DUE PROCESS FOR MEDICAID COVERED SERVICES POLICY

This policy establishes the Erie County Board of Developmental Disabilities (Board) to provide Due Process procedures for individuals who are requesting or receiving Medicaid covered services from the Erie County Board of Developmental Disabilities (Board) in accordance with Ohio Administrative Code (OAC) 5101:6-01 to 5101:6-09. This policy is in addition to the existing *Administrative Resolution of Complaints for Individuals* policy of the Board. It is established in accordance with section 5101.35 of the Ohio Revised Code (ORC) and as specified in OAC 5101:6-01 to ~~5101:6-09~~ 5101:6-08.

The Superintendent shall establish, revise, and keep current the procedures to be utilized in the implementation of this policy. The Superintendent/ designee shall ensure compliance with these procedures. All revisions and changes will be shared with the Board when made.

Superintendent Signature: Carrie Beier Date: 5/20/21

Implemented: 11/04

Board Approval: 11/04, 5/18/17, 5/16/19, 5/20/21

Revised: 2/21/08, 5/19/11, 5/18/17, 5/14/19, 5/20/21

Reviewed: 7/26/16, 5/18/17, 5/14/19, 5/20/21

Cross Reference: Ohio Administrative Code (OAC): 5101:6-1-01, 5101:6-2-01 to 5101:6-2-08, 5101:6-3-02, 5101:6-4-01; Ohio Revised Code (ORC): 5101.35; Administrative Resolution of Complaints for Individuals Policy

ERIE COUNTY BOARD OF DEVELOPMENTAL DISABILITIES
DUE PROCESS FOR MEDICAID COVERED SERVICES PROCEDURE

I. APPLICATION

A. In addition to the Board A*dministrative Resolution of Complaints for Individuals* policy, individuals who are receiving or requesting a Medicaid covered service are afforded due process protections when services are proposed to be increased, denied, reduced, or terminated by the Board.

B. Although this procedure outlines a formalized process to resolve complaints, all individuals are encouraged to discuss concerns with involved parties to resolve issues as quickly as possible.

C. The provisions of this procedure shall apply to an individual applying for or enrolled in services provided pursuant to the Medicaid Home and Community Based Services (HCBS) Waiver (Individual Options, Level 1 and SELF). All such appeals of decisions of the Board shall be made to the Ohio Department of Job and Family Services (ODJFS) in accordance with applicable rules for appeals disseminated by ODJFS under OAC Rules 5101:6-2-01 to 5101:6-2-09.

D. Such individuals may appeal other decisions of the Board related to services or administrative practices of the Board other than HCBS waiver services using the applicable process (*Administrative Resolution of Complaints for Individuals* policy).

E. Medicaid services are to be based upon an assessed and medically related need for the service. The type, frequency, and implementation of the needed service are to be reflected in the service recipient's Individual Service Plan. This plan is developed and implemented upon written acceptance by the Medicaid eligible individual or his/her authorized representative. The plan development process allows for specific services to be identified and be adjusted as needs change. Adverse actions to increase, deny, reduce, or terminate specific services may be the result of assessment outcomes, professional opinion, and/or the service recipient request.

F. When Medicaid funded services are increased, denied, reduced, or terminated, the affected Medicaid eligible individual has the right to a state hearing if he/she wishes to appeal the decision. This right to a state hearing regarding the adverse action is guaranteed in the federal statutes that govern all Medicaid funded services. If the individual or his/her authorized representative does not provide written authorization for the change in services, notification must be sent prior to reducing services. There are exceptions to the requirement for prior notice of proposed adverse action. (See OAC Rule 5101:6-2-05.)

G. The individual or his/her authorized representative has ninety (90) calendar days from the mailing or delivery date of the notice in which to file an appeal. No reduction or termination of the service or service frequency or duration may occur without giving notice to the individual or his/her authorized representative no less than fifteen (15) calendar days prior to the effective date of the proposed action.

   1. The individual's assigned Service and Support Administrator (SSA) shall be responsible to notify the affected individual of their due process. A copy of the notice will be maintained in the individual's file.
   2. Payment to the provider will continue if an appeal is received within fifteen (15) days. If no appeal is received, services will be denied, reduced, or terminated and payment will stop or be reduced in accordance with the proposed change. Payment will not be reinstated unless overturned in the appeal process in accordance with the Reinstatement of Services section of this policy. (See OAC Rule 5101:6-4-01.)

II. NOTIFICATION FORMS

A. When a request for an initial Medicaid covered service or a request to increase the frequency/duration of an existing Medicaid service is denied, the individual or his/her authorized representative must be given a ODJFS Form 7334, *Notice of Denial of Your Application For Assistance.* (See Attached)

B. When a decision has been made to suspend, reduce, or terminate a service being received or to reduce or change the frequency and/or duration of the service, an ODJFS Form 4065, *Prior Notice of Right to A State Hearing* must be issued. (See Attached)

C. When an individual plan is approved or there is an approval of an increase in the Medicaid service, ODJFS Form 4074, *Notice of Approval of Your Application for Assistance* must be issued. (See Attached)

D. Notification forms shall be provided to the individual or his/her authorized representative by the staff performing the Service and Support Administration (SSA) function for the Board.

III. REINSTATEMENT OF SERVICES

A. Rule 5101:6-4-01, paragraph C, of the Ohio Administrative Code provides that when the request for a state hearing is received by the state or local agency within ten (10) calendar days after the effective date of the adverse action, and when good cause is shown for the delay in making the request, benefits shall be reinstated to the previous level. 'Reinstatement of benefits to the previous level' means that benefits shall be reinstated retroactive to the date the benefits were reduced or terminated.

B. Determination of 'good cause' is the responsibility of the ODJFS hearing authority, which is the hearing supervisor in the ODJFS district office with jurisdiction over the county in which the individual lives. If good cause is found, the hearing authority will issue an order that services are to be reinstated. It is then the responsibility of ODJFS to assure that the service is reinstated and continued until the hearing decision is made. Service invoices would be submitted by the Medicaid provider to the Office of Medicaid Payment and Supports to recover costs related to the provision of the reinstated service.

C. The individual's assigned Service and Support Administrator (SSA) shall be responsible to assure required forms are completed and delivered.

IV. GENERAL APPEAL PROCESS

A. Rule 5101:6-2-04 of Ohio Administrative Code requires that individuals currently receiving Medicaid covered services be given written notice of any proposed increase, denial, reduction, or termination of their services. Written prior notification of a proposed action must be made no less than fifteen (15) calendar days prior to the effective date of the adverse action. The Board will use ODJFS Forms 4065, 7334, and/or 4074 to make this notification. The notification may be sent electronically or by regular mail, or be hand delivered. The notice shall contain a clear and understandable statement of the action the Board intends to take, cite the applicable regulations, explain the individual's right to and the method of obtaining a county conference and a state hearing, explain the circumstances under which a timely hearing request will result in continued benefits, and contain a telephone number to call about free legal services.

B. The individual may request the hearing in writing, verbally, or electronically to ODJFS. If the request is made verbally, the request shall be transcribed in

written format by the person whom the request is made. Requests made by telephone must be made by the individual. Requests made electronically must be made through the individual's created SHARE (State Hearing Access to Records Electronically) account. The individual has ninety (90) days to make the request.

C. The individual may also request a county conference in which the Director of Individual and Family Supports or designee and the individual and/or authorized representative discusses the compliant or issue and attempts a resolution.

D. Any action cannot be implemented until the hearing decision is issued if the affected individual requests a hearing within fifteen (15) calendar days from the mailing date (or receipt date if the prior notice is hand delivered) of the action notification.

E. ODJFS is responsible for coordinating all aspects of the hearing. In cases where the Board's decision is being appealed, the Board shall be responsible for the preparation of the 'Appeals Summary' and defending the decision in the hearing. The Director of Individual and Family Supports or designee will coordinate the defense of the Boards decision. A copy of the summary and all related material (inclusive of the certified letter receipt) is to be kept on file as part of the individual's record/file.

1. The 'Appeals Summary' shall be forwarded to ODJFS before the scheduled date of the hearing. The actual hearing is typically held via telephone conferencing. The appellant or authorized representative is typically present with the local ODJFS caseworker and the other relevant parties participate in the conference call. The appellant presents the basis of the appeal during the hearing and the Board presents its justification or defense of its decision/action. The hearing decision is typically not made during the hearing. The decision shall be made known in a written document to all relevant parties at a later date.

V. AUTHORIZED REPRESENTATIVE

Rule 5101:6-1-01 of Ohio Administrative Code makes provision for a Medicaid recipient's case to be presented by the recipient, their legal or natural guardian, or by an authorized representative, such as legal counsel, relative, friend, or other spokesperson. Rule 5101:6-3-02 of Ohio Administrative Code states that written authorization must accompany all requests made on an individual's behalf by an authorized representative. Attorneys may make a written hearing request on an individual's behalf without written authorization.

VI. ANNUAL NOTIFICATION

The Board shall give annual notification of the availability of the Administrative Resolution of Complaints Procedures to individuals and any entity in the county that serves persons or provides or desires to provide other goods or services under a contract with the county board. The Board shall post the toll-free number for the department and Ohio legal rights service in a visible place. The Board shall inform the individual that a representative of the Board is available to assist the individual with the administrative resolution procedures outlined in this procedure.

VII. CONFIDENTIALITY

The Board shall, at all times, maintain confidentiality concerning the identity of individuals, complainants, witnesses, and other involved parties who provide information unless the individual, in writing, authorizes the release of information.

Ohio Department of Job and Family Services

PRIOR NOTICE OF RIGHT TO A STATE HEARING

Name	Case Name	
Street Address	Case Number	Program
City, State, and Zip Code	County	Mailing Date

We are proposing to make the following changes in your assistance. If you do not agree with this proposal and request a hearing by _____ this action will not be taken until the state hearing is decided. (For a full explanation of your hearing rights, see the second page of this notice.)

Termination of Benefits:

☐ The following benefits will be stopped:
- ☐ Your _____benefit will stop on _____.
- ☐ Your SNAP benefit will stop on _____.
- ☐ Your Medicaid will stop on _____.

☐ The following services will stop on _____
Services:

Reduction of Benefits:

☐ The following benefits will be reduced:
- ☐ Your _____ benefit be reduced from $_____ to $_____ on _____.
- ☐ Your SNAP benefit will be reduced from $ _____ to $_____ on _____.

☐ The _____ allowance will be reduced from $ _____ to $_____ on _____.

☐ The following services will be reduced from $_____ to _____ on _____.
Services:

Suspension, Increase or Change in Benefits:

☐ The following action will be taken:
- ☐ Your _____ benefit will be increased from $_____ to $_____ on _____.
- ☐ Your Medicaid card for the month of _____ will be held and not mailed.
- ☐ Your _____ benefit will be suspended effective _____.

☐ Your Medicaid will be suspended effective _____.

☐ Other *(explain)*:

The reasons for this proposed action are:

The rules that require this action are:

If you do not understand this proposed action or you want to talk to your caseworker about it, you may call:

Caseworker	District/ID	Telephone Number

Case Name	Case Number	Mail Date

Your Right to a State Hearing

If you disagree with this action, you have the right to a state hearing. A state hearing lets you or your representative (lawyer, friend or relative) give your reasons against this action. The agency proposing the action will also attend the hearing to present its reasons. A hearing officer from the Ohio Department of Job and Family Services will decide whether you or the county agency is right. If you win your hearing the action may not be taken or you could get an increase in your benefits. If you lose your hearing, you may have to pay back money or food stamps that you received but were not eligible to receive. **You do not need to return this form if you agree with the proposed action.**

If someone else makes a written hearing request for you it must include a written statement, signed by you, telling us that person is your representative. Only you can make a request by telephone.

If you want information on free legal services, but don't know the number of your local legal aid office, you can contact your local Legal Aid office in Ohio by calling 1-866-529-6446.

I want a state hearing.

Signature	Date	Telephone Number

Fill out this information, only if applies to your situation. *(Check all that apply)*

- ☐ I want to do my hearing by telephone. The phone number to call is _____.
- ☐ I need an interpreter at my state hearing. The language needed is _____.
- ☐ I am not available for a hearing on _____
  (Please note: ODJFS may not be able to give you the preferred date.)
- ☐ I want a County Conference. (This is a meeting to discuss your case with your local agency.)
- ☐ This person has agreed to help me with my state hearing (my "authorized representative")

Name	Telephone Number
	( )
Address	Fax
	( )
City, State, Zip	Email

ODJFS must receive your request 90 days from the date this notice was mailed to you. You must choose one of the following ways to send this state hearing request to us. You should keep proof of when and how you sent this hearing request to us.

Please only submit your hearing request one time and include both pages of this notice.

Electronically - Submit the hearing request to the Bureau of State Hearings SHARE Portal at https://hearings.jfs.ohio.gov/SHARE Log into the SHARE Portal using your Ohio Benefits ID and password to submit your request. (If you do not have an Ohio Benefits account, sign up at ssp.benefits.ohio.gov); or
Email - Email the ODJFS Bureau of State Hearings at bsh@jfs.ohio.gov. In the subject, put "State Hearing Request". In the message, put all of the information from the boxes at the top of this page and any additional information below; or
Phone - Phone the ODJFS Consumer Access Line at 866-635-3748. Follow the instructions for State Hearings. Mention this notice; or
Fax - Fax **both pages** of this notice to the ODJFS Bureau of State Hearings at (614) 728-9574; or
Mail - Mail **both pages** of this notice to ODJFS Bureau of State Hearings, P.O. Box 182825, Columbus, Ohio 43218-2825.
Contact your caseworker – It is better to send this request using one of the other methods above. But, you may give this page (completed and signed) to your caseworker. Or, you may phone your caseworker. Mention this notice.

Ohio Department of Job and Family Services

NOTICE OF APPROVAL OF YOUR APPLICATION FOR ASSISTANCE

(Do not use to approve food assistance benefits)

Name	Case Name	
Street Address	Case Number	Program
City, State, and Zip Code	County	Mailing Date

We approved your _____ application dated _____.

Starting _____ you will get _____

_____.

The people affected by this action are _____

_____.

The reason for this action is _____

_____.

The rules that require this action are _____

_____.

Caseworker	District.	Telephone Number

Your Right to a State Hearing

This notice tells you what we are doing on your case. Contact your caseworker if you do not understand this notice. We can explain it. We also may be able to change what we are doing.

IF YOU DISAGREE WITH THIS DECISION, YOU CAN ASK FOR A STATE HEARING

Ask for a State Hearing: You can ask for a state hearing, if you disagree with the agency's action or think that the agency may have made a mistake. If you want a hearing, the Ohio Department of Job and Family Services (ODJFS) must receive your request 90 days from the date this notice was mailed to you. If the 90th day falls on a holiday or weekend, the deadline will be the next work day.

You can ask your local Legal Aid program for free help with your case. Contact your local Legal Aid office by phoning 1-866-LAW-OHIO (1-866-529-6446) or by searching the Legal Aid directory at http://www.ohiolegalservices.org/programs on the internet.

If someone is helping you with your case, ODJFS will need a signed "authorized representative" notice from you saying it's okay for that person to represent you for the hearing process.

On the Day of the State Hearing: You, or someone else helping you with your case, can explain the reason(s) why you don't think the decision is right. The agency proposing the action will explain its reasons. Then, an ODJFS hearing officer will make a decision after the hearing.

Case Name	Case Number	Mailing Date

If you disagree with the information on this notice and you wish to request a state hearing, follow these steps:

Step 1: Read, sign, date, and fill in your telephone number. Another person may sign this for you, if they send us your signed "authorized representative" notice.

Signature	Date	Telephone Number

Step 2: What program(s) is your hearing for? *(Check all that apply.)*

- ☐ OWF (cash assistance)
- ☐ Medicaid
- ☐ Medicaid Waiver Services
- ☐ Child Care (Title XX)
- ☐ Medicaid – Prior Authorization
- ☐ Medicaid – Disability Determination
- ☐ Provision, Retention, Contingency (PRC)
- ☐ Child Support (Title IV-D)
- ☐ Medicaid – Managed Care

Fill out this information, only if applies to your situation.

- ☐ I want to do my hearing by telephone. The phone number to call is _____.
- ☐ I need an interpreter at my state hearing. The language needed is _____ .
- ☐ I am not available for a hearing on _____
  (Please note: ODJFS may not be able to give you the preferred date.)
- ☐ I want a County Conference. (This is a meeting to discuss your case with your local agency.)
- ☐ This person has agreed to help me with my state hearing (my "authorized representative")

Name	Telephone Number ( )
Address	Fax ( )
City, State, Zip	Email

ODJFS must receive your request 90 days from the date this notice was mailed to you. You must choose one of the following ways to send this state hearing request to us. You should keep proof of when and how you sent this hearing request to us.

Please only submit your hearing request one time.

Electronically – Submit the hearing request to the Bureau of State Hearings SHARE Portal at https://hearings.jfs.ohio.gov/SHARE Log into the SHARE Portal using your Ohio Benefits ID and password to submit your request. (If you do not have an Ohio Benefits account, sign up at ssp.benefits.ohio.gov); or
Email – Email the ODJFS Bureau of State Hearings at bsh@jfs.ohio.gov. In the subject, put "State Hearing Request". In the message, put all of the information from the boxes at the top of this page and any additional information below; or
Phone – Phone the ODJFS Consumer Access Line at 866-635-3748. Follow the instructions for State Hearings. Mention this notice; or
Fax – Fax **both pages** of this notice to the ODJFS Bureau of State Hearings at (614) 728-9574; or
Mail – Mail **both pages** of this notice to ODJFS Bureau of State Hearings, P.O. Box 182825, Columbus, Ohio 43218-2825.
Contact your caseworker – It is better to send this request using one of the other methods above. But, you may give this page (completed and signed) to your caseworker. Or, you may phone your caseworker. Mention this notice.

Ohio Department of Job and Family Services

NOTICE OF DENIAL OF YOUR APPLICATION FOR ASSISTANCE

(Do not use to deny food assistance benefits, or to terminate cash or medical assistance.)

Name	Assistance Group	
Street Address	Case Number	Program
City, State, and Zip Code	County	Mailing Date

We denied your _____ application dated _____

The people affected by this action are _____

The reason for this action is _____

The rules that require this action are _____

Caseworker	Worker I.D.	Telephone Number ( )

Your Right to a State Hearing

This notice tells you what we are doing on your case. Contact your caseworker if you do not understand this notice. We can explain it. We also may be able to change what we are doing.

IF YOU DISAGREE WITH THIS DECISION, ASK FOR A STATE HEARING

Ask for a State Hearing: You can ask for a state hearing, if you disagree with the County Department of Job and Family Services' (CDJFS) action or think the CDJFS may have made a mistake. If you want a hearing, the Ohio Department of Job and Family Services (ODJFS) must receive your request 90 days from the date this notice was mailed to you. If the 90th day falls on a holiday or weekend, the deadline will be the next work day.

You can ask your local Legal Aid program for free help with your case. Contact your local Legal Aid office by phoning 1-866-LAW-OHIO (1-866-529-6446) or by searching the Legal Aid directory at http://www.ohiolegalservices.org/programs on the internet.

If someone is helping you with your case, ODJFS will need a signed "authorized representative" notice from you saying it's okay for that person to represent you for the hearing process.

On the Day of the State Hearing: You, or someone else helping you with your case, can explain the reason(s) why you don't think the decision is right. The agency will explain its reasons. Then, an ODJFS hearing officer will make a decision after the hearing.

AG Name	Case Number	Mailing Date

Step 1: Read, sign, date, and fill in your telephone number. Another person may sign this for you, if they send us your signed "authorized representative" notice.

Sign Here	Date	Telephone Number ( )

Step 2: What is your hearing for? *(Check all that apply.)*

- ☐ OWF (cash assistance)
- ☐ Medicaid
- ☐ Medicaid Waiver Services
- ☐ Child Care (Title XX)
- ☐ Medicaid – Disability Determination
- ☐ Medicaid – Prior Authorization
- ☐ Provision, Retention, Contingency (PRC)
- ☐ Child Support (Title IV-D)
- ☐ Medicaid – Managed Care

Step 3: Fill out the information, as it applies to your situation.

- ☐ I want to do my hearing by telephone. Phone Number _____
- ☐ I need an interpreter at my state hearing. Language _____
- ☐ I am not available for a hearing on: _____
  (Please note: ODJFS may not be able to give you the preferred date.)
- ☐ I want a County Conference. (This is a meeting to discuss your case with your local agency.)
- ☐ This person has agreed to help me with my state hearing (my "authorized representative")

Name	Telephone Number ( )
Address	Fax ( )
City, State, Zip	Email

Step 4: ODJFS must receive your request 90 days from the date this notice was mailed to you. You must choose one of the following ways to send this state hearing request to us. You should keep proof of when and how you sent this hearing request to us.

Please only submit your hearing request one time. Return both pages of this notice.

Electronically – Submit the hearing request to the Bureau of State Hearings SHARE Portal at https://hearings.jfs.ohio.gov/SHARE Log into the SHARE Portal using your Ohio Benefits ID and password to submit your request. (If you do not have an Ohio Benefits account, sign up at ssp.benefits.ohio.gov); or
Email – Email the ODJFS Bureau of State Hearings at bsh@jfs.ohio.gov. In the subject, put "State Hearing Request". In the message, put all of the information from the boxes at the top of this page and from Steps 1, 2, and 3; or
Phone – Phone the ODJFS Consumer Access Line at 866-635-3748. Follow the instructions for State Hearings. Mention this notice; or
Fax – Fax both pages of this notice to the ODJFS Bureau of State Hearings at (614) 728-9574; or
Mail – Mail all pages of this notice to ODJFS Bureau of State Hearings, P.O. Box 182825, Columbus, Ohio 43218-2825.
Contact your caseworker – It is better to send this request using one of the other methods above. But, you may give this page (completed and signed) to your caseworker. Or, you may phone your caseworker. Mention this notice.