|  |  |
| --- | --- |
| **SUBJECT:** Requesting LTSS Application Status | **DATE:** 2/21/2021 |
| **TARGET AUDIENCE:** MyOptionsRI Manager  | **REFERENCE NUMBER:** 01 |
| **TYPE:** [x]  **NEW** [ ]  **REVISIONS:**  | **REVISION DATE: N/A** |
| **PURPOSE:** Provide guidance to PCOC agencies regarding individuals seeking LTSS application status following submission to DHS |
| **CHANGES SINCE LAST REVISION:****DOCUMENTS/ASSOCIATED RESOURCES:****ATTACHMENTS:** N/A |

**Overview**: The PCOC agencies may receive calls from client(s)/representative(s) regarding the status of clients LTSS application. The agency receiving the call may have provided applications assistance to the client(s)/representative(s). The following steps should be taken regarding each inquiry:

* Utilize agency systems to determine date of completion of assistance by agency
* Obtain date from client/representative when application was sent
* Determine whether the 90-day DHS turnover period is over or close to being over
* If the processing time has not passed, explain to client/representative that the application is in process and to call back after 90 days if there is no response
* If the processing time has passed or is close to passing, take the following steps:
	1. Ask client/representative to email to dhs.ltss@dhs.ri.gov requesting the application status
	2. Ask client/representative to call the LTSS Coverage Line at 401-574-8474 or DHS at 855-697-4347 requesting the application status
	3. Offer the client/representative to reach out to DHS on behalf of the applicant. If the client/representative would prefer this assistance, email dhs.ltss@dhs.ri.gov using secure measure with full name, DOB, address requesting the status. When the reply is received, reach out to the client/representative with the outcome