

# Long-Term Care Medicaid Financial Eligibility Process

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# Acronyms

- **ADPC** = Application and Documents Processing Center
- **AOps** = Administrative Operations
- **BPS** = Benefits Program Specialist
- **DVHA** = Department of VT Health Access
- **eAVS** = electronic Asset Verification System
- **LBP** = Look Back Period
- **LTC** = Long-Term Care

# LTC Eligibility Determination Process

Meet specific clinical criteria (as determined by DAIL).

Meet financial criteria for Vermont Long-Term Care Medicaid (as determined by DVHA-LTC).

Financial eligibility:

- Current resources under the allowed limit
- Current income under the allowed limit
- Complete a five year financial review to determine if any resources were transferred or given away during the five years prior to the application date (look-back period)
- Transfers for less than fair market value may result in a period of ineligibility (penalty period)

# Look-back Period

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Federal rule requires 5 years of financial information

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Use eAVS to gather bank account balances for the 5 previous years

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Request Federal income tax returns and quarterly statements for investment accounts

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No look-back information required for any years someone is active on SSI (if no transfers)

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Two 10 day requests to provide information with added days for mailing.

## *Two LTC Key Performance Indicators*

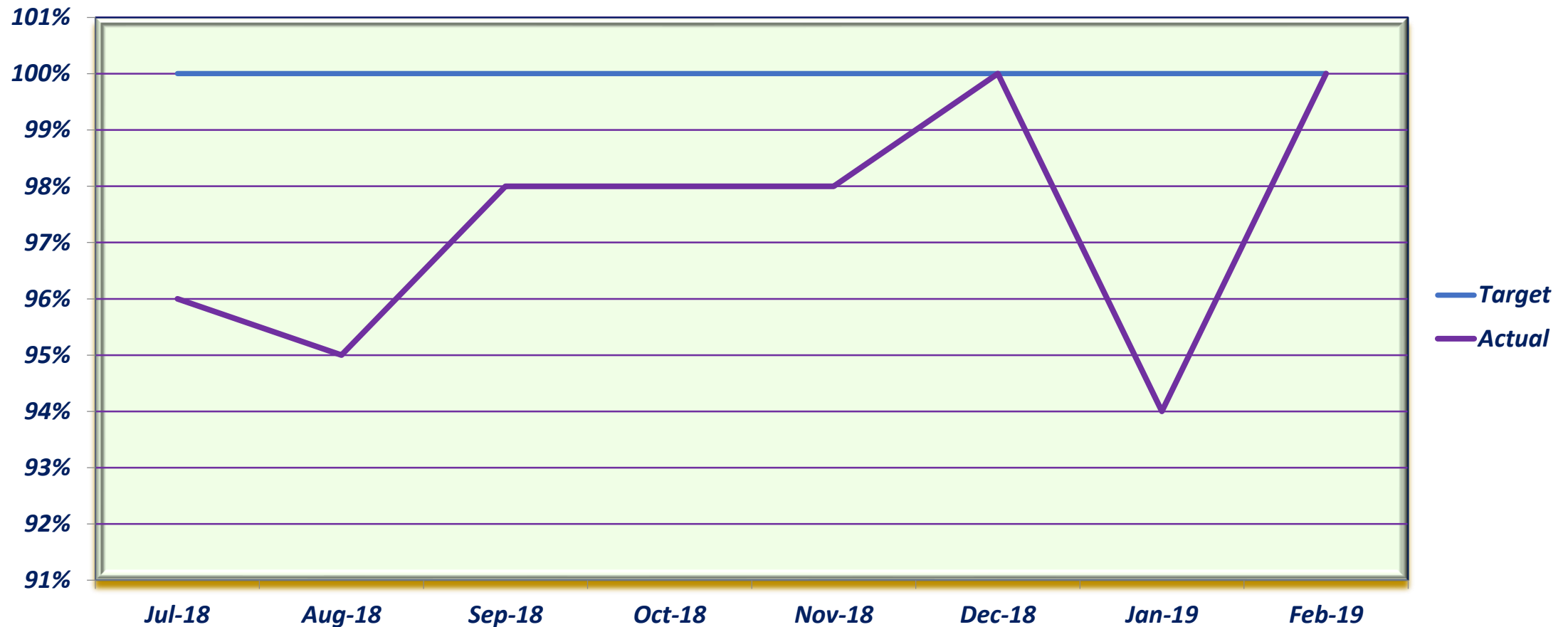
- KPI's have been established to monitor two key areas:
  1. Workload (number of applications processed from month to month)
  2. Meeting the federal 45 day timeliness standard for processing LTC Medicaid applications
    - NOTE: Federal audit rules allow for administrative exceptions from a financial eligibility error for most delays that are outside of the LTC worker's control (e.g., need to send multiple requests for verification documents, applicant requests for extensions of times, clinical placement delays, etc.).

5.8% Increase  
in LTC  
Applications  
Processed  
from 2017 to  
2018

## Comparison of Number of LTC Applications Processed for 2017 & 2018

2018		2017	
January	226	January	156
February	182	February	243
March	255	March	219
April	233	April	217
May	227	May	226
June	212	June	217
July	242	July	192
August	199	August	218
September	252	September	235
October	271	October	241
November	227	November	211
December	195	December	196
Total 2018	2721	Total 2017	2571
		Total 2017	2571
		Total 2018	2721
		Increase	5.8%

# LTC Application Processing Times from July 2018 through February 2019 (adjusted to reflect CMS administrative exceptions)



# Successes

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Mentors – working with staff one on one

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Monthly face-to-face meetings

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Increased trainings for new and seasoned workers

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Working on balancing caseloads

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Decreased processing times



# Challenges

Complicated financial applications

Look-back period

High Caseloads

System limitations

eAVS

OnBase

# Upcoming Events

## Uploader pilot

- Applicants will be able to scan their documents and send them electronically to DVHA.
- Currently in the Newport area

## Consolidating staff into 3 locations

- Rutland, Essex, and Barre

## HealthCare Application Usability (HCAU)

- New single streamlined application for all healthcare programs
- Pilot stage now which does not include LTC

## Hiring a 3<sup>rd</sup> supervisor