Pathways for Aging / Health and Wellness Waiting List

Process Flow

REQUEST LEVEL OF CARE ASSESSMENT

Maximus Help Desk

- (833) 597-2777
- INLCAR@maximus.com

Once an individual is referred, Maximus has 7 calendar days to gather the information for the assessment and 4 additional calendar days for an outcome to be given.

The level of care assessor will speak with the individual and others involved in their care and gather information about:

- the type and level of assistance needed for daily activities
- current medical care and treatment needs
- existing conditions and diagnoses

Nursing facility level of care involves an individual's need for assistance with:

- activities of daily living (ADLs - dressing, bathing, ambulation, toileting, eating),
- medical conditions and medical needs,
- cognitive function,
- and/or behavioral needs

Be specific about the applicant's limitations. Describe what the applicant struggles with on their *worst* days, not their best.

- If they need reminders or cues to complete daily tasks, say that clearly.
- If they need someone nearby for safety while doing daily activities, explain that as well.

If the Maximus employee requests financial information, direct them to your attorney's office.

1. YOU ARE ADDED TO THE WAITING LIST

If you choose to go on the waiting list, Maximus will add you to the list.

If you require hospitalization or placement in a nursing facility for 60 days or longer, you may be eligible for an expedited invitation off the waiting list. You should contact your Area Aging Agency to report this change in circumstance if it occus.

2. YOU RECEIVE A WAITING LIST PLACEMENT LETTER

After you are added to the list, you will receive a letter formalizing your placement. You must keep your contact information current with Maximus while on the list.

3. YOUR NAME COMES UP ON THE WAITING LIST AND YOU RECEIVE AN INVITATION LETTER

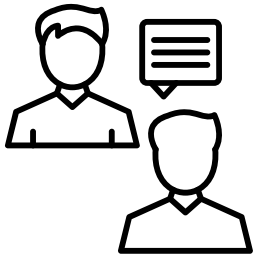
You will receive a formal letter in the mail from Maximus inviting you to continue the process to access services.

4. RESPOND TO THE INVITATION LETTER.

Return provided form.

A representative from the Maximus will contact you to set up a home visit.

WARNING!!! YOU MUST RESPOND TO THE INVITATION WITHIN 30 DAYS. IF YOU ARE NON-RESPONSIBE TO THE LETTER, YOU WILL BE REMOVED FROM THE WAITING LIST.



INTERVIEW & NEW LEVEL OF CARE ASSESSMENT

A representative from Maximus will contact you to set up a home visit to do another assessment, which includes a new Level of Care assessment.

The meeting is typically 1-2 hours long.

The applicant can now apply for Medicaid benefits.

Start early. The Medicaid process can take weeks or even months.

Review finances with an elder law attorney first. Small issues can create major barriers to approval, and an attorney can help identify and resolve them before you file.

FREQUENTLY ASKED QUESTIONS

WHAT SHOULD I EXPECT DURING THIS PROCESS?

A lot of frustration.

- Frequently make follow up calls throughout the process.
- Encounter many people who do not understand the process or who is responsible for what.
- Delays at each step while everyone is learning the new system.

WHY IS THERE A WAITING LIST?

- Each year, there is a limit on how many people can receive services.
- This limit is set in the state's Pathways for Aging /Health & Wellness plan and approved by the Centers for Medicare & Medicaid Services.
- FSSA has reached the current limit.
- A waiting list is now in place for anyone seeking services through either program.

DO I LOSE MY SPOT ON THE WAITING LIST IF I HAVE TO GO TO A NURSING HOME?

- Your place on the waiting list is maintained while you are in a nursing facility.
- If your stay is expected to last more than 90 days, you must contact Maximus to notify them.

HOW LONG WILL I BE ON THE WAITING LIST?

- Several factors affect how long someone may stay on the waiting list, including waiver capacity, the date they are added, and their eligibility category.
- At this time, we do not know how long the wait may be.
- Being placed on the waiting list does not guarantee access to services.

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