



February 10, 2017

Dear Colleague:

Since the implementation of RI Bridges, we recognize that the Medicaid Long Term Care business process has undergone several changes and that it is critically important to provide clarity and make the process as simple for applicants and providers as possible. We would like to take this opportunity to provide updated information to you in order to provide better service and communication during the Medicaid Long Term Care eligibility determination process.

FILING A MEDICAID LONG TERM CARE APPLICATION:

During this transition we want to work with you to ensure that Medicaid Long Term Care applications are correctly and quickly routed to Medicaid Long Term Care staff for timely processing.

For the fastest processing, please hand-deliver applications to:

**Long Term Care Services and Supports
c/o RI Department of Human Services
Louis Pasteur Building
57 Howard Avenue
Cranston RI 02920**

If you prefer to mail an application, you must use this mailing address:

**RI Department of Human Services
Long Term Care Services and Supports
P.O. Box 8709
Cranston, RI 02920-8787**

Although during this transition this is the most effective and reliable method to ensure that a Medicaid Long Term Care application will be quickly routed to us for an eligibility determination, you may also drop off applications at any field office. It is critical that Medicaid Long Term Care applications be labeled **LONG TERM CARE**.

We also want to provide you with timely notice when a Medicaid Long Term Care applicant with whom you are working has been found eligible. In order for us to notify you of eligibility decisions, we ask that you include a signed release of information for each applicant. This will enable us to both notify you of the eligibility decision as well as contact you to gain your assistance in expediting the eligibility review process by sharing financial and other verification information with us during the eligibility review process.

HOW TO REACH THE LONG TERM CARE UNIT:

To expedite the processing of applications, we have consolidated all staff in a single location. A supervisor and the caseworkers assigned to provide home visits and assist applicants seeking community services are located at the Providence DHS Office at 280 Elmwood Avenue. In addition, there are 2 workers providing coverage in the Providence office for customers who arrive in person or who call the information line at (401) 415-8455.

Assignments for our Eligibility Technicians who assist facilities by entering information and recording status changes remain the same, and their email addresses are unchanged. Please continue to reach out to those Eligibility Technicians with whom you have corresponded prior to September 2016. For this temporary period, email is the best way to reach Long Term Care staff. The staff can telephone you to answer questions and consult with you upon receipt of your email. LTSS Administrator Stephanie Terry is also accessible via e-mail at Stephanie.terry@dhs.ri.gov.

We certainly recognize and appreciate the patience which our customers and you, our colleagues, have maintained during this difficult transition. We remain committed to working together to provide timely eligibility decisions to applicants for Medicaid Long Term Care coverage, and to helping Rhode Islanders to access the Long Term Care services for which they are eligible.

Many thanks for your ongoing support of and partnership with our Medicaid Long Term Care program and for the care you provide to Rhode Islanders in need of long term care services and supports.