

In the Loop

Update from the Advocacy and Development Unit of APD

As you may know, APD has an Advocacy and Development Unit. Our unit has the opportunity to work on a variety of different policy issues related to older adults and people with disabilities, as well as support several Boards and Commissions. Here is an overview of three of the current projects we’re working on. In future issues, we’ll provide more details on these and other topics:

Long Term Care 3.0 – For decades, Oregon has been nationally recognized for innovation and success for its long term services and supports system for older adults and people with physical disabilities. Today people are living longer and healthier lives and as baby boomers turn 65 in greater numbers each day we will not be able to meet the needs of Oregonians, maintain the breadth and quality of our programs, or continue the reputation of national leadership we’ve earned for more than the last 20 years without reviewing and enhancing our system. This is what Long Term Care 3.0 (LTC 3.0) is about.

Oregon is invested in planning, modernization, and innovations to successfully address future needs and demands. Work has begun to identify key components of a newly designed system and the first phase of this process is stakeholder and community input. A steering committee consisting of consumers, providers, and other stakeholders met several times and established subcommittees to focus on:

- Assessment tool revisions and improvements;
- Data gathering;

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Supporting APD/AAA field structure by providing efficient, timely, and accurate information through superior customer service.

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- Caregiver support;
- Service equity.

More subcommittees may be formed in the future. For now, the steering committee continues to gather input on long term services and support needs, preferences, and future directions to build a future of person-centered, locally driven long term services and supports to meet growing demand. Our goal is for services to be innovative, consumer-preferred, evidence-based, and cost effect. All Oregonians (this means YOU!) are invited to participate in the process. Please visit the LTC 3.0 homepage at: www.oregon.gov/DHS/spwpd/pages/ltc30.aspx and like us on Facebook at: www.facebook.com/OregonLTC3.0/info.

Money Follows the Person - The program previously known as “On the Move” is now known as Oregon Community Choices Program (OCCP). Sarah Hout and Jeffrey Puterbaugh were hired as MFP director and deputy director, respectively, in January 2013. The operational protocol has been revised and approval was received from The Centers for Medicaid and Medicare services (CMS) in November 2013. OCCP is partnering with Addictions and Mental Health to include this additional population in the current program. A stakeholder group and an internal steering committee meet monthly.

The new program will take a “phased in” approach, beginning with the APD population. Eligible participants must be institutionalized for 90 days, receive Medicaid, and want to transition to an eligible community based setting. Eligible participants can receive services and benefits included in waivers, the K-Plan , and State Plan Personal Care.

For additional information please visit our webpage: www.oregon.gov/dhs/occp/Pages/index.aspx or contact Sarah at sarah.d.hout@state.or.us or Jeff at jeffrey.l.puterbaugh@state.or.us or at 1-855-ELG-OCCP (1-855-354-6227).

Oregon Deaf and Hard of Hearing Sub-committee (ODHHS) - ODHHS is starting the New Year with a new vision to improve and better serve the needs of deaf and hard of hearing individuals. On December 20, 2013, APD met with the President of the Oregon Association for the Deaf, Chad Ludwig. In that meeting, Mr. Ludwig discussed his plans for a statewide needs assessment of Oregon’s agency programs available and accessible to individuals who are deaf and hard of hearing. The first fundraiser to assist in this effort will be the screening of a movie called *In the Can*.

ODHHS has also begun recruiting for individuals with experience in issues affecting those who are deaf or hard of hearing to serve on its Advisory Committee. For more information about the advisory committee or the fundraiser, please contact Theresa Powell at: theresa.a.powell@state.or.us.



Max -
Norberta
Maahs, The
Dalles

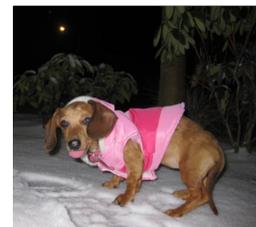
Thanks for your interest!

Ann McQueen, Advocacy and Development

The Work Number: Hot topics

The Work Number is available for all APD and AAA staff. The auditors and reviewers use this tool so you should too!

Wish more employers were included in The Work Number data base? If you want to do more than wish, and have an employer who might be appropriate to add, you can send the employer’s name and any additional info (phone number, website, etc.) to Melissa Gomez in CW/SS Operations Administration. Melissa will forward the information to The Work Number’s marketing department!



Mia - Nicole Gustafson, OPAR

Can we print?

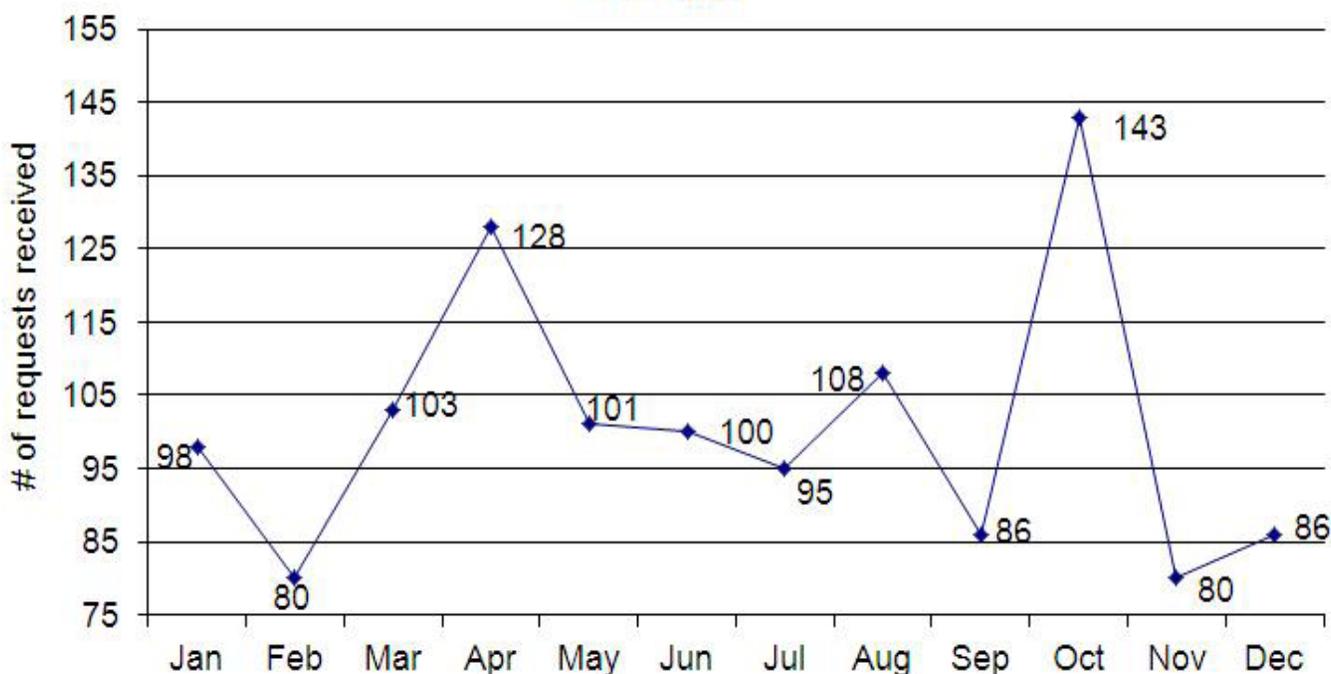
We have received this question a few times recently. Yes you can print for the file but please do not give copies to clients. Please refer them to The Work Number’s Customer Service Center at 1-800-996-7566 to request the information.

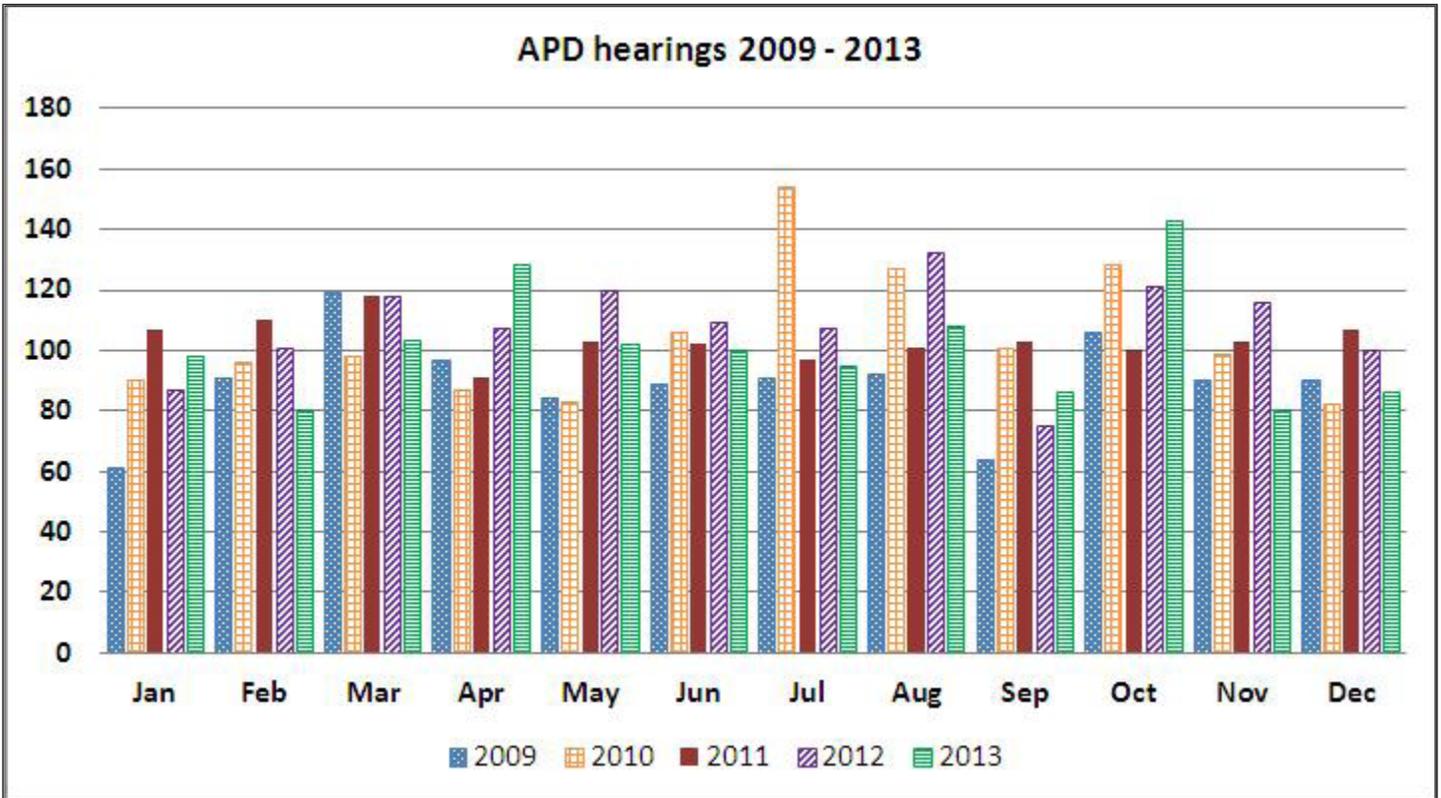
Do you have additional The Work Number questions? Contact Melissa Gomez: melissa.gomez@dhsola.state.or.us or (503) 947-5411



Don't forget! Please review Manual letter #62 on the APD Staff Tools [website](#) for updated rules and procedures. See [SS-PT-13-0035](#) and [SS-PT-13-036](#) for a complete list of updated OAR's. *Please continue to review the [ACA FAQ](#) for updated information as often as needed.*

Hearings Received & Assigned
CY - 2013





What to do if you are a victim of illegal discrimination

We encourage you to contact FHCO, The Fair Housing Council of Oregon, immediately at 800-424-3247 Ext. 2. Calls are free and confidential.

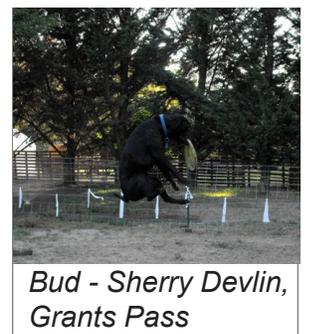
Our hotline staff will listen to your situation and discuss your options, including filing a complaint with the appropriate government agency or bringing a lawsuit in federal or state court, or by simply providing help for you to talk to your landlord about the situation. FHCO staff will not contact your landlord unless you request they do so.

Gather as much information as you can before you call the Fair Housing Hotline. Write down the details of what happened, including dates, times, who was involved, as well as the names and phone numbers of possible witnesses. Keep an ongoing log of events. Save any written materials or documents that relate to your case.

You have one year to file a complaint with the government and two years to file a lawsuit in federal or state court. The clock starts ticking from the moment you experience the allegedly discriminatory treatment, so call as soon as possible to be sure you have the greatest opportunity to explore all of your options.

For more information about who we are and what we do visit: www.FHCO.org.

The Fair Housing Council is a nonprofit organization serving Oregon and South West Washington. Anyone may call the Fair Housing hotline at 800-424-3247, ext. 2; or visit www.fhco.org.



Bud - Sherry Devlin, Grants Pass

NVRA XI

Here are more questions and answers about the National Voter Registration Act (NVRA) procedures. If you have a question, contact Karen Gulliver by phone, 503-569-7034, email: karen.l.gulliver@state.or.us, or IM.

Q: If someone contacts us through ADRC, do we have to ask about voter registration?

A: Callers to ADRC do not have to be asked about voter registration. If the same person then connects with an APD or AAA office and requests benefits through that office, the person would be asked during the eligibility process.

Q: Can the CM sign the declination? What should they write?

A: Any staff person can complete the declination form ([MSC 503D](#)) on behalf of the customer. Print the customer name, write the date, and mark the appropriate box; do not write anything else. Don't add comments, your initials, or anything else!

You also do not add anything to the narration – keep it simple. Narrate either “Voter reg: Yes” or “Voter reg: No” and not one other word.

Q: Do I narrate “yes” when I ask the customer and “no” if I forget?

A: Not quite! For voter registration “Yes” means they want a voter registration card; “No” means they refused a voter registration card. This is also what we will tell an auditor the yes and no narrations mean, should they ask.



Q: Which is better - keeping the declination with the client file or with the coordinator?

A: There is not an option! ALL declinations must be kept in a single file for the branch. You cannot keep any material related to the voter registration in the customer file; there is absolutely no flexibility on this issue! If you see a voter registration form - original or copy - in any file, pull it immediately and give it to the site coordinator.

The only thing you are allowed to have in the customer file related to voter registration is the application, or other official DHS form, with the registration question.

Q: I work the switchboard and sometimes it is really busy. Do I really have to ask about voter registration?

A: Yes, you really do. Here an an option you can discuss with your managers:

You can prep a quantity of half-sheet envelopes with the local office return address and stuff them with an MSC 503 - declination removed. If I call and tell you I moved, you can take my new address, write it on the pre-stuffed envelope, and let me know a courtesy voter registration form is coming to my new address. Then when you have a moment later, complete the declinations by printing my name, the date, and marking the “yes” box. A quick standard narration and you are finished.

If you think this process will save time, try it out! Call Karen if you have questions and we can talk it through: 503-569-7034.

February 2014 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
<p>3 Eligibility 201, Gresham (1:00 - 4:30) Cultural competency and diversity (8:30 - 4:00)</p>	<p>4 Eligibility 201, Gresham (8:30 - 4:30) CAPS basics, Portland (8:30 - 4:30)</p>	<p>5 Eligibility 201, Gresham (8:30 - 4:30) CAPS basics, Portland (8:30 - 4:30)</p>	<p>6 Eligibility 201, Gresham (8:30 - 4:30)</p>	<p>7 Eligibility 201, Gresham (8:30 - 12:00)</p>
<p>10</p>	<p>11 Oregon ACCESS basics, Portland (8:30- 4:30) Registry and referral system, location TBD (10:00 - 11:30, 2:00 - 3:30)</p>	<p>12 Oregon ACCESS basics, Portland (8:30- 4:30) Registry and referral system, location TBD (10:00 - 11:30, 2:00 - 3:30)</p>	<p>13 Basic Lean concepts, Portland (8:30 - 12:00) Registry and referral system, location TBD (10:00 - 11:30, 2:00 - 3:30)</p>	<p>14 DV 101 (8:30 - 4:30)</p>  <p><i>Durin - Karen Gulliver</i></p>
<p>17 CLOSED</p> 	<p>18</p>	<p>19 SPL rule training (8:30 - 4:30) CBC: 512, Albany (8:30 - 4:30)</p>	<p>20 SPL rule training (8:30 - 4:30) CBC: 512, Albany (8:30 - 4:30)</p>	<p>21 SPL rule training (8:30 - 4:30)</p>
<p>24</p>	<p>25 Ask diversity. St. Helens (8:30 - 12:00)</p>	<p>26</p>	<p>27 Field Leadership meeting (8:30 - 5:00)</p>	<p>28</p>
<p><i>Dates and availability of classes are subject to change. Please review availability on the DHS Learning Center.</i></p>				

December 2013 SNAP honor roll

100% accuracy!

0111 Baker City APD	100%	2311 Ontario APD	100%
0511 St. Helens APD	100%	3013 Hermiston APD	100%
1211 John Day APD	100%	3112 Enterprise APD	100%
1311 Burns APD	100%	3415 Tigard APD	100%
1611 Prineville APD	100%	3417 Beaverton APD	100%
2111 Toledo AAA	100%	3617 McMinnville APD	100%

90% or better accuracy!

2411 Salem AAA	97.67	0314 Estacada APD	93.33
2211 Albany AAA	96.00	2019 Cottage Grove AAA	93.33
2711 Dallas AAA	95.24	2818 North/North East Portland AAA	92.00
0310 Canby APD	93.33	3411 Hillsboro APD	92.00
0311 Oregon City APD	93.33	3617 McMinnville AAA	92.00

38 branches were reviewed, the accuracy rate for all reviewed branches is 81%.

Changes to HCW and Personal Support worker benefits

APD-IM-13-14-001 explains the changes for Homecare workers (HCW) and Personal Support worker insurance benefits with the ratification of the 2013-2015 Collective Bargaining Agreement. The primary change is the state will no longer cover health insurance benefits for homecare workers.

The Oregon Home Care Commission and Service Employees International Union, local 503 (SEIU) and the State of Oregon have created two trusts for the administration of health insurance benefits for homecare workers and newly eligible personal support workers.

The Oregon Homecare Worker Trusts will administer medical, dental, and vision benefits. Eligibility for insurance benefits will be determined by the trusts and will no longer be based on the 80 hours worked per month minimum, effective 1/1/14. As currently determined by the trusts, homecare workers and personal support workers who work 40 or more hours per month performing bargaining unit work for two consecutive months will be eligible for benefits.



Heisenberg - Beth Elye, Roseburg

If you have questions, please contact Jenny Cokeley: jenny.e.cokeley@state.or.us, or 503-945-6985. Please direct homecare workers or personal support workers who have questions about medical benefits to contact SEIU at 1-855-437-2694 or www.seiu503.org.

NED – the myths debunked

NED is SNAP speak for an SRS case in which all adult **household** members are **elderly** or **disabled** and there is no earned income. NED is a *HH Types* code on FSMIS (the first page of the SNAP case).

NED stops the Interim Change Report, DHS 852, from being sent to the household. Without the code, the case can be cited as an error. The numbers of NED errors are growing again, so here are a few of the rumors – ALL untrue – which seem to be preventing some workers from coding NED.



Remington - Jeanie Pratt, LaPine

Myth 1: NED is for households with only seniors – not for families.

The truth is: Household with all adults age 60 or over or are **disabled** per SNAP, and **no earned income** must have NED coding. Children can be in the household.

Myth 2: Sure, NED is nice, but it's not required.

The truth is: NED is absolutely required; coding NED is **not** optional.

Myth 3: My homeless customer can't be NED.

The truth is: As long as your homeless customers meet the NED criteria – aged or disabled with no earned income – they are coded with NED, too.

Myth 4: If I use NED my customers will commit fraud.

The truth is: Less than 1% of our customers ever have identified fraud, so the chance of a person committing fraud is no greater with NED than without NED.

Myth 5: All the NED errors come from Self Sufficiency.

The truth is: (I hear this from every branch....) AAA and APD offices typically make more NED errors than Self Sufficiency transfers to us because we are required to use the code more often.

Myth 6: The system never cooperates when I try to add NED to an ongoing case.

The truth is: There is probably a really good reason the system is cranky. For instance, did you remember to remove every single earned income line - even the ones with \$0? Take a look at the coding sheets on the SNAP site, pages 28 – 30, for more help: www.dhs.state.or.us/training/foodstamps/desktops/ned%20coding.pdf.

If you've heard a NED rumor you're curious about, send it in to the SNAP policy box, SNAP.policy@state.or.us, and get the truth!



Don't forget! When the information on the application doesn't match the information coded in the system or the narration/tabs, it's up to you to tell the story and explain why you used different information. Be sure anyone who looks can easily understand why you used what you did. If you don't tell the story it looks like an error, so add a note to the narration and avoid the discrepancy!

Address reminder

Please take a few seconds and double check the address on Oregon ACCESS *before* integrating. The Program Integrity Unit is finding a large number of errors based in incorrect addresses. Take a look at these reminders:

- Integrate with the mainframe when you update an address on Oregon ACCESS to make sure the system generated notices go to the right place.
- Integrating on Oregon ACCESS DOES NOT UPDATE SNAP; you have to go into the SNAP system and make the address update there, also.
- Check the address on the application, 852, or any other form and make updates to the address while you're in the system.
- If the *physical* address is out of state, find out why!
- "Homeless" is not a mailing address – everyone needs some way to receive mail; General Delivery is fine.
- If you are prone to typos, check, double check, and check again to make sure the address you entered is the address they gave you.



Sammy - Tammy Rivera, Woodburn

Incorrect addresses are a big problem. If an old or incorrect address is used when a notice is mailed, you haven't actually sent a notice. A tiny bit of work on the front end will prevent errors, save time later, and guarantee the customer has the information they need.



Don't forget! SSA

screens, such as W204, BEIN, and others are never to be printed. DHS is allowed to view the information by the Social Security Administration (SSA), but they are not "native" to our system. Workers should view the screens and narrate, "verified through Social Security screens". Don't reference a specific screen. And remember. if you see any screen prints in a customer file, please remove them and shred the prints immediately. [SS-IM-08-037](#)

Send in your branch photos and stories to karen.l.gulliver@state.or.us and inspire others with your remarkable deeds!!

EBT line goes statewide

The Oregon Trail Card, the EBT benefit card for SNAP, is now available for all offices across the state, [SS-AR-14-002](#) for more information.

To use the replacement line:

- Call 1-855-328-6715;
- Hours are Monday – Friday 8:30 a.m. – 4:30 p.m. Pacific time;
- The line is staffed by workers who speak English and Spanish and they use Language Link to help customers who speak other languages;
- Wait times are averaging 3 minutes, but it may take longer on Monday morning and after holidays.

Exceptions to using the replacement line are still the same and can be found on the Oregon Trail (EBT) Card replacement [website](#).

February 2014

International boost self esteem month
 Low vision awareness month
 Spunky old broads month
 Time management month

Feb. 1 - 7: Women's heart week

Feb. 9 - 15: Random acts of kindness week

Feb. 14 - 21: Alzheimer's and dementia education week

Feb. 4: World cancer day

Feb. 7: Wear red day

Feb. 9: Autism Sunday

Feb. 10: Clean out your computer day

Feb. 11: Shut in visitation day

Feb. 14: World marriage day

Feb. 17: **CLOSED - President's Day**

Feb. 22: World thinking day

Feb. 24: Museum advocacy day

Feb. 28: Rare disease day

ACA help

All the information you need about the Affordable Care Act (ACA) changes are on the APD Staff tools website. Look in the *Latest News* section for daily updates.

Check the tools website instead of following the Self Sufficiency transmittals. The two agencies are doing things a little differently because of how the medical cases were moved.

If you have a question not answered on the page, send an email to expert Lauren Mitchell, lauren.e.mitchell@state.or.us.

SNAP Civil Rights training - FYI

Look for a new version of the Civil Rights training available shortly. As soon as the training is available on the Learning Center, you will be able to take the training. Remember Civil Rights training is mandatory every year.

More information to come - *Karen G*

SSAM changes to FSAM

The SSAM, Support Staff Assistance Manual, is now the Field Services Assistance Manual, or FSAM. The new manual will have all the sections you've come to rely on and new ones especially for eligibility staff.

Nearly every section is under construction and we hope to have it entirely re-written before summer. If you know of a section in need of an update, contact someone from the APD Field Services and Support team right away so we can address your concerns.

In addition to updating the old and out of date material, we are also adding sections such as privacy and security information, business reviews, The Work Number guide, alternate formats, and many other things. Some sections will be expanded as part of the update to include the eligibility and case management staff.

When possible, other manuals will be updated to remove content found in the FSAM. The voter registration section is updated (IX) and has examples.

While the changes are in process, the FSAM should be thought of as a "work in progress" and your patience is appreciated! Please let me know what you think - *Karen G*



Shandie - Carol Mauser, The Dalles



Don't forget! Customers who use space heaters as their only source of heating are *not* allowed FUA. Also, a person is not qualified for a FUA if they heat with a stove only or keep warm with just an electric blanket. All of these things may qualify for *utility* costs, but they are not heating costs. Purchasing wood to feed a wood stove can make them eligible. See [SNAP.F.24](#).

Have a question about Voter Registration? Ask your local site coordinator, check the manual, or contact Karen Gulliver: 503-569-7034; karen.l.gulliver@state.or.us.

February 2014 Community Based Care payment schedule

February provider service payments for the APD and DD Programs will issue the night of Saturday, February 1st and mail to providers the next business day which is the morning of Monday, February 3rd.

February provider service payments for the CEP Program will issue the night of Monday, February 3rd and mail to providers the next business day which is the morning of Tuesday February 4th.

****Due to the weekend of February 1st – 2nd, there will be a delay in the processing of provider checks.****

The difference in payment schedules is as follows:

- APD and DD payments process the night of the first of each calendar month and mail the next business day.
- CEP payments process the night of the first business day of the month and mail the next business day.



Lola - Amy Lutt,
OCWCOG

Direct Deposit (EFT) payments will also issue per the schedule noted above, however rather than being mailed they will be sent to the Department of Treasury and out to individual banks for processing. *Banks are allowed to use up to three (3) banking days to process direct deposit payments which does not include weekends or holidays!* Please note DHS does not have any control of how and when individual banks process their direct deposit payments.

Per the agreement signed by the provider to begin direct deposit of their payments, the provider is required to confirm funds are available before making purchases out of their account. DHS will not reimburse providers for overdraft charges due to insufficient funds.

- EFT payments for APD and DD providers will be available on or before 11:59 pm of Wednesday, February 5th.
- EFT payments for CEP providers will be available on or before 11:59 pm of Thursday, February 6th.

Direct Deposit information and sign-up form: [Click here](#).

Kristen Hutton, SPD Payment Support Unit

NEMT

The Oregon Health Authority recently updated their Oregon Administrative Rules related to Non-Emergency Medical Transportation (NEMT). Under OAR [410-136-3140](#) it now states:

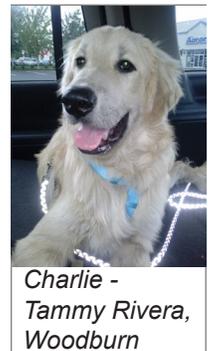
Brokerages shall arrange and pay for transporting an eligible client who has had a change in condition, noted in the client's DHS care plan, resulting in a need for a new service setting with a lower or higher level of care. This includes clients who are changing levels of care between their community-based care settings or between institutional and community-based settings. The client's DHS worker must request the ride.

Therefore, whenever a client is transitioning to a lower or higher level of care (like from a NF to a RCF or an ALF to a AFH) and NEMT is going to be used for transportation, the local APD/AAA worker must request the ride for the individual. A facility or the client/client representative cannot request the ride for the individual.

TPL processing and HIG

See [DMAP-IM-14-001](#) for complete details. HIG is super busy working to verify and remove TPL (Third Party Liability) and COT (Cover Oregon identified TPL) coding and exemptions from the January 1, 2014 Medical program changes and closure of FHIAP and OMIP. To help with the process, please:

- Send an [MSC 415H](#) or [MSC 0156](#) to HIG by email or fax when TPL is added or ends *PLEASE make sure the forms are complete;*
- If the client states their insurance has ended, do not assume it has. Instead, HIG will look into the status and take appropriate action;
- Wait at least 30 days before sending in duplicate referrals. Check on MMIS before sending another request to see if the TPL is posted;
- If you know your client used to have OMIP or TMIP, do not send a [MSC 415H](#) or [MSC 0156](#) for them, unless they have an emergency;
- If a former FHIAP client requests their Medicaid be ended let them know if Medicaid ends their HIPPA reimbursement will also end;
- Emergency rush requests are only for when a client is pregnant or cannot get medication or services. Billing issues are not considered an emergency;
- Do not contact HIG for COT exemption unless there is an emergency. They are also working a COT list;
- Client Enrollment Services (CES) or the Client Services Unit (CSU) is not able to make TPL related changes in MMIS so contact HIG instead;
- Clients with TPL related issues should be directed to the OHP Call Center 1-800-699-9075 or their caseworker. Please do not send clients directly to HIG.



Charlie -
Tammy Rivera,
Woodburn

See the transmittal for contact information.

2013 provider tax information – CBC and CEP programs

W2s and 1099s for the Community Based Care (CBC) and Client Employed Provider (CEP) programs will be mailed on or before January 31st, 2014, per federal requirement. Reprints or correction requests must be directed to the Provider Tax Line and will be fulfilled beginning on February 11th.

For providers with non-reported income, for example some qualifying foster care providers, their income would not be reported to the IRS and therefore they do not receive a W2 or 1099. If these providers would like a statement of annual earnings, they may request one by leaving a complete message on the Provider Tax Line.

Messages left on the Provider Tax Line must be clear and complete in order for us to process the request. Providers must leave their full licensed name, provider Medicaid ID number, social security number, current mailing address and current phone number as well as the tax years for which they need information or correction. This line is checked daily through tax season. Due to the volume of calls on this line each year, providers must wait 2 weeks for processing and mailing of their request. Provider tax line: 503-947-5138.

Kristen Hutton, APD Payment and Support Unit

HB2216

HB 2216 was implemented on October 7, 2013. This bill is a comprehensive strategy to address declining occupancy rates in nursing facilities. It is a very complex bill with many elements interwoven and needed for this strategy to be successful. The components are:

- Reauthorized the nursing facility provider assessment until June 30, 2020;
- Eliminated provider assessment exemptions (except Veterans nursing home) January 1, 2014;
- Established a 1,500 statewide nursing facility bed reduction target;
- Provides augmented rate for nursing facilities participating in the Quality and Efficiency Incentive Program (OAR 411-070-0437). The Program closes December 15, 2015;
- Changed the Certificate of Need statute to eliminate the 10 beds or 10% increase for nursing facility licensed beds every 2 years;
- Authorized annual rebasing of the nursing facility rate; and
- Reduces nursing facility reimbursement rates if the 1,500 bed reduction isn't met by June 30, 2015.

What does this mean for you? A nursing facility in your region may close. When a nursing facility applies for the Program, all nursing facility residents will be relocated to another housing location; whether another nursing facility, ALF, RCF or In-home. This can be a great opportunity to consider moving an individual to a community-based facility who's been satisfied living in a nursing facility, but may not need nursing facility level of care.



Linus - Ashley O'Brien, Gresham

Medicaid Long Term Care