TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF

FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR, FIA
CHERYL A. CAMILLO, EXECUTIVE DIRECTOR, DHMH/OES

RE: STUCK CASES REFERRAL PROCEDURES FOR LONG-TERM CARE MEDICAL ASSISTANCE ELIGIBILITY DETERMINATIONS

PROGRAM AFFECTED: MEDICAL ASSISTANCE

ORIGINATING OFFICES: OFFICE OF PROGRAMS

SUMMARY: Last year, House Bill 1482 and Senate Bill 682 (Medical Assistance Long-Term Care Eligibility Consolidation Plan), required the Department of Health and Mental Hygiene (DHMH) and the Department of Human Resources (DHR) in consultation with LifeSpan and the Health Facilities Association of Maryland to develop a plan to integrate the functions necessary for the determination of long-term care eligibility. The Long-Term Care Consolidation Plan presented to the Health and Government Operations Committee included establishing a long-term care (LTC) centralized unit that would determine long-term care eligibility for Baltimore City, Anne Arundel, Baltimore and Prince George’s Counties, provide legal and financial guidance to all jurisdictions, and house a statewide special functions division to handle specialized case management functions. The plan also provided for two of these specialized functions:

1) centralizing the 257/501 process for long-term care stays for less than 30 days or Medicare Co-Pay Days; and,

2) the review of long-term care cases with outstanding issues, or Stuck Cases to be implemented prior to the formalization of the centralized LTC unit.

This transmittal defines the Stuck Cases Referral Process.

ACTION REQUIRED: Effective April 1, 2009, DHR has assigned a staff person in the Family Investment Administration’s (FIA) Office of Operations to serve as the liaison between nursing home providers and local departments to process requests for review of Stuck Cases. The Stuck Cases Referral Process is a review of cases submitted by nursing home providers where an outstanding eligibility decision exists on an application or redetermination for long-term care (LTC) Medical Assistance. These cases are considered “Stuck Cases.”
A Stuck Case is defined as:

- A Medical Assistance long-term care application or redetermination received in the local department of social services; AND
- All required and/or available supporting documentation listed on the Request for Information To Verify Eligibility (DHR/FIA 1052) and/or the Maryland Medicaid Eligibility Manual were provided; AND
- 30 days has passed since the last required documentation was presented to the local department; AND
- The nursing home provider contacted the case worker, supervisor and manager regarding the lack of a decision on the case, AND
- The nursing home provider e-mailed the assistant director (Attachment B) and pbailey@dhr.state.md.us regarding the lack of a decision on the case.

Nursing Home Provider Responsibilities

A. When a decision on a long-term care application or redetermination has not been received, the nursing home provider:
   1. Determines whether the case meets the Stuck Case criteria; and

B. When a denial is for lack of information and the information was provided or is determined unobtainable, AND a Good Faith Effort/Reasonable Certainty request was made in writing, AND a long-term care eligibility decision was not received within 30 days, AND the local department has been contacted at all levels, submit the Request for Review of Stuck Case form (Attachment A).

C. When a decision has been received, either an approval or denial for any reason other than B above, it is not considered a STUCK CASE and will not be reviewed.

D. Normal appeal procedures must be followed if it is believed the case was denied in error.

FIA Responsibilities

Upon receipt of the “Stuck Case” form, the Office of Operations will:

- Determine if the case meets the Stuck Case definition;
- Return to the provider cases not meeting the Stuck Case definition; and
- Send a memorandum from FIA’s Executive Director with the Request for Review of Stuck Case form to the local director requesting the local department determine eligibility within 10 days from the date of the memorandum.

INQUIRIES: Direct operational questions to Pat Bailey at 410-767-8907 or via e-mail at pbailey@dhr.state.md.us.

CC: DHMH Management Staff DHR Help Desk
    FIA Management Staff Constituent Services
    DHR Executive Staff
REQUEST FOR REVIEW OF “STUCK CASE”
Fax to DHR FIA – Disability Services Operations at (410) 333-6699

Date of Request ______________________
Requestors Name and Facility ________________________________________________________
Contact Number/Email Address _______________________________________________________
Customer Name _____________________________________________________________________
Client ID __________________________________________________________________________
Application Date _____________________________________________________________________

Individuals Contacted For Resolution of Concern/Issue
LDSS
Case Manager’s Name ______________________ Date Contacted _________________________
Supervisor’s Name _______________________ Date Contacted _________________________
Manager’s Name _________________________ Date Contacted _________________________
Assistant Director’s Name __________________ Date Emailed _________________________

Type of “Stuck Case”
☐ Pending
☐ Reactivation (provide copy of receipt with the date the information was submitted)
☐ Reconsideration

Please attach any additional documentation.

Brief Description of Concern/Issue ______________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

(For Department use only)

Action to Be Taken
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

_____________________________________________             ______________________
Signature/Title                                      Date
## STUCK CASES CONTACT LIST

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<thead>
<tr>
<th>LOCAL DEPARTMENT</th>
<th>ASSISTANT DIRECTOR/DESIGNEE</th>
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| Allegany County DSS | William Walker  
One Frederick Street  
Cumberland, Maryland 21502-1420  
Phone (301) 784-7022  
Fax (301) 784-7244  
E-mail: bwalker@dhr.state.md.us |
| Anne Arundel County DSS | Mark Milspaugh  
80 West Street  
Annapolis, Maryland 21401-1787  
Phone (410) 269-4603  
Fax (410) 974-8566  
E-mail: mmillspa@dhr.state.md.us |
| Baltimore City DSS | Jackie Richardson  
1910 North Broadway Street  
Baltimore, Maryland 21213  
Phone (443) 378-4705  
Fax (443) 378-4701  
E-mail: Jrichard@dhr.state.md.us |
| Baltimore County DSS | Gary Holt  
Drumcastle Government Center  
6401 York Road  
Baltimore, Maryland 21212  
Phone (410) 853-3984  
Fax (410) 853-3955  
E-mail: gholt@dhr.state.md.us |
| Calvert County DSS | Joe Cook  
200 Duke Street  
Prince Frederick, Maryland 20678  
Phone (443) 550-6922  
Fax (410) 286-7429  
E-mail: Jcook@dhr.state.md.us |
| Caroline County DSS | Linda Webb  
207 South Third Street  
Denton, Maryland 21639  
Phone (410) 819-4470  
Fax (410) 819-4501  
E-mail: lwebb@dhr.state.md.us |
| Carroll County DSS | Judy Nutwell  
10 Distillery Avenue  
Westminster, Maryland 21157  
Phone (410) 386-3355  
Fax (410) 386-3430  
E-mail: jnutwell@dhr.state.md.us |
| Cecil County DSS | Carolyn Castelow  
170 East Main Street  
Elkton, Maryland 21921  
Phone (410) 996-0374  
Fax (410) 996-0364  
E-mail: Ccastelo@dhr.state.md.us |
| Charles County DSS | Pat Osbourne  
200 Kent Avenue  
LaPlata, Maryland 20646  
Phone (301) 392-6678  
Fax (301) 753-4353  
E-mail: posborne2@dhr.state.md.us |
| Dorchester County DSS | Victoria Stanley  
627 Race Street  
Cambridge, Maryland 21613  
Phone (410) 901-4243  
Fax: (410) 901-2927  
E-mail: vstanley@dhr.state.md.us |
| Frederick County DSS | Christine Bickle  
100 East All Saints Street  
Frederick, Maryland 21701  
Phone (301) 600-2403  
Fax (301) 694-4550  
E-mail: cbickle@dhr.state.md.us |
| Garrett County DSS | Thomas Rosser  
12578 Garrett Highway  
Oakland, Maryland 21550  
Phone (301) 533-3081  
Fax (301) 334-5449  
E-mail: TRosser@dhr.state.md.us |
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<tr>
<th>LOCAL DEPARTMENT</th>
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| Harford County DSS 2 South Bond Street  
Bel Air, Md. 21014 | Betty Bennett  
Bel Air Office Manager  
Phone (410) 836-4771  
Fax (410) 836-4581  
E-mail: BBennett@dhr.state.md.us |
| Howard County DSS 7121 Columbia Gateway Drive  
Columbia, Maryland 21046 | Gail Johnson  
Phone (410) 872-8262  
Fax (410) 872-4222  
E-mail: gjohnson@dhr.state.md.us |
| Kent County DSS 350 High Street  
Chestertown, Maryland 21620 | Stephen Sturgill  
Phone (410) 810-7621  
Fax (410) 778-1497  
E-mail: ssturgil@dhr.state.md.us |
| Montgomery County DHHS 401 Hungerford Road  
Rockville, Maryland 20850 | John Kenney  
Phone (240) 777-4577  
Fax (240) 777-1494  
E-mail: kenney@montgomerycomd.gov |
| Prince George’s County DSS 805 Brightseat Road  
Landover, Maryland 20785 | Evelyn Reed  
Phone (301) 909-7005  
Fax (301) 909-7701  
E-mail: ereed@dhr.state.md.us |
| Queen Anne’s County DSS 125 Comet Drive  
Centreville, Maryland 21617 | Beatrice Brown  
Phone (410) 758-8047  
Fax (410) 758-8110  
E-mail: babrown@dhr.state.md.us |
| Saint Mary’s County DSS 23110 Leonard Hall Drive  
P.O. Box 509  
Leonardtown, Maryland 20650 | Ella Somerville  
Phone (240) 895-7171  
Fax (240) 895-7099  
E-mail: esomerville@dhr.state.md.us |
| Somerset County DSS 30397 Mount Vernon Road  
Princess Anne, Maryland 21853 | Terri Jackson  
Phone (410) 677-4380  
Fax (410) 677-6500  
E-mail: tjackso2@dhr.state.md.us |
| Talbot County DSS 301 Bay Street  
Easton, Maryland 21601 | Jackie Veeney  
Phone (410) 770-5563  
Fax (410) 820-7117  
E-mail: jveeney@dhr.state.md.us |
| Washington County DSS 122 North Potomac Street  
Hagerstown, Maryland 21741 | Rosalind Martin  
Phone (240) 420-2260  
Fax (240) 420-2299  
E-mail: rmartin@dhr.state.md.us |
| Wicomico County DSS 201 Baptist Street  
Salisbury, Maryland 21801 | Susan Hill  
Phone (410) 713-3518  
Fax (410) 713-3910  
E-mail: shill2@dhr.state.md.us |
| Worcester County DSS 299 Commerce Street  
Snow Hill, Maryland 21863 | Ellen Payne  
Phone (410) 677-6882  
Fax (410) 677-6810  
E-mail: epayne@dhr.state.md.us |