GEORGIA HOME CARE OMBUDSMAN

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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
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

- 2009: $21,900
- 2010: $54,450
- 2011: $36,750
- 2012: $39,440
- 2013 (Jan.-Apr.): $12,900.50
Thank you for watching