

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 OBLTSS agencies 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

<https://ohio.gov/wps/portal/gov/site/government/resources/state-holidays/>. Additionally, OBLTSS agencies will be closed the day after Thanksgiving.

2. How will multiple OBLTSS agencies in regions be assigned calls?
The call center vendor will distribute calls equally within each region in a “round robin” fashion.
3. What is the maximum amount of time to follow up on a message or 2399 referral?
Initial contact attempt should be made **within one business day of receiving the message or referral**. In the event the person is not reached on initial attempt, the expectation is that at least 2 more attempts be made within 5 business days. **Each attempt is to be documented** in the OBLTSS IT system.
4. If a call is not picked up by the OBLTSS agency (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 OBLTSS agency to have a person available, if no one is available there should be a voicemail system available. The call should be returned no later than the next business day. In the event the person is not reached the expectation is **that** at least 2 more attempts be made within 5 business days. And **each attempt is to be documented** in the OBLTSS IT system.

Long-Term Services and Supports Questionnaire (LTSSQ)

1. 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 OBLTSS agency staff is expected to ask the complete list of questions. Staff is expected to interact with individuals with respect to their privacy and not force a response if the individual chooses not to answer.
2. Is a completed LTSSQ required before support navigation can begin?
No, support navigation can occur without the completion of an LTSSQ. The contact and what occurred during the conversation must be documented in the OBLTSS IT system.

3. If an OBLTSS 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.

Support Navigation

1. When does Support Navigation begin?
Support navigation can occur anytime during the conversation with the individual.
2. If support navigation lasts longer than what is in the guidelines will the OBLTSS agency 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. Activities are to be documented and the documentation should support the time spent. The State expects OBLTSS agency staff providing Support Navigation to appropriately apply the guidelines to everyone, while ensuring that the individuals receive 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 OBLTSS agencies.

Contracting

1. Will OBLTSS agencies be able to stop serving at any point during the term of the MOU?
Yes, termination requirements are outlined in the contract agreements. An OBLTSS agency that is not a AAA or an OHCW Case Management Agency may terminate its contract by providing at least a thirty (30) calendar day written notice to the AAA, ODA, and ODM.

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 OBLTSS agency staff utilize the OBLTSS IT system?
Only staff who are performing or monitoring work related to the agency’s role as an OBLTSS agency may use the OBLTSS IT system.
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](mailto:ODA_ISD_HelpDesk@age.ohio.gov)

Ohio Benefits (OB) - 1-866-846-4528 or email DASOhioE.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