



## Support for Loss of Eligibility During Redetermination

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# Focused Community HealthChoices (CHC) Participant Approach

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*PA Health & Wellness (PHW) deployed a multi-pronged, comprehensive outreach approach developed around the CHC participants' needs and unique circumstances.*

## Multi-Disciplinary Team Coordination

- Nursing Facility Service Coordinator (SC) outreach and coordination
- Home and Community-Based (HCBS) SC outreach and coordination
- Provider trainings to increase awareness, collaboration, and coordination
- Community Connections – Referrals and warm handoffs
- Close communication with Aging Well, the Independent Assessment Entity (IAE), for any needed demographic updates

# Losing Nursing Facility Clinically Eligible Level of Care?

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- If PHW is notified from the IAE that a participant is moving from Nursing Facility Clinically Eligible (NFCE) to Nursing Facility Ineligible (NFI), PHW will request an MA 570 form from the participants Physician to be completed and returned within 30 days
- PHW sends the completed MA 570 to the IAE then reviews the Functional Eligibility Determination (FED) form, the current Comprehensive Needs Assessment, and the MA 570 for consistency
- If the participant is in a nursing facility, the SC collaborates with the business office and the participant to confirm that the appropriate paperwork has been submitted to the County Assistance Office (CAO)
- If the participant is in the community, the SC outreaches to the participant to inquire if they are aware of the determination and assists the participant with the appeal process if desired
- If the appeal date has passed and the participant is still interested in receiving LTSS, the SC assists the participant in contacting the Independent Enrollment Broker (IEB) to create a referral

# Financially Ineligible?

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- The SC outreaches to the participant to determine if all paperwork was submitted for the financial determination. If the participant is missing documentation, the SC will assist the participant with CAO communication and anything else as needed.
- If the participant has submitted all financial documentation and is still financially ineligible, the SC will:
  - Inquire about any immediate care concerns to ensure health and safety
  - Complete a Health Risk Assessment
  - Inquire about any services that the participant may be already eligible for (Medicare funded or community resources)
  - Inquire if the participant would like to appeal, and aid in the process
  - Educate the participant about other waiver programs such as the OPTIONS program, Living Independence for the Elderly (LIFE), Act 150, etc.

# No Appeal?

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Breakdown of NFCE to NFI No Appeal	Total Count	% of Total
Total PHW Participants Targeted for Outreach	104	100%
Total Successfully Outreached	51	49%
Total Participants Who Filed Appeal or In Process of Filing Appeal	34	33%
Total Participants Who Didn't Wish to File Appeal	17	16%
Total Unsuccessfully Outreached	53	51%

The SC will reach out to the participant to provide education on the appeal process. The SC will also inform the participant that they will be sent a notification via a letter from Maximus, which will contain detailed appeal guidance.

# Helpful Resources

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- **PENNIE**-PA's state-based health and dental insurance marketplace. [Home | Pennie](#) or call 1-800-844-8040
- **Area Agencies on Aging (AAA's)** can provide information and support in completing the Medicaid renewal forms and can offer information on health care programs and how to access them. [www.aging.pa.gov/AAA](http://www.aging.pa.gov/AAA) or call (717) 783-1550
- **Pharmaceutical Assistance Contract for the Elderly (PACE)** program is Pennsylvania's (PA's) Department of Aging program for getting help with health care and prescription drug coverage through other programs such as Medicare at [PACE Program](#) or 1-866-712-2060
- **PA MEDI** is Pennsylvania's Medicare Education and Decision Insight. Staff can answer questions and provide unbiased information about getting Medicare, Medicaid, Supplemental insurance etc. [PA MEDI - Medicare Counseling](#) or 1-800-783-7067

# Helpful Resources

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- **Long-Term Care Ombudsman** is the advocate for older adults living in long term care facilities. [www.aging.pa.gov/ombudsman](http://www.aging.pa.gov/ombudsman) or 717-783-8975
- **Supplemental Nutrition Assistance Program (SNAP)**  
<https://www.dhs.pa.gov/Services/Assistance/Pages/SNAP.aspx>
- **Food Banks and Pantries**  
<https://www.dhs.pa.gov/about/EndingHunger/Pages/Food-Pantries.aspx>
- **Low-Income Home Energy Assistance Program (LIHEAP)**  
<https://www.dhs.pa.gov/Services/Assistance/Pages/LIHEAP.aspx>

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Questions?