

From: Kester, Tony  
To: 'Nicole Mitchell Threatt' <mitcheln@scdhhs.gov>  
Date: 4/11/2014 2:26:36 PM  
Subject: RE: Update

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Nicole,

Here is the requested information.

Potential Wording for 60 Day Contract

#### SCOPE OF WORK

SCDHHS and LGOA (Office of the State Long Term Care Ombudsman Program) will work together to develop a sustainable, replicable model to improve the quality of Long Term Care Medicaid applications and decrease the number of administrative denials.

The LGOA will:

1. Receive and review LTC Medicaid applications/documents from SCDHHS to discover reasons for administrative denials/rejections.
2. Create and conduct training (with designated DHHS personnel) about Long Term Care Medicaid. The workshops will be targeted to residents, families, legal representatives and facility personnel to help community members and facility personnel assist consumers in the completion of the Medicaid application.
3. Conduct outreach activities in the facilities and local community to educate on the Medicaid process, eligibility criteria, required information, and mandatory supporting documents.
4. Develop (in conjunction with Medicaid Eligibility staff) a step by step checklist at the appropriate literacy level to assist in the completion of the LTC Medicaid application.
5. Continuously evaluate a sample of the applications to determine level of improvement, accuracy of information and measure work flow tempo for application initiation through completion.
6. Establish data feedback link with specified DHHS Medicaid Eligibility personnel.

#### **Special Note for the Amendment:**

Long Term Care Ombudsmen are considered to be a Health Oversight Entity NOT a HIPPA Business Associate.

Budget for May and June

|  |          |
|--|----------|
| Salary for .66 FTE at the AAA and .2 FTE at the State Office | \$6,550  |
| Fringe Benefits  | \$,2200  |
| Indirect Cost  | \$375    |
| Operating Expenses   | \$2500   |
| Total  | \$11,625 |

If you need any other information, please let me know.

Thanks.

Tony

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**From:** Nicole Mitchell Threatt [<mailto:mitcheln@scdhhs.gov>]  
**Sent:** Wednesday, April 09, 2014 10:06 AM  
**To:** Kester, Tony; Watson, Dale  
**Subject:** Update

Good morning. Hope all is well. Just checking on the status of the scope of services and budget info.

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**Nicole Mitchell Threatt**

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