Case Manager Contacting Long-Term Care Network

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Overview

This process is designed to support clear communication and collaborative teamwork between APD/AAA Case Managers (CMs) and LTC Network (LTC-N) Eligibility Workers. It details how we can partner and work together to support timely service and financial eligibility determinations in an accurate and consistent manner. There may be situations that require communication between the CM and eligibility worker (EW). When these situations arise, collaboration between agencies and departments is expected.

Step-by-step guidance

Connecting with an EW

When a CM needs additional financial eligibility information follow these steps to connect with the LTC Network.

CMs can follow these steps to connect with the LTC Network:

1. Review the Case Summary page in the ONE system to determine whether the case is currently assigned to an LTC-N worker.
    a. If there is an assigned LTC-N worker, connect with them through Teams, email, or in person as appropriate.
    b. If there is no assigned LTC-N worker, contact your CM lead who will reach out to the local EW lead for support.

Contact regarding a specific CM created task

Check to see if the task has been completed already or is still pending completion:

1. If there is an assigned LTC-N worker, connect with them through Teams, email, or in person as appropriate.
    a. If no assigned LTC-N worker is assigned to the case, follow these next steps:
        i. If task has been completed, review the case notes to determine which eligibility worker completed the action and reach out to that worker through Teams, email, or in person as appropriate.
        ii. If the task is assigned to a worker, connect with the assigned worker through Teams, email, or in person as appropriate.
        iii. If the task has not yet been assigned to a worker, contact your CM Lead who will reach out the local EW Lead for support.

2. If, after collaborating with the LTC-N, it is determined that an eligibility case needs review by an EW lead, connect with your CM Lead, who will reach out to the local EW Lead for support.

Note	Coaching moments for either CMs or EWs are only provided from leadership to leadership.

3. If the CM Lead and EW Lead cannot agree on a case resolution the CM will connect with their supervisor who will connect with eligibility leadership.

4. CM should review ONE for the current case status and any associated CM alerts.

Note	Local areas should work together to establish CM and EW lead point of contact processes.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Aging and People with Disabilities at apd.ltss@odhs.oregon.gov or 503-945-5600. We accept all relay calls.

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