

A FAMILY GUIDE TO MEDICAID WAIVER SERVICES

What is the Medicaid Waiver?

The Medicaid Waiver is a way states can use Medicaid dollars for services for people with mental retardation. It lets the state pay for services which are provided in the community instead of an institution. This care is provided through one of three waiver programs, the Statewide Waiver, Arlington Waiver and Self-Determination Waiver.

There are over 25 Medicaid Waiver Services

Every recipient in the waiver must have a Support Coordinator (or Case Manager if enrolled in the Self-Determination Waiver).

This support coordinator will help the recipient and family with service planning and making sure the recipient gets the things needed to live in the home and community.

Other services are based on what each recipient needs.

They are:

Supported Living: A home that is under the control and responsibility of the recipients living in the home. This home is owned, rented or leased by those living in the home. Staff helps with things that need to be done each day such as bathing, dressing, paying bills. They can also help the recipient go to places like the bank or grocery store. No more than three people can live together in supported living.

Residential Habilitation: A group home where a provider owns or leases the home. Staff help teach skills for daily living. These are skills such as bathing, dressing, and making their bed.

Family Based Living: A family home setting with a family other than relatives.

Day Services: Individualized services that enable a recipient to acquire, retain, or improve skills necessary to reside in a community-based setting.

Supported Employment: A service to help a recipient find and keep a job.

Respite: 24-hour care for a short time for a recipient living at home. This care helps the family take a break or take care of emergencies.

Personal Assistance: Care that provides help in the home with things like bathing, dressing, eating, shopping and other everyday activities.

Transportation: Public or private transportation to and from approved activities.

Behavior Support: Helps people learn new ways of showing how they feel. It can also help those around them learn new ways of responding. This service helps people who have behavior problems to live in their home and community.

Specialized Equipment, Supplies, and Assistive Technology: Helps to buy special items that people need because of their disability. The waiver may cover these items when other insurance or programs do not cover them.

Environmental Accessibility Modifications: These are changes to help with the recipient's mobility either in the home or getting in and out of the home, like adding a ramp or making doors wider for wheelchairs.

Personal Emergency Response Systems: a way for people who live alone to call for help.

Other services include:

- Nursing
- Physical Therapy
- Occupational Therapy
- Speech, Hearing and Language services
- Adult Dental services
- Nutrition services

Who provides the services?

There are people and agencies approved by the state to provide these waiver services. The recipient and family may choose any approved provider who is willing to offer services.

The Support Coordinator can talk to the recipient and family about the available providers in your area. Providers can be changed at any time with the Support Coordinator's help.

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A recipient and family may choose any Support Coordination agency. A recipient may not be able to choose the actual Support Coordinator. It depends on the number of people that Support Coordinator already has.

Circle of Support: Each person has a Circle of Support made up of family members and others who know the person well and can help in planning services and supports.

The services and supports a person needs to live in the community are listed in the **Individual Support Plan**. The people getting services and their family members are important members of the Circle. They help the Support Coordinator write the Individual Support Plan. This helps the person get the right services and supports.

Home Visits: Support Coordinators must make visits to a person's home several times a year. The person, family, and Support Coordinator will choose the times for the visits. To keep getting waiver services, the home visits must be done.

Physical exam: Everyone in the waiver must have a physical exam every one to three years. The times for a physical depend on the person's age and medical needs. The physical must be done on time to keep getting waiver services. The Support Coordinator will tell when it is due each year. They will make sure the appointments are scheduled on time.

Annual Reevaluation: Each year everyone must have a form signed by a Qualified Mental Retardation Professional (QMRP). A QMRP might be a nurse, social worker or other person trained to work with people with mental retardation.

The form says that the person still needs services. If the person lives at home, the family must get this form signed. The Support Coordinator can give a copy of the form to the family. It must be signed on time every year to keep getting waiver services.

Financial Information: People must show that they do not have more money than allowed to get on Medicaid and to get waiver services.

Families will be asked to answer questions about the person's income. They also will be asked to provide proof of the person's income. This must be done every year for a person to keep getting waiver services.

The local DHS (Food Stamp) office will look at the amount of money the person has. They will decide if the person can get Medicaid. Their phone numbers are listed on the last page of this brochure.

How do people get waiver services?

To get waiver services, a recipient must:

- have mental retardation occurring before the age of 18; or
- Be developmentally disabled with a high probability of resulting in mental retardation before the age of 5; and
- live in Tennessee;
- not have more money than the amount allowed to get on Medicaid (The local DHS [Food Stamp] office will look at the money the recipient has and decide if they can get Medicaid);
- need home and community-based services, that without such services would be placed in an ICF/MR (Intermediate care facility for mentally retarded or persons with related conditions)
- be able to get services and supports that will keep the recipient safe in the community.

What do families need to do to keep getting waiver services?

People getting services and their families must do certain things to be able to keep getting Medicaid Waiver services. These things are done to protect the person. They are done so people get good services and are safe in the community.

What if there is a problem?

If a person or the family is unhappy about services or the way someone has been treated, there are things that can be done. The Support Coordinator can help. If they cannot help, the person or family can file a complaint. A call can even be made if the person or family is unhappy with a state staff person.

A complaint can be filed at anytime at:

- the DIDS Regional Office,
- the DIDS Central Office, or
- at theTennCare office

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How do people make a complaint?

Each Regional Office has a phone number to take calls when there is a problem. There is a person there who is in charge of complaints. They will answer if called anytime Monday through Friday between 8 a.m. and 4:30 p.m. If the office is closed, a machine will answer. A message can be left. They will call back as soon as the office is open.

The numbers to call depend on what region the person lives in the state. There are 3 regions: West, Middle, and East. The phone calls are free. Here are the numbers:

East Tennessee 1-888-310-4613

Middle Tennessee 1-800-654-4839

West Tennessee 1-866-215-3743

There are also people in these offices to take calls about problems. The phone calls are also free. Here are the numbers:

DIDS Central Office 1-800-535-9725

TennCare DLTC 1-877-224-0219

Staff will go over what is reported. If the call is about suspected abuse, neglect or mistreatment, an investigator will be called.

If a call does not have to do with services from DIDS, it will be given to staff who work for the state agency who can resolve that kind of problem.

All calls will be logged. A letter will be sent within 5 days to show that the complaint was received. The letter will tell about the information given. Families can call the person who sent the letter if the information is different than what was said on the phone.

Medicaid Waiver Appeals

If a person has a complaint about services through the MR Waiver, an MCO, BHO, or pharmacy, an appeal can be filed. This can be done if services are denied, delayed, changed in some way, or some event impacts their quality, timeliness, or availability of getting the care.

When this happens, the state will send a letter telling that they have the right to appeal. It will also tell how to appeal and how long the person has to do it.

If the person thinks services have changed but did not get a letter, an appeal can still be filed.

To file an appeal, you must call the Bureau of TennCare Solutions Unit at:

- **1-800-878-3192**

If You Suspect Abuse, Neglect or Mistreatment

Preventing and reporting abuse, neglect and mistreatment is everyone's job.

If you see or believe a person has been harmed or abused, tell a state investigator. Your call is free. Call the office in your region.

East 1-800-579-0023

Middle 1-888-633-1313

West 1-888-632-4490

Division of Intellectual Disabilities Services

Department of Finance and Administration

Andrew Jackson Building 15th Floor

500 Deaderick Street

Nashville, TN 37243

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Contacts

Department of Human Services/DIDS Counselors

Region	Counties	Counselor	Contact Information
East	Bledsoe, Grundy, Hamilton, Marion, and Sequatchie	Deborah Gerber	423-634-6149x142 Fax: 423-634-3067 Deborah.Gerber@tn.gov
East	Campbell, Carter, Claiborne, Grainger, Greene, Hamblen, Hancock, Hawkins, Johnson, Morgan, Scott, Sullivan, Unicoi, Union, and Washington	Christine Davis	423-434-6541 Fax: 423-434-6539 Christine.Davis@tn.gov
East	Anderson, Blount, Bradley, Cocke, Jefferson, Knox, Loudon, McMinn, Meigs, Monroe, Polk, Rhea, Roane, and Sevier	Janet Larson	865-588-0508x114 Fax: 865-594-5180 Janet.Larson@tn.gov
Middle	Cannon, Cheatham, Davidson, Dekalb, Jackson Putman, Smith, Sumner, Trousdale, Van Buren, Warren, and Wilson	Carolyn Fair	615-231-5025 Fax: 615-231-5448 Carolyn.Fair@tn.gov
Middle	Dickson, Giles, Hickman, Humphrey, Houston, Lawrence, Lewis, Marshal, Montgomery, Perry, Robertson, Stewart, and Wayne	Marsha Hosford	731-426-1801 Fax: 731-426-0675 Marsha.Hosford@tn.gov
Middle	Bedford, Coffee, Franklin, Lincoln, Maury, Moore, Rutherford, and Williamson	Deborah Gerber	423-634-6149x142 Fax: 423-634-3067 Deborah.Gerber@tn.gov
Middle	Clay, Cumberland, Fentress, Macon, Overton, Pickett, and White	Christine Davis	423-434-6541 Fax: 423-434-6539 Christine.Davis@tn.gov
West	Crockett, Dyer, Fayette, Gibson, Haywood, Lake, Lauderdale, Obion, Shelby, Tipton, and Weakley	Janice Godinez	901-745-7649 Fax: 901-745-7894 Janice.Godinez@tn.gov
West	Benton, Carroll, Chester, Decatur, Hardin, Hardeman, Henderson, Henry, Madison, and McNairy	Marsha Hosford	731-426-1801 Fax: 731-426-0675 Marsha.Hosford@tn.gov

The Division of Intellectual Disabilities Services

Andrew Jackson Building 15th Floor
500 Deaderick Street
Nashville, TN 37243

PHONE: 1-800-535-9725
or
(615) 532-6530
FAX: (615) 532-9940

On the internet: <http://tennessee.gov/dids>

The TennCare Division of Long Term Care

310 Great Circle Road
Nashville, TN 37243

PHONE: 1-877-224-0219
or
(615)532-7355
FAX: (615) 532-9140

On the internet: <http://tn.gov/tenncare/longtermcare>