extensive collaboration and planning, focusing on defining its requirements and establishing a strong foundation for the system.

“We spent a lot of time discussing prerequisites and mapping out what needed to be in place,” says Ferron. “We decided to anchor the portal around our life plan process, because that’s the cornerstone of the services we provide throughout the year.”

Every PCS member eventually receives a life plan, which outlines their goals, identifies needed services and resources, and serves as a guide for ongoing support and care coordination. The portal is designed to make this process more efficient and accessible by providing real-time visibility into life plans for both members and providers. This reduces reliance

on paper documents, eliminates slow mail-based exchanges, and streamlines communication.

Providers can securely access both current and historical life plans, with the ability to view, sign, and share essential documents. The portal also enables secure messaging with members, their representatives, care coordinators, and other providers. Additional features include document upload and storage, access to care team contact information, and tools that improve overall coordination and workflow.

“We want to simplify access to information members already have and cut down on the back-and-forth tasks that slow things down,” Ferron says.

These improvements are already delivering results, with life plans being approved more quickly, thus allowing individuals to access services and begin their support journey sooner.



Results

About 18 months into the portal's launch, PCS has seen steady growth, with more than 700 individuals and their representatives enrolled and new signups now averaging 60 to 70 per month. "Adoption started slowly by design, allowing us to manage resources, find opportunities for improvement, and gather feedback," says Ferron. "It's been a pace that worked well for both staff and members."

Member feedback has been positive, with users describing the portal as fast and simple to use. Small feature requests, such as improved access through notification links, have been addressed promptly by Core. PCS has also focused on accessibility to the portal, offering tailored support plans and ensuring that legal guardians and representatives are properly verified before being granted access.

Internally, PCS prioritized staff readiness, equipping its frontline care coordinators with the knowledge to guide members and establishing a responsive support team. "We wanted to scale thoughtfully, maintaining

security and compliance while expanding access," Ferron notes.

The portal has strengthened PCS's collaboration with providers by streamlining communication and coordination, increasing provider loyalty. It has empowered staff with timely information and reduced workloads, enabling them to better support members. For members, it has accelerated access to services and improved coordination and continuity of care, creating a more connected and consistent experience.

PCS has begun a broader push to increase member usage this Summer — a move strongly supported by leadership and staff across the organization, which is already proving beneficial and has seen an increase of almost 100% in members and/or their Representatives signing up with the portal so far. "All of our departments play a role in making this successful," says Ferron. "It's never just a one-team effort. It's all hands on deck."

Key Results for PCS Include:

- ✓ More than 700 individuals and their representatives enrolled
- ✓ New signups now averaging 60 to 70 per month
- ✓ Achieved a 33.5% reduction in the Life Plan acknowledgment and approval time frame (2024-2025)
- ✓ PCS's strengthened collaboration with providers has increased provider loyalty





PCS uses a centralized dashboard within Core to track key metrics, including user signups, login activity, and response times, helping leadership monitor adoption and ensure the organization is meeting standards. “The visibility our leadership team has into portal activity allows us to continuously improve and stay aligned with our goals,” Ferron says.

Throughout the portal’s launch and ongoing growth, the Core team has worked closely with Ferron and the PCS staff to ensure a smooth rollout and continued scalability. This has been especially valuable in

addressing the administrative demands of supporting a large and complex network.

“Core has played a critical role in enabling us to manage the staffing burden that comes with supporting more than 18,000 members, over 70-plus providers, and all of their staff and users,” says Ferron. “There are so many facets to consider, including how external users gain access, how we support our care coordinators internally, and how we maintain efficiency as usage grows. We have benefited from having such a supportive partner.”



Steady Growth & Increased Adoption

Over 700 individuals enrolled, with 60-70 new signups per month, reflecting positive engagement and thoughtful scaling.



Positive User Feedback

Members describe the portal as fast and simple, with small feature requests addressed promptly, ensuring a user-friendly experience.



Enhanced Efficiency & Support

Frontline care coordinators are better equipped, reducing workloads and improving service delivery for members, while leadership tracks key metrics to monitor success.



Improved Provider Collaboration

The portal streamlined communication, strengthened provider loyalty, and empowered staff with timely information, improving care coordination.



Focused Scalability & Security

PCS successfully managed resource allocation, maintaining security and compliance while expanding access to the portal for members and providers.



Ongoing Core Partnership

Core Solutions has been a key partner in ensuring smooth portal rollout and continued scalability, effectively addressing administrative demands as usage grows.

The Future

As the portal continues to evolve, Ferron credits much of its success to the strong collaboration between PCS and Core. “We’ve built a solid foundation with Core, and the open communication and mutual understanding we’ve developed has made all the difference,” says Ferron. “That relationship is a big part of what made the portal what it is today and what will drive its future. It’s exciting to be building something meaningful together.”

Looking ahead, Ferron is focused on strengthening the portal to ensure a smooth experience before taking advantage of more advanced features. “If we don’t get the basics right, the bells and whistles don’t matter,” she explained. But with early signs of success, her eagerness is growing for what comes next. PCS plans to launch user groups to gather more feedback from members and their representatives.

Ferron envisions the portal evolving into a daily-use platform — one where members can not only manage services and connect with providers, but also build community, share stories, and find peer support. “We serve a unique population, and creating a safe space where they feel supported not just by us but by each other would be incredible.”

From the provider and staff perspective, Ferron is equally optimistic. Further reducing administrative burden, improving data integration, and streamlining documentation are top priorities. “Our goal is to give time back to our staff so they can stay focused even more on what matters most: person-centered engagement with the people we serve.”



Looking for an EHR Solution Partner to Transform Your Organization?

Core's CX360 Platform Can Drive Improved Outcomes and
Help Your Organization Deliver Better Care

Schedule a Demo



coresolutionsinc.com
sales@coresolutionsinc.com
(610) 687-6080

610 Freedom Business Center Drive
Suite 200
King of Prussia, PA 19406