

GEORGIA HOME CARE OMBUDSMAN

MELANIE MCNEIL, ESQ.

GEORGIA STATE LONG-TERM CARE
OMBUDSMAN

2 PEACHTREE STREET

ATLANTA, GA 30303

404-657-5327

MSMCNEIL@DHR.STATE.GA.US

AGENDA

Who pays for it

Who we serve

Length of HCO Services

Authority

Qualified Residences

Safety Tips

Frequent Complaints

Frequently Asked Questions

Revenue /Reimbursement

SOURCE OF FUNDING FOR HOME CARE OMBUDSMAN

Money Follows the Person – Georgia Department of
Community Health – agency that oversees Medicaid



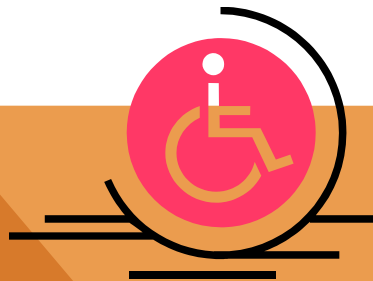
POPULATION AND HCBS WAIVERS

Aged (65+), Blind and Disabled participants: Elderly and Disabled Waivers (CCSP/SOURCE)

Adults ages of 21 - 64 with physical disabilities and/or TBI: Independent Care Waiver Program (ICWP)

Adults and children with DD: NOW–New Options Waiver & COMP–Comprehensive Waiver*

*Not served by HCO



LENGTH OF HCO SERVICES

365 days of MFP which begins at nursing home discharge date

Home Care Ombudsmen make monthly contact (F2F or Phone Calls) according to person-centered planning for services

HCO makes face-to-face visits at first, sixth and before the eleventh month



AUTHORITY

POLICIES AND PROCEDURES

MFP Policies and Procedures

Revised GA LTCO Policies and Procedures Manual added Home Care Ombudsman

HCO policies should address conflict of interest, confidentiality and consent.



QUALIFIED RESIDENCES

A home or an Apartment – HCO

Personal Care Home (no more than 4 unrelated individuals) – LTCO



SAFETY TIPS



FREQUENT COMPLAINTS

Needing more services

Request for legal assistance= referral to ELAP or P&A agency

Home mod/Vehicle adaptation/DME

Denial of benefits (i.e. food stamps)

Medicaid renewal

Medicare eligibility

Inaccurate billing for service

Inadequate plans of care

Emergency Response system setting up

Staff unresponsive and unavailable

Information and Referral/Housing/Medication/Care Plan



FREQUENTLY ASKED QUESTIONS

Training

Use of Volunteers

Legal Challenges/Regulations

Funding

Data Collection

Georgia Staffing Capacity

Quality Assurance

Best Practices



REIMBURSEMENT

Fee for Service - 1 unit = one hour contact at \$150.00 per hour, billable in quarter-hour increments at \$37.50.

Total HCO budget is limited to \$1,800.00 per participant

HCO services end on day 365 of the demonstration period.

Rate includes all costs associated with delivery of service

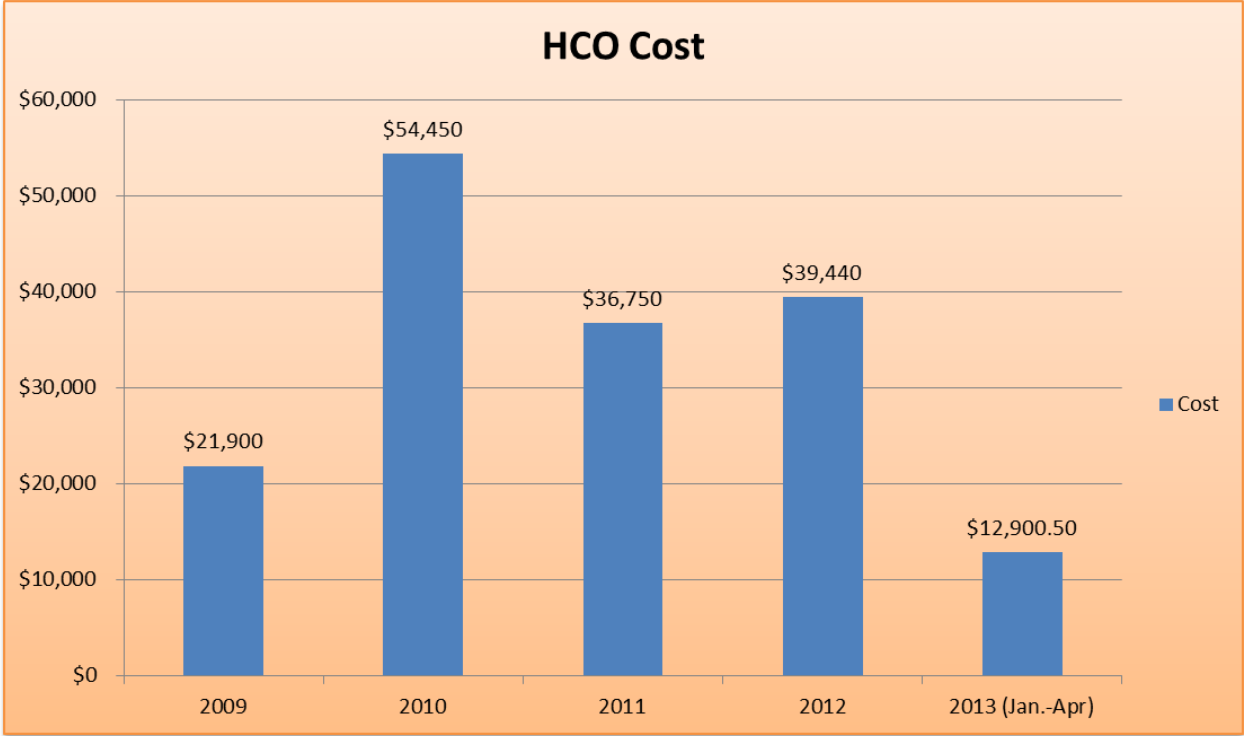


MARKETING AND PROGRAM PROMOTION

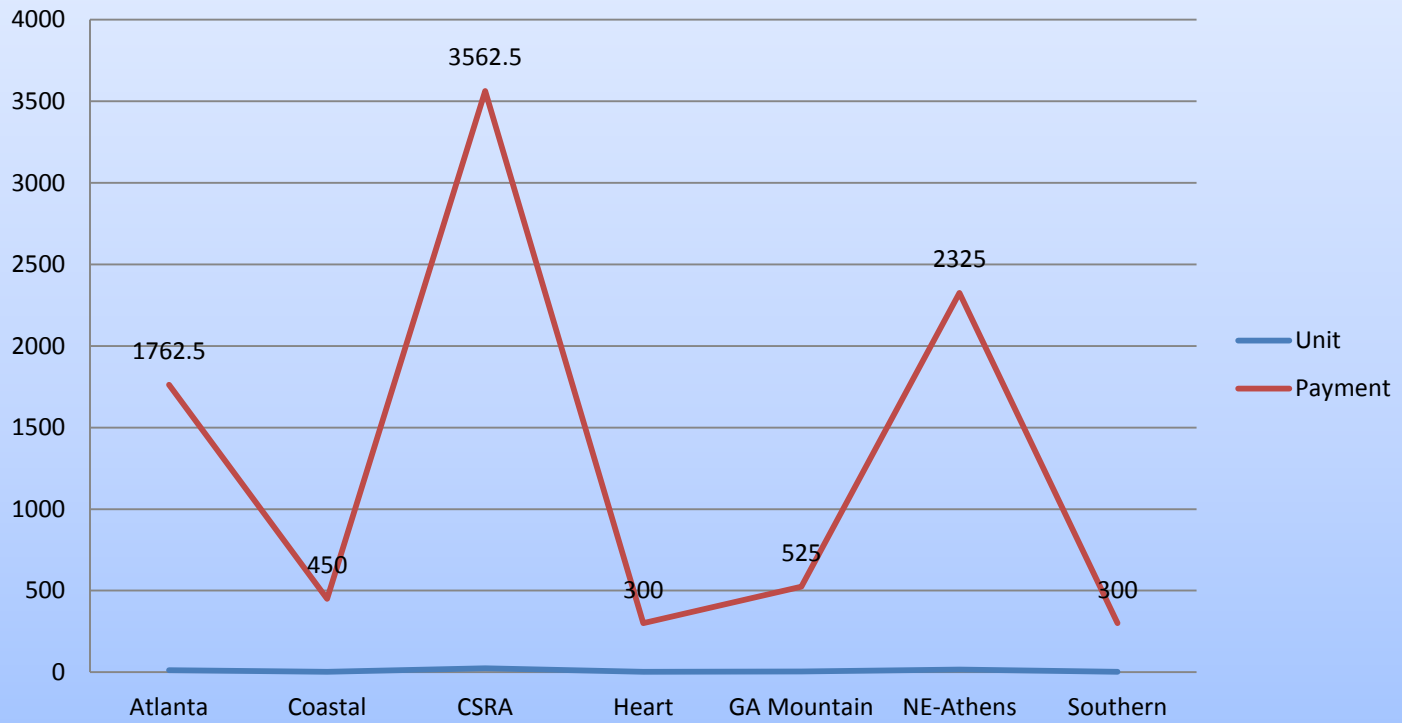
- Brochure
- Flyer
- Web Site
- Workshops and Presentations
- Email
- Newsletter
- Departmental Meeting
- Health Fair Booth



HCO AMOUNT BILLED EACH CALENDAR YEAR



FY 14 Local HCO Revenue (July - September, 2013)



Thank you for watching

