

Notice APD0070B

Program:

Branch Office:

Worker:

Phone Number:

Prime:

Case Name:

Date of Notice:

Effective Date:

Notice of Service Eligibility Review

Your review of Medicaid service eligibility is due by . Your case manager will contact you soon to schedule a time to meet with you to review your care needs.

At the meeting, you and your case manager will talk about your care needs and on-going services. You are encouraged to invite people in your life who assist you, including family members, to the meeting.

Your honesty in reporting your care needs is important for an accurate assessment. Please be prepared to discuss what kind of care is needed, including how long and how often assistance occurs. It may be helpful to document your care needs prior to meeting with the case manager.

You may request a time and date, before _____, that is convenient for you to meet. Assessments are done at your home during business days and hours, except in special circumstances.

If you do not agree with your review or service plan, please speak with your case manager. You may also appeal the decision by asking for a hearing.

Here are some things to expect during the assessment:

- The case manager will ask you different questions about what kind of help you need from others. Some of these questions are very personal topics with you that may be uncomfortable. However, this information helps the case manager determine if you are eligible for Medicaid services. The case manager will ask these questions with dignity and respect.
- The questions asked by the case manager will also include how often you need help from others.
- It may be helpful to show the case manager around your home. This will help the case manager better understand your care needs.
- With your permission, the case manager may need to ask others to help provide additional information about what you need help with. The case manager may also ask for medical documentation.

Here are some things to expect after the assessment is completed:

- If there are any changes to the services that you receive, you will receive information that will let you know why the decision was made. Please talk to your case manager with any questions that you may have.
- If you are still eligible to receive services, you will receive some paperwork that you will need to review, sign and return to the case manager as soon as possible.

- You and your case manager will work together on the best way to get you the help you need. This includes discussing all the options that are available to you.
- If you are eligible and decide to receive paid care in your own home, the case manager will determine how many hours you are eligible for. However, if you need more hours, you may request an “exception”, which, if approved, allows for additional hours to meet your needs. Your case manager will work with you on this request by looking at how long and often you need help with specific tasks. The case manager will work with their manager and other staff to determine if you are eligible for additional hours.

Reporting Abuse of Older Adults and People with Physical Disabilities

Report Abuse: 1-855-503-SAFE (7233)

Abuse of older adults and people with physical disabilities includes physical harm or injury, failure to provide basic care, financial exploitation, and verbal or emotional abuse. It also can include involuntary seclusion, wrongful restraint, unwanted sexual contact, abandonment by a caregiver, and self-neglect. If this is happening to you or anyone you know, you can report it.

State law protects your identity when you report abuse. You do not have to give your name if you wish to remain anonymous. Your identity can only be given under certain legal exceptions, such as when there is a report of a crime or an order by a judge.

After a report of abuse is made, Aging and People with Disabilities (APD) or Area Agency on Aging (AAA) offices provide protective services, investigate reported abuse, determine if abuse or neglect occurred, and work with law enforcement if there may be a crime.

To report abuse, call 1-855-503-SAFE (7233) or your APD or AAA office. To find your local office, please visit: <https://www.oregon.gov/odhs/pages/office-finder.aspx>

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](tel:503-945-5600). We accept all relay calls.



OREGON DEPARTMENT OF
Human Services

Aging and People with Disabilities

Medicaid Services and Supports

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