

### Process for Applicants on Moderate Needs Group Wait list, currently receiving Medicaid

Process	Task	Who	How	Start	Deadline
Step 1	Issue memo to all Moderate Need providers informing them of the decision to open up the Moderate Needs Program	Adele	Email to Case Management Supervisors, Home Health Agency Execs, Adult Day Providers	Day 1 02/10/11	Day 2 02/18/2011
Step 2	DAIL requests a complete and up to date wait list (details below)	Trudy	Email, Follow up phone calls as needed	02/15/2011	02/25/2011
Step 3	DAIL requests a copy of the application page for all applicants on the MNG wait lists.	Trudy	Email, Follow up phone calls as needed	02/16/2011	02/25/2011
Step 4	DAIL enters all information into SAMS  Run names through ACCESS system to verify person is enrolled in Medicaid and the basis of eligibility.	Trudy/Sam  Sam	Data entry, run reports for verification and identification  ACCESS file run from SAMS data or spreadsheet of name/ssn	Upon receipt	03/04/2011
Step 5	DAIL send letters to all people enrolled in Medicaid. Let person know the freeze on enrollment has been lifted and to contact XX [name of case manager agency] by X [date] to see if they may receive homemaker or adult day services, if they are still interested. Letter deadline 14 days – to reply NLT 03/22/2011.	Sam/Trudy	Mail merge letter using SAMS data, including phone number and name of current case management agency	03/07/2011	03/08/2011
Step 6	DAIL will notify CM agencies and HHA/AD of applicants enrolled in Medicaid.	Sam	Sent Excel spreadsheet of names to CM and providers.	03/07/2011	03/08/2011
Step 7	CM agencies will begin contacting applicants on Medicaid if they do not hear from them by 03/22/2011.	Case Management Agencies	Telephone call – one call for follow up.	03/08/2011	Unknown
Step 8	CM begin assessment & application process	Case Managers w/ assist from providers	Personal visits scheduled by CM, if ILA is older than one year or CM has information about significant changes in the person's condition warranting a new ILA	Unknown	Unknown
Step 9	DAIL reviews full application submitted by provider and approves or denies application package.	Sam	Paper review	As received 3-4 days from receipt estim.	Unknown