

Support for Loss of Eligibility during Redetermination

Long-Term Services and Supports (LTSS) Subcommittee Meeting
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Community HealthChoices (CHC)

Training and Education

Operation Training

- **International Resident Assessment Instrument (interRAI)** – Training on the completion of the Assessment and how it relates to ongoing and continued clinical eligibility
- **Functional Eligibility Determination (FED) & Previous Assessments** – Review these documents to understand the determination from in the past and validate during reassessment.
- **Eligibility** – Service Coordinators have an active roll in supporting redeterminations of eligibility including information on how to support the participant with the application
- **Loss of Eligibility** – This training identifies the steps necessary to follow-up with loss of eligibility including support of the redetermination process including regular follow-up upon loss of eligibility for collection of the physician certification, outreach to the county assistance office and as needed independent enrollment broker.

Alternative Support Programs

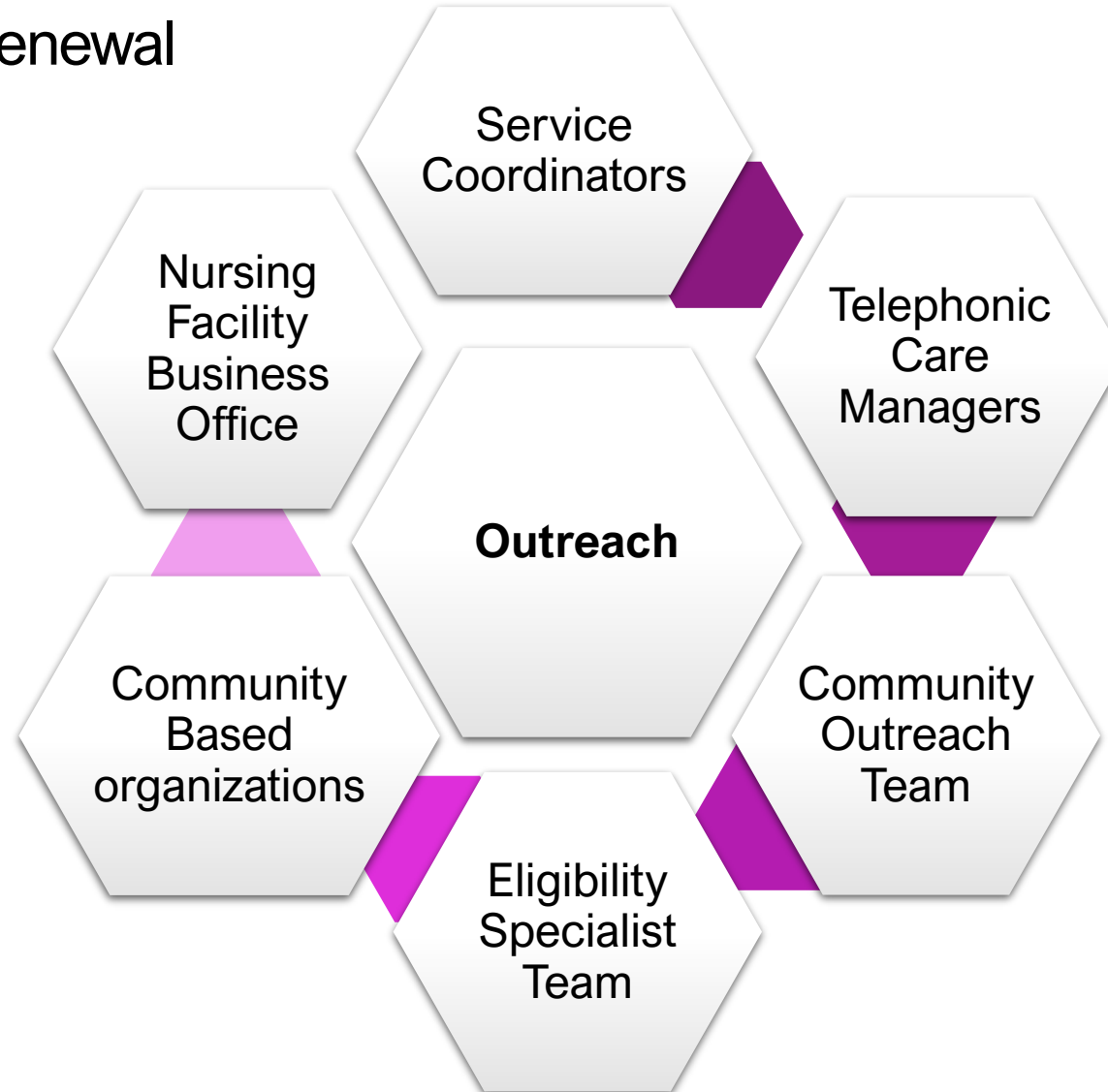
- ❑ **Act 150** – Provide information on the operation of the program including referral to the program, eligibility for the Act 150 program, sliding fee scale and services provided.
- ❑ **OPTIONS** – Screen for and make referrals to lottery funded programs.
- ❑ **Pennie** – Connecting participants to the health insurance marketplace.
- ❑ **Other Community Resources** – Referrals to other services like Family Caregiver Support Programs, foodbanks, rental assistance, etc.

Maintaining Eligibility – Priority One

- The key is not to lose eligibility in the first place. UPMC CHC provides eligibility information to Service Coordinators through tasks (prompts through the system), provide the Service Coordinators with training to support maintaining eligibility, and provide a team of individuals to follow-up with Participants who need more support.
- Service Coordinators work with Participants to keep their contact information up-to-date. The Service Coordinators will also help the participants sign up for text and email alerts for fast and regular communication from Department of Human Services (DHS).
- Service Coordinators also help Participants understand how they can renew early online, by phone or by mail.
- Throughout the unwinding, UPMC held call campaigns to message critical eligibility redeterminations that were upcoming.

Maintaining Eligibility

- Between April 2023 and May 2024- UPMC CHC had over 266,400 outreach efforts to support eligibility renewal



Support for Clinical Eligibility Issues

- ✓ Outreaching to the participant to follow-up regarding assistance with appeals in support of the Aging Well redetermination process
- ✓ Contact the physician office to pursue a new certification
- ✓ Drop-in visits to support participants as needed
- ✓ Work with providers to continue services if a Nursing Facility Ineligible (NFI) determination and continuity of care can be established
- ✓ Work with individuals identified by Aging Well to have had a clinical redetermination of NFI by providing accurate contact information

Outreach



Financially Ineligible

- ✓ System notifications to the Service Coordinator regarding upcoming financial eligibility
- ✓ The Service Coordinator is in contact with the Nursing Facility on upcoming eligibility – 60-day Notification List
- ✓ Follow-up with business office and provider network staff to support eligibility redetermination activities.
- ✓ Work with Participant and their families as needed with the redetermination application – particularly when transitioning from a nursing facility.

Nursing Facility Participant Outreach



- ✓ System notifications to the Service Coordinator regarding upcoming financial eligibility
- ✓ Outreach to the Participant regarding loss of eligibility
- ✓ Regularly follow up with participants that are deemed ineligible and have not appealed to see if they need assistance
- ✓ Support participant with contacting the County Assistance Office
- ✓ Support with collecting required documentation to avoid administrative disenrollments

Community Participant Outreach





Questions?