

NH Department of Health & Human Services (DHHS)
Division of Long Term Supports and Services (DLTSS)
Bureau of Elderly and Adult Services (BEAS)

105 Pleasant St.
Concord, NH 03301

STATE OF NEW HAMPSHIRE BEAS GENERAL MEMORANDUM (GM)	
DATE:	April 26, 2024
TO:	New Hampshire Choices for Independence (CFI) Case Managers, Melissa Hardy, Division Director, Division of Long Term Supports and Services (DLTSS); Kristina Ickes, CFI Program Administrator, Karen Hebert, Division Director, Division of Economic Stability, Adam LeCain, New Heights, Henry Lipman, Director, Division of Medicaid Services (DMS), Christine Santaniello, Associate Commissioner, Joanna Braley, BEAS Strategic Initiatives, David Chorney, Deputy Director, DMS, Stephanie Russell, Supervisor, BEAS LTC Unit, Kerrileigh Schroeder, Bureau Chief, Family Assistance
FROM:	Wendi Aultman, Bureau Chief, Bureau of Elderly and Adult Services
SIGNATURE:	
SUBJECT:	CFI Redetermination Procedural Extension
GM NUMBER:	BEAS GM 24-09
EFFECTIVE DATE:	Upon Receipt
REGULATORY GUIDANCE:	This memo is a communication tool circulated for informational purposes only. The goal is to provide information and guidance to the individuals to whom it is addressed. The contents of this memo and the information conveyed are subject to change. .

MEMORANDUM SUMMARY	
<p>The purpose of this memorandum is to:</p> <ul style="list-style-type: none"> • Provide an extended timeframe to determine clinical eligibility related to the Choices for Independence (CFI) program 	

In response to stakeholder concerns, the Department of Health and Human Services (Department) is reviewing recent Choices for Independence (CFI) case closure determinations. To ensure CFI participants have sufficient time to complete the medical redetermination process, the Department will be instituting a pause in CFI clinical closures for failure to complete the Medical Eligibility Assessment (MEA), for failure to provide required forms and/or failure to provide medical documentation. Such failure to complete the medical redetermination process is considered good cause for non-compliance pursuant to He-C 201.03(b) supporting this temporary extension of time. The Department will provide notice when it resumes standard clinical eligibility redeterminations per He-E 801.04. The Department views this as an opportunity to collaborate with individuals, their representatives and case managers to ensure that individuals receiving CFI services are able to continue obtaining the services in their community.

The Department is implementing the following procedural guidance effective on April 26, 2024:

- The timeframe for redetermination for clinical eligibility has been extended and bridged for an additional 60 days (for a total of 120 days).
- Acentra Health (Kepro) will schedule and notify participating individuals or their representative of the MEA appointment date and time by telephone and by mail.
 - People can contact Acentra Health and reschedule if the scheduled appointment date and time does not work for them.
- Acentra Health will reference the case manager that is listed in NH EASY. Case management agencies can request Acentra Health to communicate with a designee.
- Acentra Health will notify the case manager and/or designee of the date and time of the scheduled MEA.
- Acentra Health will send a secure outlook calendar invitation regarding the MEA appointment to the case manager and/or designated case management agency lead.
- CFI case managers are not required to attend the MEA appointment; however, if the participant or their representative agrees, the case manager can attend.
 - Acentra Health can be contacted at 1-844-526-4480 to inform them of the designated case management agency lead or to coordinate scheduling the MEA.
- The Department will utilize the plan management comment feature in NH EASY when an individual is bridged, and the service plan is re-established. The Department's comment will identify the reason for the bridge. For example, if additional medical records have been requested for review.
- CFI case managers can utilize the *correspondence* function in NH EASY if they have additional questions.