

From: Vanessa Wideman <vwideman@uppersavannah.com>
To: Dickinson, Gerrygdickinson@aging.sc.gov
'Barbara.Robinson@catawba-aging.com'Barbara.Robinson@catawba-aging.com
'Cindy Curtis'ccurtis@centralmidlands.org
'Connie Munn'cmunn@slcog.org
'Hank Amundson (hdamundson@lowcountrycog.org)'hdamundson@lowcountrycog.org
'Kim Harmon'kharmon@wrcog.org
'mfields@lscog.org'mfields@lscog.org
'Sheila Welch'shelia.welch@caresouth-carolina.com
'Stephanie Blunt'sblunt@tridentaaa.org
'Tim Womack'twomack@scacog.org
CC: Pondy, Kevinpondyk@aging.sc.gov
Wolf, Anneawolf@aging.sc.gov
Burton, Kennethkrburton@aging.sc.gov
Morris, Stevesmorris@aging.sc.gov
Date: 2/16/2017 3:57:53 PM
Subject: RE: client approval process

Gerry,

I would mirror what Tim's comments were. It may take us up to two weeks depending on the number of requests that come in at one time and depending on what we find as we look over the assessments and determine whether or not there may be appropriate justification. It does take time to get back with the providers to ask questions and/or get them to go back and enter justifications and/or point-to-point mileage that was inadvertently omitted. We strive to make sure that all required documentation is entered in AIM before we make approvals. Our AAA has 4 seats in AIM, however, we also have to share seats. One seat is exclusively for FCG program, one is exclusively for Finance person who checks things before we make payment requests to State Office, and two seats are shared by 4 other staff members who are either needing to run reports, enter assessment data, and/or check for appropriate information prior to approving service.

Obviously it does not always take two weeks—at times, if all things have been correctly entered and we don't get a large amount at one time, the turn-around is pretty quick. But I'd say the longest is two weeks.

Hope this information helps.

Vanessa

From: Dickinson, Gerry [mailto:gdickinson@aging.sc.gov]
Sent: Thursday, February 16, 2017 10:20 AM
To: 'Barbara.Robinson@catawba-aging.com' <Barbara.Robinson@catawba-aging.com>; 'Cindy Curtis' <ccurtis@centralmidlands.org>; 'Connie Munn' <cmunn@slcog.org>; 'Hank Amundson (hdamundson@lowcountrycog.org)' <hdamundson@lowcountrycog.org>; 'Kim Harmon' <kharmon@wrcog.org>; 'mfields@lscog.org' <mfields@lscog.org>; 'Sheila Welch' <shelia.welch@caresouth-carolina.com>; 'Stephanie Blunt' <sblunt@tridentaaa.org>; 'Tim Womack' <twomack@scacog.org>; Vanessa Wideman <vwideman@uppersavannah.com>
Cc: Pondy, Kevin <pondyk@aging.sc.gov>; Wolf, Anne <awolf@aging.sc.gov>; Burton, Kenneth <krburton@aging.sc.gov>; Morris, Steve <smorris@aging.sc.gov>
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
1301 Gervais Street, Suite 350
Columbia, SC 29201
Phone 803-734-9867, Fax 803-734-9886
gdickinson@aging.sc.gov

CONFIDENTIALITY NOTICE: This electronic email may contain information that is privileged, confidential, and/or otherwise protected from disclosure to anyone other than its intended recipient(s). Any dissemination or use of this electronic mail or its contents by persons other than the intended recipient(s) is strictly prohibited. If you have received this communication in error, please notify the sender immediately by reply email so that we may correct our internal records. Please then delete the original message.