

From: Charney,Jimmy (HHSC) <Jimmy.Charney@hhsc.state.tx.us>
To: Kester, Tonykester@aging.sc.gov
CC: Hendricks,Elisa Manor (HHSC)Elisa.Hendricks@hhsc.state.tx.us
Jessee,Gary (HHSC)Gary.Jessee@hhsc.state.tx.us
Date: 10/2/2014 3:34:59 PM
Subject: RE: Dual Eligible Ombudsman
Attachments: Project Narrative.pdf
Operating Procedures.pdf
Client Materials.pdf

Mr. Kester – This message is in follow-up to your conversation with Elisa and Dawn last Friday. First, attached is a draft of the project narrative we were considering for submission in response to the demonstration ombudsman funding opportunity. This document was not submitted to CMS.

I have also attached a file that contains some of the standard operating procedures for the two parts of our office that interact most directly with the public: our Hotline team, which handles most general inquiries, and our Medicaid Managed Care Helpline team.

Drafts samples of client materials we are developing in advance of the dual demonstration are also attached in a third file. There is a flyer and notices that would go out to the population 90-, 60-, and 30-days prior to coverage beginning.

Finally, I believe you expressed interest in our [Long-term Care Ombudsman](#) program, which in Texas is housed at the Department of Aging and Disability Services. They serve residents in nursing homes and assisted living facilities. Patty Ducayet manages that program and can be reached at (512) 438-4356 or at patty.ducayet@dads.state.tx.us.

We hope you find this information helpful. Please let us know if we can assist further. - jimmy

Jimmy Charney
Office of the Ombudsman
Health and Human Services Commission
(512) 706-7221

From: Charney,Jimmy (HHSC)
Sent: Thursday, September 18, 2014 9:58 AM
To: 'Kester, Tony'
Subject: RE: Dual Eligible Ombudsman

That will work. Elisa and Dawn will be ready for your call at **9am Central Time on Friday, September 26th**. Elisa can be reached at (512) 706-7281. – jimmy

From: Kester, Tony [<mailto:kester@aging.sc.gov>]
Sent: Thursday, September 18, 2014 8:49 AM
To: Charney,Jimmy (HHSC)
Subject: Re: Dual Eligible Ombudsman

Jimmy, Thanks for your follow up. How about Friday 9:00 your time? Tony Kester

On Sep 18, 2014, at 9:09 AM, "Charney,Jimmy (HHSC)" <Jimmy.Charney@hhsc.state.tx.us> wrote:

Mr. Kester – Just a quick note to let you know Mr. Jessee forwarded your request to the HHS Office of the Ombudsman. Elisa Hendricks, our Director, and Dawn Rehbein, Manager of our Medicaid Managed Care Helpline, would like to contact you next week to talk about our operations and see how we can assist with your request.

Is there time next Thursday or Friday morning when we could call you to discuss? – jimmy

From: "Kester, Tony" <kester@aging.sc.gov>

Date: September 15, 2014 at 8:15:20 PM EDT

To: "Gary.jessee@hhsc.state.tx.us" Gary.jessee@hhsc.state.tx.us

Subject: Dual Eligible Ombudsman

Gary, Any information you can share on this would be appreciated. I believe you said you have a policy and procedures manual. Any outreach material would be great. In fact, anything would be great. Thanks for your help with this. Tony Kester