

Medicaid Long Term Care Contact List
Bureau of Family Assistance (BFA) and Bureau of Elderly and Adult Services (BEAS)
 February 2024

The Team:

BFA: This unit Administers programs that provide financial, medical, and food and nutritional assistance; help with childcare costs; and provide emergency help to obtain and keep safe housing. Financial eligibility determination for these programs is processed through this Bureau. BFA and BEAS work collaboratively to process applications for assistance and offer provider relations to Long Term Supports and Services (LTSS) providers.

BEAS: This unit is responsible for determining clinical eligibility for Medicaid-funded nursing home care and home- and community-based services provided through the 1915 (c) Home and Community Based Choices for Independence (CFI) Waiver. BEAS and BFA have an integrated team and processes for administering the Medicaid LTC eligibility and services. BEAS and/or subcontractors assess, evaluate and approve the long-term care needs of individuals in a face-to-face interview to determine if they meet the standard for nursing home care as defined in RSA 151-E:3 e. BEAS and CFI case managers work together to establish a service plan for those individuals determined to be eligible for CFI services to assure their health and safety in a community setting. This unit also reviews and approves Nursing Facility eligibility, special rate requests for LTC, and nursing facilities.

Management Staff:

BFA:

Kerri Schroeder: BFA Bureau Chief

Office: 271-9273 (c) 717-6563, kerrileigh.schroeder@dhhs.nh.gov

Secure LTC Email for Verifications & general questions: longtermcare@dhhs.nh.gov

BEAS:

Long Term Care (LTC) Medical Eligibility Unit: Phone: 271-9088

Kristina Ickes: BEAS Administrator IV

Office: 271-5035 (c) 892-8461, Kristina.Ickes@dhhs.nh.gov

WHO TO CONTACT: Inquiry Regarding	Person(s)
Confirmation of Application or forms filed or Interview	
Status and information confirmation: Contact Eligibility Coordinator or local ServiceLink office. Identify yourself agency and provide name of applicant and MID (if known).	Eligibility Coordinator: (secure email can be available if needed) Nicole Maggard, Nicole.Maggard@dhhs.nh.gov or call 603-931-2492 Jordyn Moore, Jordyn.E.Moore@affiliate.dhhs.nh.gov or call 603-568-9030 Local ServiceLink: https://www.dhhs.nh.gov/serviceLink/contact-serviceLink
BFA:	
Status	Customer Service Center 271-9700
Need to Discuss Case	LTC Financial Eligibility Unit Alexandra King – Alexandra.D.King@dhhs.nh.gov Kerri Schroeder – Kerrileigh.Schroeder@dhhs.nh.gov
BEAS: Medical Eligibility/PASSR/Service Authorization, Special Rate Requests	
Service Authorization Concern	LTC Medical Eligibility Unit: 271-9088
Confirm MEA received	LTC Medical Eligibility Unit: 271-9088
Prior Authorization	LTC Medical Eligibility Unit : 271-9088 Stephanie Russell, Administrator I, Supervisor Medical Long Term Care Unit; Stephanie.M.Russell@dhhs.nh.gov ; 603-271-9424
Service Concern/Question, Case Management Agency Technical Assistance, Case Assistance, PDMS Questions	Joanna Braley; Administrator II, Self-Direction and Strategic Initiatives Joanna.M.Braley@dhhs.nh.gov ; or 603-271-9459
Specialized Rate Requests	CFISpecialrate@dhhs.nh.gov
Waiver of Rule Requests	CFIWaiver@dhhs.nh.gov
NHEASY enrolled LTSS Provider Inquiries	BEAS helpdesk: Options Help Desk Office of Information Services Phone: (603) 271-9484 email: Options@dhhs.nh.gov



NH Department of Health and Human Services

DHHS Overview*

Office of the
Commissioner

Population Health

Division of Public Health

- Population Health & Community Services
- Infectious Disease Control
- Public Health Protection
- Laboratory Services
- Public Health Statistics and Information
- Public Health Systems, Policy & Performance
- Emergency Services Unit
- State Epidemiologist

Office of Health Equity

Division of Medicaid Services

- Clinical Operations
- Medicaid Policy
- Dental Services
- Health Care Reform
- Managed Care

DHHS 24/7 Facilities

- New Hampshire Hospital
- Glenclyff Home for the Elderly
- Sununu Youth Services Center
- Hampstead Hospital

Human Services & Behavioral Health

Division of Economic & Housing Stability

- Family Assistance
- Employment Supports
- Child Support Services
- Child Development & Head Start Collaboration

Division for Behavioral Health

- Mental Health
- Drug & Alcohol Services
- Children's Mental Health
- Housing Supports

Division of Long Term Supports & Services

- Adult Protection Services
- Elderly & Adult Services
- Developmental Services
- Family Centered Services
- Community Based Military Programs

Division for Children, Youth & Families

- Field Services
- Family, Community & Program Support
- Professional & Strategic Development
- Evaluation, Analytics & Reporting
- Sununu Youth Services Center

Operations

Division of Program Quality and Integrity

- Program Quality
- Program Integrity

Bureau of Human Resource Management

- Organizational Development & Training Services

Bureau of Information Services

- Data Management
- Data Warehouse
- Information Security
- Medicaid Management Information System
- DHHS Systems Oversight
- Linkage to DoIT
- Project Management and LEAN

Bureau of Facilities Maintenance & Office Services

- HHS Facilities & State Office
- Safety & Wellness
- Office Services
- Oversight – Institutional Services

Communications Bureau

- Public Information Office

Employee Assistance Program

2023

* Overview represents DHHS program areas, functions, and business entities, not necessarily reporting structures.