

# Frequently Asked Questions (FAQs)

## About the Psychiatry Services at Center for Disability Services (CFDS)

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### 1. What is changing?

CFDS **plans to stop offering psychiatry services** at Center Health Care on **December 31, 2025**.

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### 2. Why is this happening?

We have tried very hard to keep psychiatry services open. But it has become too difficult because:

- It is very hard to find psychiatrists trained to care for people with developmental disabilities.
  - Costs keep going up, but payments from Medicaid have stayed the same for many years.
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### 3. Are other health services at CFDS closing too?

**No.** Only psychiatry services are planned to stop. All other services will stay open, including:

- Primary Care
  - Dental Care
  - Audiology (hearing)
  - Physical Therapy
  - Occupational Therapy
  - Speech-Language Pathology
  - Vocational Rehabilitation
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### 4. What will happen to people who get psychiatry care now?

It depends on where each person lives:

- **People in CFDS residential programs:** You will be offered **telepsychiatry care** with StationMD. You will have your own assigned provider.
- **People in state or other providers' residences:** Staff from your residence will tell you about next steps. We are giving them options and guidance.

- **People living on their own in the community:** We encourage you to work with your Coordinated Care Organization (CCO) and local providers who can help you or your loved one find care.
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## 5. What is telepsychiatry?

Telepsychiatry means seeing your provider on a screen, like a video call. It:

- Cuts down on travel and wait times.
  - Lets you and loved ones meet from a familiar place, often with family or caregivers nearby.
  - Helps people see the **same provider each time**, which builds trust and better care.
  - Is proven to work just as well as in-person visits for people with intellectual and developmental disabilities.
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## 6. How will families and patients get updates?

We are sharing information through:

- Mail
- E-mail
- The patient portal
- Conversations with our staff

We also will hold an **informational open house** at 7:00 p.m. on Wednesday, October 1, 2025, in Room 608 at 314 S. Manning Blvd., Albany, NY 12208, so you can meet with care coordinators, ask questions, and learn about next steps.

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## 8. Why can't CFDS just keep psychiatry services?

- Several psychiatrists have retired, and we cannot find new ones trained in developmental disabilities.
- Medicaid payments have stayed flat since 2007.
- Costs keep rising every year.

These problems are happening across the country, not just at CFDS.

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## 9. What is the main message families should remember?

- **CFDS plans to stop psychiatry services on December 31, 2025.**
- **All other services remain the same.**