

# CAHCF

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## *Alert*

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### **Nursing Home Action Plan for April, May, and June 2017 to Address DSS Backlog during transition from EMS to ImpaCT**

This week LeadingAge Connecticut and the Connecticut Association of Health Care Facilities (CAHCF) concluded a second meeting with Department of Social Services (DSS) central office managers concerning the recent issues being experienced in the Medicaid eligibility determination and pay start processes. An increase in call center wait times and the delay in certain Medicaid redeterminations and other transactions and attribute this experience mostly, but not completely, to required training as DSS transitions from the old mainframe EMS eligibility system to the new modern advanced eligibility system called "[ImpaCT](#)", which they say-is currently scheduled to be completely rolled-out in summer 2017. And our associations acknowledge that some of the processes and behaviors in our sector, especially premature calls to the DSS Call Center, are contributing to the delays and interruptions in payments during this transition period. In short, given that we believe the new ImpaCT system holds the promise of being a much improved and expedited eligibility experience for our residents and providers, **our shared goal with DSS is to work cooperatively to make the transition process as seamless as possible as we move forward over the next several months.** Much of the Action Plan discussed here is aimed at reducing calls to the DSS Call Center during the transition period so

that call center workers can devote all efforts to addressing pending cases that are not addressed with the below methods.

Toward this end, here is the following action steps to address current and future issues:

#### 1. Medicaid Coverage Group L99 Redeterminations

A review of the sample delayed cases provided to DSS over the last two weeks revealed that many of the delayed cases fall under the Husky C L99 coverage group. This is sometimes referred to as the income spend down group for nursing home residents with income at or above \$2,205 per month. DSS acknowledges a considerable backlog in processing the L99 cases. Effective immediately, LeadingAge Connecticut and CAHCF members experiencing L99 delays will capture the relevant information for these delayed cases on the “escalation tool” spreadsheet for L99 redeterminations only and send directly to DSS’s Jessica Carroll at [Jessica.Carroll@ct.gov](mailto:Jessica.Carroll@ct.gov). Remember that L99 spend down cases are ones that determine at six (6) month intervals. You can also identify that the case is L99 as it is indicated on the termination notice (note you cannot determine L99 status on ct.dss.map.com website. Important: for the purpose of this effort to address the backlog, we will be submitting on the escalation tool only L99’s where the redetermination has been submitted along with all necessary proofs to determine continued eligibility, but for which a discontinuance notice was received and payment has stopped. Please do not include on the tool any cases not yet discontinued and the Medicaid room and board payment not yet stopped. In addition, please immediately refrain from calling the DSS Call Center on these cases as we use the escalation tool to address the backlog. A copy of the escalation tool is attached.

#### 2. Routine Husky C or Husky D Redeterminations

The review of the sample cases has indicated that many nursing homes are inefficiently calling the DSS Call Center when the redetermination may be delayed, but where there is no danger of the case terminating and payments stopping. Many providers incorrectly interpret a warning notice to be a termination when most often the redetermination has been received and there is no danger of termination while the department awaits taking action on the redetermination. (This is due to a date certain auto initiation of warnings through the old system. This should be corrected in the new ImpaCT system.) DSS believes their delays in acting on these cases during the transition, coupled with the warning notice, are causing provider to believe they must call the Call Center to address the situation immediately.

It was noted at the two DSS meetings, that those providers who are utilizing the “online redetermination” feature in the [DSS “MyAccount” system](#) can see very clearly that the redetermination has been received and is pending and in no danger of terminating. For this reason, LeadingAge and CAHCF agree that a much greater use of the MyAccount capabilities for online applications and redetermination will have a tremendous impact on case processing and redeterminations, including obviating the need altogether to call DSS over a concern that documents have not been received and termination is in motion. Moreover, processing redeterminations using the MyAccount option provides the opportunity to upload the verifications needed to establish eligibility and confirm they have been received with online view. **In this regard, we are asking all providers to make an immediate and concerted effort, even if incremental, to establish MyAccounts for your residents.** Of course, a routine W-298 must be on file to begin this process. Again, if you set up a my account, you will immediately be able to check on routine Husky C and Husky D redeterminations, and alleviate the need to call the Call Center on such cases during this transition period and into the future. We are including links to a step by step DSS Guide on how to set up the MyAccount and easy to follow instructional videos on the process. *One helpful hint: when setting up a MyAccount, the email address is not a required field and it may be helpful to leave it blank because otherwise each MyAccount you set up will need a unique email address. See the end for a complete list of tutorials, guides and video to facilitate setting up the MyAccount.*

3. DSS has agreed to participate in a full day comprehensive training session sponsored by our associations in the early fall of 2017 to review ImpaCT and a range of other Medicaid eligibility determination and pay start processes.
4. DSS has agreed to again convene the Long Term Care Operations (LTC Ops) meetings that were employed in the past when Medicaid cases were significantly delayed and accounts a few years ago. We should expect the meeting to reconvene in the early fall.
5. DSS acknowledged that Applied Income changes may also be delayed during this transition to ImpaCT period. They are asking that our nursing homes do not immediately call the Call Center when the adjustments are not made within the first month and that the changes be significantly delayed before occupying call center time on these case maintenance issues, unless there is an urgent need for resolution.
6. DSS is currently reviewing the glitch reported last week with missing dates in the EMS and Paystart fields that is causing many providers to contact Steve Greenslade for a manual “forced” override to trigger the paystart. We expect to hear shortly on a proposed resolution to this issue.

7. LeadingAge and CAHCF will meet again with DSS in May 2017.

Thank you.

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#### LINKS TO FACILITATE SETTING UP THE MYACCOUNT:

First off, by creating an online client benefits account at- 'MyAccount' - with your client ID, you can look at the benefits you currently receive with DSS. You will need to create a user name and password online at [www.connect.ct.gov](http://www.connect.ct.gov). The information you enter to create your MyAccount helps to ensure that only you can see your household's benefit information. We will safeguard all of your personal information. When you sign up, you can access the status of your benefits anytime and anywhere from a computer or smartphone with an internet connection.

MyAccount technical support (for help using MyAccount online) is available by calling toll-free 1-877-874-1612, Monday – Friday, 8:30 am to 5 pm. The following videos and pamphlets may also be helpful to you.

- [How to Connect to Customer Service at DSS](#) (PDF)
- [How to Create a ConneCT Account](#) (video)
- [How to Reset Your ConneCT Password](#) (video)
- [How to Retrieve Your ConneCT User ID](#) (video)
- [How to Report Changes Online](#) (video)
- [How to Renew Your Benefits Online](#) (video)
- [Creating MyAccount - a Guide](#) (PDF)
- [Creating MyAccount - a Guide \(Versión en Español\) \(PDF\)](#)
- Follow this link for the ConneCT Online Options Brochure:  
[ConneCT with DSS: Online Options](#)



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