

## **COMMUNITY HEALTHCHOICES (CHC)**

### **OPERATIONS MEMORANDUM #2019-02**

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**SUBJECT:** Process for Notification to the Independent Enrollment Broker (IEB) of a Nursing Facility Ineligible (NFI) Dual Eligible Participant Who May Be Nursing Facility Clinically Eligible (NFCE) and Need Home and Community-Based Services (HCBS)

**TO:** CHC-Managed Care Organizations (MCO)

**FROM:** Bureau of Policy Development and Communications Management

**DATE:** July 29, 2019

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#### **PURPOSE**

NFI Participants may develop a need for long-term services and supports (LTSS) after they are enrolled in CHC. CHC-MCOs must have policies and procedures in place to monitor and meet the changing needs of CHC NFI Participants. Section V.E. provides “If after conducting the comprehensive needs assessment, the CHC-MCO determines that a Participant who has not been determined NFCE has a need for LTSS, the CHC-MCO shall refer the Participant to a clinical eligibility determination.”

#### **PROCEDURES**

If a Participant who has not been determined NFCE self-identifies as needing LTSS at home or if they, their designee or family member request a comprehensive needs assessment, or if the CHC-MCO identifies that the Participant has unmet needs, service gaps, or a need for service coordination, the CHC-MCO must refer the Participant to the Independent Enrollment Broker (IEB) for a Medical Assistance (MA) LTSS eligibility determination. The Participant should identify the MCO service coordinator (SC) (or referral source) as an authorized representative so that they will receive copies of notifications and can check on the status of the application.

The referral to the IEB can be completed in any one of the following ways:

- a. Complete the [IEB referral form](https://www.dhs.pa.gov/Services/Disabilities-Aging/Documents/Alternatives_to_Nursing%20Homes/IEB/Link%20to%20PA%20IEB%20Referral%20Form.pdf) available on the Department of Human Services website at: [https://www.dhs.pa.gov/Services/Disabilities-Aging/Documents/Alternatives\\_to\\_Nursing%20Homes/IEB/Link%20to%20PA%20IEB%20Referral%20Form.pdf](https://www.dhs.pa.gov/Services/Disabilities-Aging/Documents/Alternatives_to_Nursing%20Homes/IEB/Link%20to%20PA%20IEB%20Referral%20Form.pdf)
- b. Provide the Participant with the appropriate phone number to contact the IEB.
  1. Toll free helpline: 1-877-550-4227
  2. Toll free teletypewriter (TTY) line: 1-877-824-9346
- c. Connect the Participant to the IEB via phone. The CHC-MCO staff person keeps the Participant on the phone while calling the IEB. The CHC-MCO staff should not terminate the call with the Participant until the Participant is connected to the IEB.

If the Participant is found to be functionally and financially eligible for LTSS, the IEB is responsible for forwarding a copy of the level of care determination and the Physician Certification (PC) to the Participant's CHC-MCO within two business days. The CHC-MCO will be notified through the 834 file. The PC form is located on the [paieb.com](http://paieb.com) website.

Participants who are ineligible for MA LTSS may still benefit from other available programs and resources. The CHC-MCO should ensure that Participants are referred to community resources and other HCBS programs, such as the Pennsylvania Department of Aging's OPTIONS Program, as appropriate.

**NOTE:** In circumstances where a Participant requires a referral for an MA LTSS eligibility determination, that Participant should also receive a comprehensive needs assessment. While the IEB is coordinating the LTSS eligibility determination process, the CHC-MCO must complete an in-person comprehensive needs assessment.

### **NEXT STEPS**

1. Review this Ops Memo with appropriate staff.
2. Contact the Bureau of Coordinated and Integrated Services if you have questions.