

# CAHCF

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## ***ALERT***

August 15, 2014

### **Announcing a New Collaborative Pilot Effort to Help Resolve Pending LTC Medicaid Cases**

Dear CAHCF and LeadingAge Connecticut Members:

CAHCF and LeadingAge Connecticut are continuing to work together with DSS in an attempt to improve the process of resolving long standing pending LTC Medicaid cases. Toward that goal, we are pleased to roll out a new collaborate pilot effort utilizing a **revised and interactive tracking spreadsheet** to be used to expedite communication with the eligibility workers and resolve the pending cases.

The new spreadsheet was developed to be a standardized communication tool to track a nursing home's pending cases. This spreadsheet will track the activity of ongoing pending cases and will be shared back and forth between the nursing home and the DSS LTSS Application Processing HUB management with the goal of identifying where the issues are and fixing the breakdowns. We will be pilot testing the spreadsheet this month and hoping to eventually moving it to a quarterly report just to make sure we are all staying on track on both sides, Provider and State.

We would like to take this opportunity to thank Heather Holland of Genesis Healthcare who spearheaded the development of this spreadsheet tool.

#### **Informational Teleconference:**

**We will be hosting an informational teleconference on Friday, October 17, 2014 at 3:00 p.m.** to further explain this pilot effort. During this teleconference Heather

will walk us through the process of completing the attached spreadsheet. To participate in the call, **dial 800-326-0013 and use the passcode 9164502#.**

### ***Spreadsheet Instructions:***

#### **PROCESS FOR UTILIZING THE SPREADSHEET**

This spreadsheet process is being implemented for a pilot test state-wide this month. The attached spreadsheet will be the recognized form/process used for this purpose. This does not replace your normal process of communication with your workers directly and through the ASCEND system, however this will be the way in which you can escalate pending cases to the HUB management's attention when you feel you have gone as far as you can at the worker level.

The basic breakdown of the process as follows:

- **ONE representative per Provider will gather and create a master report – one report per HUB location**
- That representative will be responsible to deliver the master list to the area HUB management team (list attached)
- The HUB management will disburse accordingly for resolution/updates
- The HUB management will return the master list to the Provider representative and will note on the spreadsheet the action taken by the DSS worker and any further action that is needed. A turnaround time has not been established yet.
- The Provider representative will review the information on the HUB actions as listed on the form and follow up as necessary.

#### **USE OF THE SPREADSHEET**

- The spreadsheet has been kept as basic as possible in an effort to keep it user friendly while still providing the users with enough information to assist with the case on both sides.
- You will note in some columns, when you click in the empty cell, a drop down arrow will appear. If you click on the arrow you will see a pick list to choose the appropriate HUB, answer simple YES or NO questions and more importantly you will be asked to assign the case a "Root Cause". A list of root causes was developed and agreed upon with DSS and we are asking each facility to choose the main reason that best describes the issue you are having with the case that is causing you to request escalation. It is extremely important you do not leave this field blank.

#### **CRITERIA FOR LISTING A CASE**

- This tool is **not** to be used for new cases. DSS will only accept cases listed on this tool that have been *filed* FOUR or MORE months ago. In other words, if you filed a case yesterday and asked for retro 90 days coverage, you should not list it on this form. Cases like that are considered "new" to the workers and they will work them in accordance with the time frames set for them by their own supervisors.

Attached to this email is the new spreadsheet and the updated list of LTS Application Processing HUB Supervisors

We look forward to working with all of you on this new process and are hopeful that it will assist you in resolving the backlog of pending cases. If you have any questions or concerns, please contact us.

Sincerely

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**Executive Vice President**

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