



NH Care Path: Opening Doors to Community Long-Term Services & Supports

An all-day conference for long-term care
professionals

*Funded by the NH Department of Health and Human Services Balancing
Incentive Program*

Doorways to Eligibility



Goals for Today

- Moderated Discussion
 - NH is setting up a network of No Wrong Door partners (NWD) to streamline the process of eligibility determination for long-term community-based services and supports (CLTSS).
 - Role of the Eligibility Coordinator in the process.

Presenters

- Kelley Capuchino
- Kate Crary
- Janet Dineen
- Scott Trudo
- Don Hunter - Moderator

No Wrong Door

- Network of organizations working in partnership to streamline the process of eligibility determination for long-term community-based services and supports (CLTSS).
- Contracted by NH DHHS to provide one or more functions in the eligibility determination process.

Doorways to Eligibility

- There are multiple doorways to eligibility
 - No Wrong Door partners (NWD)
- Common to all
 - Standardized process
 - Standardized approach
 - Standardized information

Eligibility Coordinator

- The Eligibility Coordinators are
 - Troubleshooters
 - Facilitators
 - Resources
 - Part of a developing process

Eligibility Coordinator

- The Eligibility Coordinators will
 - Be mobile
 - Be co-located with No Wrong Door Partners
 - Be strategically located to share information and provide assistance at a local level

Eligibility Coordinator

- The Eligibility Coordinators can
 - Help secure documentation
 - Coordinate with other NWD partners
 - Provide information
 - Identify outstanding documentation with eligibility and assist in identifying a solution
 - Inform program administrators on opportunities for improvement

Referral Source Examples

Veteran's
Administration

Families

NWD Partners

Hospitals

Nursing Facilities

Word of Mouth

Senior Centers

Primary Care
Offices

Providers

Thank You!

If you have additional questions, you can e-mail them to
NHBIP@dhhs.state.nh.us

Answers will be posted to the NH DHHS Balancing Incentive Program
website: <http://www.dhhs.state.nh.us/dcbcs/bip/bip.htm>.