



Complex Long-Term Care (LTC) Case Network: Frequently Asked Questions

Overview

The Oregon Eligibility Partnership (OEP) plans to launch a Complex Long-term Care (LTC) Case Network at the end of August 2023.

Since the Oregon Department of Human Services (ODHS) formed the Oregon Eligibility Partnership (OEP) and implemented the ONE Eligibility System, work has been underway to continuously improve customer service. Improving customer service includes making needed changes to better serve specific segments of our state's population.

Why is this change being made?

Early on, a workgroup made up of eligibility workers, managers and support staff, identified the need to provide additional support to improve customer service for:

- Individuals seeking long-term services and supports, and;
- People who have an Able-bodied Adults Without Dependents (ABAWD) case status seeking SNAP benefits.

Several changes were made in the past year to better serve people in both groups.

The improvements made to better support people seeking long-term services and supports to date include:

- Increasing training available for eligibility workers in long-term services and supports benefits applications;
- Reviewing denials to ensure they are accurate.

To further assist applicants seeking long-term services and supports, the Complex LTC Case Network will be launched.

What is the Complex LTC Case Network and what will it do?

The Complex LTC Case Network will be made up of designated eligibility workers in each Store-Front Office (SFO), as well as the Virtual Eligibility Center (VEC), who will authorize complex long-term services and supports applications.

- Staff who are included in this network will review complex long-term services and supports applications prior to completion, as part of a system change in ONE that will go live as soon as the end of August.
- The system will require a review by a member of the Complex LTC Case Network before the application can be approved or denied.
- This network will launch on August 30.

An additional review of complex long-term services and supports applications is essential to provide equitable customer service. These applications are complicated, and an inaccurate denial can have devastating consequences for individuals seeking help.

What type of applications will be considered a complex long-term care case?

Complex cases will be defined as applications made by people seeking long-term services and supports benefits and who also:

- Are married and require a resource assessment;
- Have income above 300 percent Supplemental Security Income (SSI);
- Have a trust;
- Have a potential transfer of assets disqualification;
- Own an annuity.

Will workflow and tasks change?

With some minor exceptions, there will be no change to workflow and how

tasks are assigned. The Complex LTC Case Network will be part of the current workflow.

- All eligibility workers will continue to assist people seeking long-term services and supports. There is no change to our commitment that when a person is seeking help with an application, they can go to any eligibility worker at any of our offices where we process applications and receive assistance.
- Staff in the Complex LTC Case Network will also continue to work on all types of applications. They will review complex case applications as part of their routine work.
- Pre-scheduled appointments that are made specifically to get assistance with a complex long-term care application will be automatically assigned to a member of the Complex LTC Case Network.

Will we receive any additional information about this change?

A Take Time for Training (TT4T) on how tasks and appointments will be assigned with the launch of the Complex LTC Case Network will be provided on August 29 and 30.

Additional details about how the network will work include:

- The network does not replace the role of a lead worker in the VEC or SFO.
- When eligibility workers receive a request to apply for long-term services and supports, and have questions, those questions should be raised with their lead worker.
- The role of the Central Coordination Unit also will not change.
- OEP will continue to generate weekly reports on denials to address trends in errors made during the application process. This work is essential to continue building quality assurance capacity to

proactively address errors, with the hope of lessening the probability of errors occurring.

What training are members of the Complex LTC Case Network required to complete?

We will strive for all individuals who serve in the Complex LTC Case Network to be fully trained in all courses related to long-term services and supports eligibility and to also have experience in handling complex applications.

- Some workers who have been hired recently have also been designated to be part of this network. These individuals will need to complete all required trainings, including getting the prerequisite work experience, before fully contributing to the network.
- As shared above, a Take Time for Training (TT4T) course on how tasks will be assigned with the launch of this network will be provided on August 29 and 30.
- A quick reference guide about the Complex LTC Case Network will be introduced before the end of August 2023.
- Additionally, members of the Complex LTC Case Network will be connected through a Support Chat to share information. Eligibility workers who want to have access to this chat can ask their supervisors to request they be added. For more information about the Support Chat reach out to [Joy Maddy](#).

Will this network be a separate unit within OEP, similar to ABAWD?

No. The Complex LTC Case Network will not be a separate unit within OEP. It is simply a designation some eligibility workers will have. A separate unit was set up to serve people with an ABAWD case status because that population has different ongoing needs to maintain eligibility.

How will the launch of the Complex LTC Case Network happen?

The Complex LTC Case Network will launch with 425 staff who will serve in this role. System changes needed to support this change were completed in July.

- The breakdown, by work area, of individuals who will be part of the Complex LTC Case Network is the following:
 - Store Front Office - 150
 - Virtual Eligibility Center - 32 initially but increasing to 82
 - Area Agency on Aging – 243.
- Adding the Complex LTC Case Network will not change current workflows. If an eligibility worker receives a long-term services and supports application, they should proceed with this work and address any questions to their lead worker.

Can I become part of the Complex LTC Case Network or remove myself from the network if I've already been assigned?

Yes, if you want to join the network or be removed from it, speak to your supervisor about making this change.

Do the individuals reviewing complex long-term care cases collect trends/errors or provide feedback?

No, there are separate quality checks that happen within existing processes. The individuals reviewing complex long-term care data entry should be reviewing the information and making updates as needed. This is to make sure the more complex pieces of eligibility and data entry do not incorrectly affect the person seeking long-term services and supports. This was requested after working with staff, applicants and members of the community.

Are individuals who are part of the Complex LTC Case Network a group of experts or peer reviewers?

The LTC Network is made up of individuals who feel comfortable and

are trained in the more complex pieces of long-term care eligibility. For example, individuals who feel confident in reviewing a trust, or understand how single premium annuity affects a resource assessment.

Are we duplicating work?

There is intentional overlap in the roles of eligibility workers and the individuals who are part of the Complex LTC Case Network. This is to support applicants in having a choice of how and when they are served by the agency. We do not want such a strict process that would result in individuals being turned away when seeking help.

Are any other customer service changes being made?

OEP will always continue to look for ways to improve customer service. The Complex LTC Case Network is an important step forward to assist people seeking long-term services and supports.