

Policy Clarifications – Long Term Care PMN- 18887-476

Submitted: **Agency:** CAOs

Subject: Proper recording in eCIS of Long Term Care (LTC) and Home and Community Based Services (HCBS) Provider information for Renewals

Question: When should the “Send Renewal Packets to this address” indicator be used on the MA Provider screen in eCIS?

Response By: Division of Health Services

Date:

Each LTC and HCBS recipient must complete a renewal of their benefit at minimum once every twelve months. The recipient or their representative is the main source of information for renewals and must provide all verification required to re-determine their continued eligibility for benefits. These individuals or providers should be recorded in eCIS for a HCBS or LTC case using the MA Provider screen with accurate names and mailing addresses.

Beginning February 2019, logic will be implemented to auto-schedule LTC and HCBS renewal packets. To ensure the correct person or entity receives the renewal packet, the indicator labelled “Send Renewal Packets to this address” on the MA Provider screen should be selected when the provider (nursing home, power of attorney, community spouse, MA representative, or other qualified entity) is responsible to provide renewal information. The selection of the indicator will generate a renewal packet to the selected provider instead of the client at the next renewal. If the “Send Renewal Packets to this address” field is not selected on a case, then the client will receive the renewal packet. Workers should be using the indicator today, so that renewals sent February 2019 or later are sent to the correct provider.