# Q&A for Ohio Benefits Long-Term Services and Supports (OBLTSS) Agencies

## Hours and Operation

1. What are the core Ohio Benefits Long-Term Services and Supports hours of operation?

   **Monday-Friday, 9:00 a.m. to 5:00 p.m.**
   All OBLTSS hours of operation must be covered by each region. All SEPs are expected to be available during their regular business hours to take calls and see walk-ins. OBLTSS hours of operation are subject to change as capacity or needs change. OBLTSS holiday closures will follow the State of Ohio holiday closure schedule which is listed at http://www.ohio.gov/stateemployee/benefits/. Additionally, SEP agencies will be closed the day after Thanksgiving.

2. How will multiple SEP's in regions be assigned calls?
   The call center vendor will distribute calls equally in a "round robin" fashion.

3. What is the maximum amount of time to follow up on a message or 2399 referral?
   Follow up should occur by the next business day. In the event the person is not reached the expectation is 3 more attempts are made within 5 business days.

4. If a call is not picked up by the SEP (due to breaks, bathroom visits, etc.) to which it has been routed, will it roll over to another SEP?
   No. Once the call is transferred from the 800# it is the responsibility of the SEP to have a person available, if no one is available there should be a voicemail system available. The call should be returned by the next business day. In the event the person is not reached the expectation is 3 more attempts are made within 5 business days.

## Long-Term Services and Supports Questionnaire (LTSSQ)

1. How much will the SEPs receive for each completed LTSSQ?
   The reimbursement rate is $12.19 per completed LTSSQ. Non-AAA SEPs are reimbursed the base rate plus an administrative add-on, bringing the rate for Non-AAA SEPs to $12.80 per completed LTSSQ.

2. What constitutes a completed LTSSQ?
   A LTSSQ is considered complete when all of the required questions are answered. The LTSSQ has seven (7) required questions. In all cases, when interacting with an individual for the purposes of completing a LTSSQ, the SEP staff is expected to ask the complete list of questions. The SEP staff is expected to interact with individuals with respect to their privacy and not force a response if the individual chooses not to answer.

3. Is a completed LTSSQ required before support navigation can begin or is a half completed LTSSQ sufficient for Support Navigation to begin?
   Support Navigation cannot begin until there is a result from the LTSSQ. The seven required questions in the LTSSQ must be answered.

4. If a SEP agency offers the service the caller needs, is there any restriction on "self-referral"?

The expectation is to provide services from which the individual can choose. Including your agency in the list would be acceptable, to only offer your agency when there are others would not be appropriate. You should not influence the individual to choose one way or the other.

5. What if we receive a 2399 waiver referral from Sharefile and I am unable to reach them, or they were already assessed, or they don't want a waiver?

These are to be returned to ODM within one business day at Sfreturns@medicaid.ohio.gov.
Include the reason it is being returned to ODM, along with documentation of the dates, times, and how the contact attempts were made for the ones that you are unable to reach.

## Support Navigation

1. When does Support Navigation begin?

Support navigation begins once there is a system generated outcome to the LTSSQ.

2. What is the rate for Support Navigation?

The base rate is $46.74 per hour. Non-AAA SEPs are reimbursed the hourly rate plus an administrative add-on, bringing the rate to $49.08 per hour for Support Navigation.

3. If support navigation lasts longer that what is in the guidelines will the SEP still receive payment for the time spent on the individual?

Yes, the guidelines are in place to give an idea of how much time it may take to assist the individual based on their LTSSQ outcome. Activities are to be documented and the documentation should support the time spent. The State expects SEP staff providing Support Navigation will appropriately apply the guidelines to each individual, while ensuring that the individual receives the appropriate amount of support to meet their needs. The State will review the practice of Support Navigation and the established guidelines to ensure alignment of the two as part of its on-going oversight of SEPs.

## Contracting

1. Will SEPs have the ability to stop serving as a SEP at any point during the term of the MOU?

Yes, termination requirements are outlined in the contract agreements. A non-AAA SEP may terminate its contract by providing at least a thirty (30) calendar day written notice to the AAA, ODA, and ODM.

2. If a region currently has less SEPs than projected will more be sought? If yes, how will this be done?

Yes, the AAAs have been given guidance on the process of adding new SEPs if there is a need. The addition of any new SEP's is subject to the approval by the State.

3. How long do we have to spend the start-up funds? And what about any unused funds?

The SEP may use funds provided for training and infrastructure activities through thirty days after the official start of OBLTSS. Any funds unspent by the SEP thirty days after the official start date of OBLTSS must be returned to the AAA.

# Ohio Benefits Long-Term Services and Supports (OBLTSS) IT System

1. Will the OBLTSS IT System need to be loaded onto computer or is it cloud based?
   The system is a cloud based "software as a service" product. Since it is cloud based it will not need to be preloaded onto computers.

2. How do you access the system?
   The system is accessed by using your web browser, some examples are Internet Explorer, Google Chrome and Fire Fox.

3. Can any of the SEP staff utilize the OBLTSS IT system?
   The only staff that may use the system are those who are performing or monitoring work related to the agencies' roles as SEPs.

4. Is there a limit of how many staff members can be logged in the OBLTSS system at one time?
   No, since this is a web-based product you can have multiple people working in the system simultaneously.

## SEP Contacts for Assistance

For assistance with any of the following, the appropriate contact information is listed below:

OBLTSS IT System - ODA_ISD_HelpDesk@age.ohio.gov

Ohio Benefits (OB) - 1-866-846-4528 or email DASOhioIE.Maintenance@DAS.ohio.gov

OBLTSS Website - SEPsupport@parthenonglobal.com and copy OBLTSS@medicaid.ohio.gov

Report phone/email outages - OBLTSS@ohiocontactcenter.com and copy OBLTSS@medicaid.ohio.gov