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**Date:** 2/16/2017 3:03:03 PM  
**Subject:** RE: client approval process

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Hey Gerry,

Right now, it may be up to 2 weeks for us to get back with approvals to our providers. Part of this is our fault and part is our provider's fault. At times, providers will send in up to 50 clients at once. Pam Eaker, Information & Referral/Assistance Specialist, is doing the approvals. She spends a lot of time going over the assessment and communicating with the providers. If assessments are not complete, she will send them back to provider to finish. We make sure that there are justifications in place for services provided. Also, AIM is an issue! Pam is having to share an AIM seat with some of the assessors until we get passwords.

A provider may contact us at any time if there is an emergency situation that we need to address immediately.

Once all of our assessors are trained, we get our assessor passwords, and get the providers to work more consistently, the process will be quicker. After a year has passed and we are doing all of the assessments, we should have a smooth process in order. Like you all at LGOA, we are under staffed. Our current staff is stretched to capacity!!!

Let me know if you have any questions.

Thanks,  
Tim

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**From:** Dickinson, Gerry [mailto:gdickinson@aging.sc.gov]  
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**Cc:** Pondy, Kevin; Wolf, Anne; Burton, Kenneth; Morris, Steve  
**Subject:** client approval process

Dear AAA Directors:

Please provide me with the following if providers still conduct assessments in your regions.

The average amount of time it takes the AAA to approve a client after the provider has conducted an assessment.

Thank You

Gerry

Gerry Dickinson

Policy Manager

South Carolina Lieutenant Governor's Office on Aging

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