



Department of Human Resources  
311 West Saratoga Street  
Baltimore MD 21201

## FIA ACTION TRANSMITTAL

Control Number: # 09-33

Effective Date: April 1, 2009

Issuance Date: April 3, 2009

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

**FROM: *Kesmeright Malone for*  
KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR, FIA  
CHERYL A. CAMILLO, EXECUTIVE DIRECTOR, DHMH/OES *CC***

**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](mailto: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
  2. Completes and faxes the Request for Review of Stuck Case form to the Office of Operations for review.
- 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](mailto: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** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

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(For Department use only)

**Action to Be Taken**

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature/Title

\_\_\_\_\_  
Date

## STUCK CASES CONTACT LIST

LOCAL DEPARTMENT	ASSISTANT DIRECTOR/DESIGNEE
Allegany County DSS One Frederick Street Cumberland, Maryland 21502-1420	William Walker Phone (301) 784-7022 Fax (301) 784-7244 E-mail: <a href="mailto:bwalker@dhr.state.md.us">bwalker@dhr.state.md.us</a>
Anne Arundel County DSS 80 West Street Annapolis, Maryland 21401-1787	Mark Milspaugh Phone (410) 269-4603 Fax (410) 974-8566 E-mail: <a href="mailto:mmillspa@dhr.state.md.us">mmillspa@dhr.state.md.us</a>
Baltimore City DSS 1910 North Broadway Street Baltimore, Maryland 21213	Jackie Richardson Phone (443) 378-4705 Fax (443) 378-4701 E-mail: <a href="mailto:jrichard@dhr.state.md.us">jrichard@dhr.state.md.us</a>
Baltimore County DSS Drumcastle Government Center 6401 York Road Baltimore, Maryland 21212	Gary Holt Phone (410) 853-3984 Fax (410) 853-3955 E-mail: <a href="mailto:gholt@dhr.state.md.us">gholt@dhr.state.md.us</a>
Calvert County DSS 200 Duke Street Prince Frederick, Maryland 20678	Joe Cook Phone (443) 550-6922 Fax (410) 286-7429 E-mail: <a href="mailto:jcook@dhr.state.md.us">jcook@dhr.state.md.us</a>
Caroline County DSS 207 South Third Street Denton, Maryland 21639	Linda Webb Phone (410) 819-4470 Fax (410) 819-4501 E-mail: <a href="mailto:lwebb@dhr.state.md.us">lwebb@dhr.state.md.us</a>
Carroll County DSS 10 Distillery Avenue Westminster, Maryland 21157	Judy Nutwell Phone (410) 386-3355 Fax (410) 386-3430 E-mail: <a href="mailto:jnutwell@dhr.state.md.us">jnutwell@dhr.state.md.us</a>
Cecil County DSS 170 East Main Street Elkton, Maryland 21921	Carolyn Castelow Phone (410) 996-0374 Fax (410) 996-0364 E-mail: <a href="mailto:Ccastelo@dhr.state.md.us">Ccastelo@dhr.state.md.us</a>
Charles County DSS 200 Kent Avenue LaPlata, Maryland 20646	Pat Osbourne Phone (301) 392-6678 Fax (301) 753-4353 E-mail: <a href="mailto:posborne2@dhr.state.md.us">posborne2@dhr.state.md.us</a>
Dorchester County DSS 627 Race Street Cambridge, Maryland 21613	Victoria Stanley Phone (410) 901-4243 Fax: (410) 901-2927 E-mail: <a href="mailto:vstanley@dhr.state.md.us">vstanley@dhr.state.md.us</a>
Frederick County DSS 100 East All Saints Street Frederick, Maryland 21701	Christine Bickle Phone (301) 600-2403 Fax (301) 694-4550 E-mail: <a href="mailto:cbickle@dhr.state.md.us">cbickle@dhr.state.md.us</a>
Garrett County DSS 12578 Garrett Highway Oakland, Maryland 21550	Thomas Rosser Phone (301) 533-3081 Fax (301) 334-5449 E-mail: <a href="mailto:TRosser@dhr.state.md.us">TRosser@dhr.state.md.us</a>

## STUCK CASES CONTACT LIST

LOCAL DEPARTMENT	ASSISTANT DIRECTOR/DESIGNEE
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: <a href="mailto:BBennett@dhr.state.md.us">BBennett@dhr.state.md.us</a>
Howard County DSS 7121 Columbia Gateway Drive Columbia, Maryland 21046	Gail Johnson Phone (410) 872-8262 Fax (410) 872-4222 E-mail: <a href="mailto:gjohnson@dhr.state.md.us">gjohnson@dhr.state.md.us</a>
Kent County DSS 350 High Street Chestertown, Maryland 21620	Stephen Sturgill Phone (410) 810-7621 Fax (410) 778-1497 E-mail: <a href="mailto:ssurgill@dhr.state.md.us">ssturgill@dhr.state.md.us</a>
Montgomery County DHHS 401 Hungerford Road Rockville, Maryland 20850	John Kenney Phone (240) 777-4577 Fax (240) 777-1494 E-mail: <a href="mailto:kenney@montgomerycmd.gov">kenney@montgomerycmd.gov</a>
Prince George's County DSS 805 Brightseat Road Landover, Maryland 20785	Evelyn Reed Phone (301) 909-7005 Fax (301) 909-7701 E-mail: <a href="mailto:ereed@dhr.state.md.us">ereed@dhr.state.md.us</a>
Queen Anne's County DSS 125 Comet Drive Centreville, Maryland 21617	Beatrice Brown Phone (410) 758-8047 Fax (410) 758-8110 E-mail: <a href="mailto:babrown@dhr.state.md.us">babrown@dhr.state.md.us</a>
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: <a href="mailto:esomerville@dhr.state.md.us">esomerville@dhr.state.md.us</a>
Somerset County DSS 30397 Mount Vernon Road Princess Anne, Maryland 21853	Terri Jackson Phone (410) 677-4380 Fax (410) 677-6500 E-mail: <a href="mailto:tjacks02@dhr.state.md.us">tjacks02@dhr.state.md.us</a>
Talbot County DSS 301 Bay Street Easton, Maryland 21601	Jackie Veenev Phone (410) 770-5563 Fax (410) 820-7117 E-mail: <a href="mailto:jveenev@dhr.state.md.us">jveenev@dhr.state.md.us</a>
Washington County DSS 122 North Potomac Street Hagerstown, Maryland 21741	Rosalind Martin Phone (240) 420-2260 Fax (240) 420-2299 E-mail: <a href="mailto:rmartin@dhr.state.md.us">rmartin@dhr.state.md.us</a>
Wicomico County DSS 201 Baptist Street Salisbury, Maryland 21801	Susan Hill Phone (410) 713-3518 Fax (410) 713-3910 E-mail: <a href="mailto:shill2@dhr.state.md.us">shill2@dhr.state.md.us</a>
Worcester County DSS 299 Commerce Street Snow Hill, Maryland 21863	Ellen Payne Phone (410) 677-6882 Fax (410) 677-6810 E-mail: <a href="mailto:epayne@dhr.state.md.us">epayne@dhr.state.md.us</a>