

LTC Improvements Project



Division of
Family Assistance
DFA

Bureau of
Elderly & Adult Services
BEAS

Housekeeping

These slides will be posted:

- In eStudio under the 0. Forms Workspace Folder
Or at the bottom of this web page:
- <http://www.dhhs.nh.gov/dcbcs/beas/focus.htm>

Make sure to move your computer mouse every few minutes to keep your computer active

Goals

- Easier for Clients
- Easier for Providers
- Easier for Workers
- Consistency
- Timeliness
- Reduce Errors

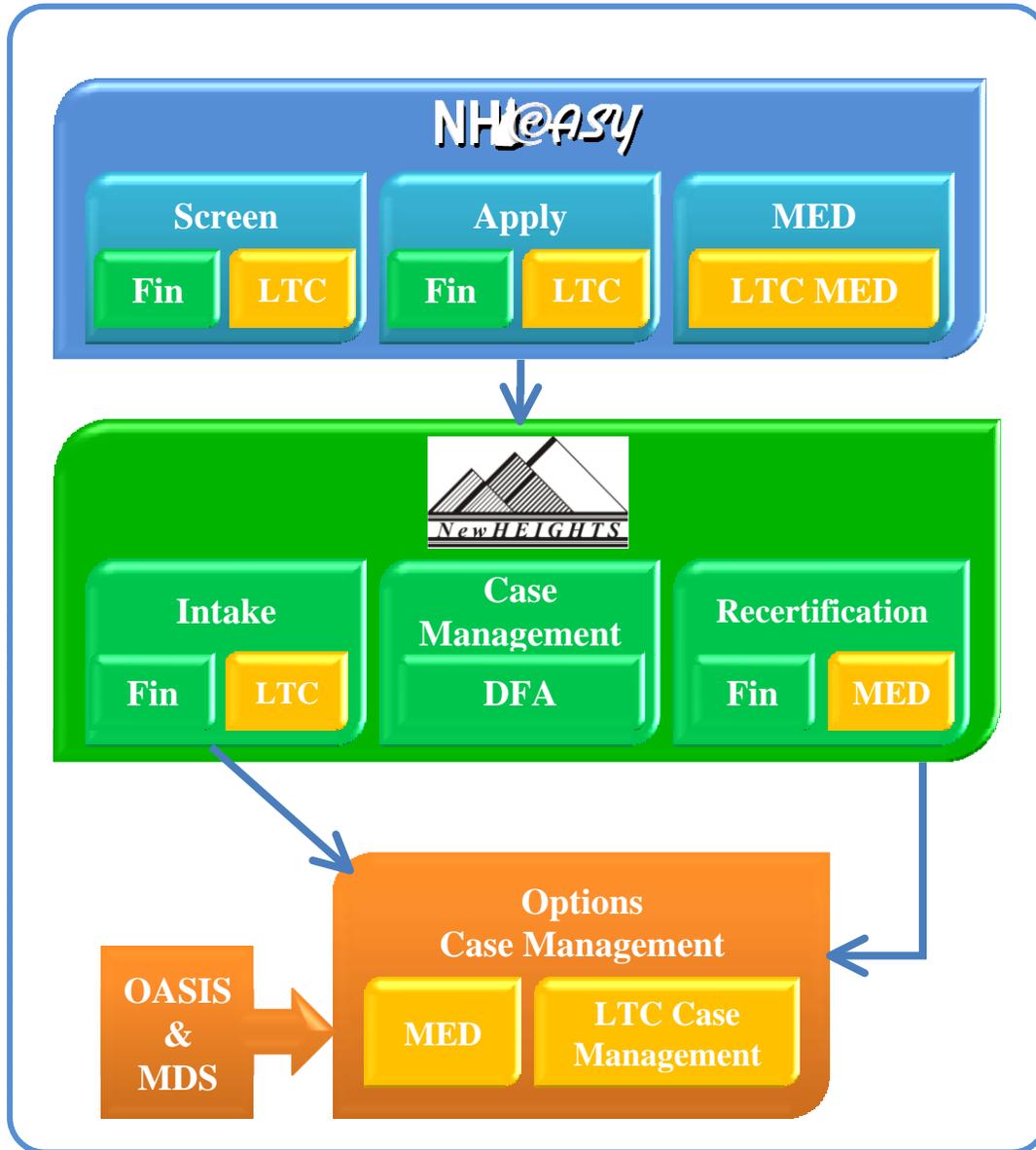


The Root of the Issue

Root Issue	Plan of Attack
Processes "designed" to be out of sync	Synchronize Medical and Financial eligibility determination initiation, tracking and redetermination
Limited timely metrics & outcome measures	Create visibility and transparency for all activities (intermediate and final determination)
Difficult to supervise and manage	<ul style="list-style-type: none">- Standardize processes across Departments and Offices- Improve management and oversight
Insufficient IT infrastructure	Identify opportunities to support objectives defined above by improving IT infrastructure



Vision



Business Process Improvements

Supervisory Roles, Responsibilities & LTC Team Integration

Standardize DFA Financial Eligibility & Case Management

Standardize Verification Requirements & Procedures

Standardize Service Link & DO Delivery Model

Assess & Streamline Presumptive Eligibility Process

Develop Quality and Error Detection Procedures to Proactively Manage Quality

Metrics & Reporting for Transparency & Management

Consolidate Medical & Financial Eligibility Tracking In New HEIGHTS

- Affects applicants for BEAS Long Term Care (LTC) Programs:
 - o Nursing Facility (NF)
 - o Choices for Independence (CFI) Waiver
- System implementation scheduled for 2/28/11
- BEAS, DFA and ServiceLink user training scheduled for 2/14 - 2/24/11

Process/Forms to Apply for LTC

- Complete a DFA Form 800, Application for Assistance
 - CFI - Submit to ServiceLink or DO
 - NF - Submit to BEAS State Office or DO
- Undergo a DFA interview
- Undergo a MED assessment

(For NFs completing the MED Assessment, the Form 800 and the 10-page MED Assessment can be sent in together to State Office)

On-Line Resources

- How to Apply for Medicaid/DFA Form 800
 - <http://www.dhhs.nh.gov/dfa/apply.htm>
- LTC Eligibility
 - <http://www.dhhs.nh.gov/dcbcs/beas/eligibility.htm>
- ServiceLink
 - <http://www.nh.gov/servicelink>
- Forms will be available in eStudio in the "O.Forms" Workspace Folder
- LTC Questions
 - LTC@dhhs.state.nh.us

Universal Application

- Consolidating two forms into one universally accepted document to apply for LTC:
 - DFA Form 800, Application for Assistance
 - 2-page New Hampshire Medical Eligibility Determination (MED) Application
- The Universal application will be released as an updated DFA Form 800
- Timeframe - Spring of 2011

Questions and Conversation

