

Protocol for Problem Resolution

Choices for Care

The Department for Children and Families, together with the Department of Disabilities, Aging and Independent Living believe that the best approach to resolving problems with regards to the Choices for Care (CFC) clinical and financial eligibility process is to start with local office contacts. If a problem can not be resolved at the local office, please refer to the outline below when deciding who to contact next within the CFC program.

- I. Department of Disabilities, Aging and Independent Living:** For problems that arise during the clinical eligibility assessment process or Service Plan approval process, contact in order:
 - a. Local Long-Term Care Clinical Coordinator (LTCCC) (list attached)
 - b. LTCCC supervisor (list attached)
 - c. CFC Program manager, Adele Edelman (802) 241-2402 or adele.edelman@dail.state.vt.us
 - d. Individual Supports Unit Director Lorraine Wargo (802) 241-3186 or lorraine.wargo@dail.state.vt.us

- II. Department for Children and Families, Economic Services Division:** For problems that arise during the Medicaid financial eligibility process, contact in order:
 - a. Local DCF/ESD eligibility specialist (list attached)
 - b. Local DCF/ESD eligibility specialist supervisor (list attached)
 - c. Local DCF/ESD District Manager (list attached)
 - d. Economic Benefits Director, Jackie Levine, DCF Waterbury central office (802) 241-2992 or Jackie.Levine@ahs.state.vt.us

Other Resources:

- Adult Protective Services: To report suspected abuse, neglect or exploitation of a vulnerable adult. 1-800-564-1612 or 1-802-241-2345 <http://www.dad.state.vt.us/lp/aps.htm>
- Division of Licensing and Protection: To report complaints about the care and services provided by a facility or agency that provides health care. 1-800-564-1612 or 1-802-241-2345 <http://www.dad.state.vt.us/lp/>
- Electronic Data Systems (EDS) Help Desk: To help providers resolve Medicaid claims problems. In-state 1-800-925-1706, out-of-state 1-802-878-7871
- Quality Management Unit: Technical assistance to providers regarding quality service standards for programs funded by the Division of Disability and Aging Services. 1-802-241-2721 Joe Carlomagno, Unit Director joe.carlomagno@dail.state.vt.us.
- <http://www.ddas.vermont.gov/ddas-units/units-quality-management-default-page>
- VT Long-Term Care Ombudsman Project: To help individuals resolve problems regarding Choices for Care denials, quality of care, finding care or services as well as education about long-term care services. 1-800-889-2047 www.vtlawhelp.org
- VT Office of Health Care Ombudsman: To help individuals resolve health care and health insurance coverage problems. 1-800-917-7787 <http://www.vtlegalaid.org/hco.html>