



Connections to better living

CHOICES FOR INDEPENDENCE PROGRAM (CFI)



NHCarePath is New Hampshire's "front door" to quickly connect individuals to a full range of community services and supports.

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What Is The Choices For Independence Program?



The New Hampshire Department of Health and Human Services (DHHS) is committed to providing home and community based services as an alternative to nursing facility placement. The Choices for Independence (CFI) Program is a Medicaid-funded program that provides a wide range of service choices that enable eligible adults to stay in their own homes and communities. Adults participating in the CFI Program must be age 18 or older and meet certain financial and clinical eligibility requirements.

Some examples of CFI Program services include but are not limited to:

- In-home services to assist with eating, bathing, dressing and other personal care tasks, as well as assistance with general household tasks and preparation of nutritious meals; and
- Specialized services such as:
 - Environmental modifications and Medical equipment and supplies that support independence
 - Respite care (short-term care provided when the usual caregiver is unavailable.)

Certain steps must be completed before your services can start. You must:

- Undergo a determination of financial eligibility
- Undergo a determination of clinical eligibility
- Choose a Case Management Agency/Case Manager or opt for one to be assigned for you

If you would like, you can meet with a ServiceLink Resource Center Options Counselor to assist with this process.



DHHS partners with ServiceLink to help consumers apply for the CFI Program.

Meeting With The Options Counselor

You can learn more about the eligibility requirements and process of applying for the CFI Program by contacting an Options Counselor at your local ServiceLink office. The initial conversation about your specific needs can happen by phone or in person at a ServiceLink location or community setting. A list of ServiceLink offices is located at the end of this booklet or visit [the ServiceLink website](#).

The Options Counselor will explain the application requirements and next steps for financial and clinical eligibility requirements for the CFI Program and provide you with the “Exploring Choices For Independence” brochure. The brochure will outline the services that may be available to you through the program if you are eligible.

The Options Counselor will also complete a basic screening for Medicaid financial eligibility. If it appears that you may qualify, the Options Counselor will discuss this option with you and provide the Medicaid application, other necessary documents, and verification information. It is important to begin the process of gathering information for your application quickly. The Options Counselor is available to answer questions and assist you throughout the application process.



Financial Eligibility For the Choices For Independence Program

To be determined financially eligible to participate in the CFI program you will need to complete the Medicaid application. Once you have done this and have completed the necessary verification information, return the application to the ServiceLink Options Counselor or your local District Office. The counselor will schedule an appointment for you to meet with a representative from the Bureau of Family Assistance (BFA) under DHHS. BFA administers financial eligibility for the Medicaid program in New Hampshire.

You may choose to have your appointment scheduled at a ServiceLink office or at a DHHS District Office. At either location your appointment will be with a BFA representative.

After your meeting with the BFA representative, you may be asked to provide additional information to complete your Medicaid application. The Options Counselor from ServiceLink may be able to provide you with reminders, but it is your responsibility to return all necessary documents to BFA within 10 days.

The financial eligibility determination process can take up to 45 days or longer.

Don't forget to complete and promptly return all documents to your ServiceLink Options Counselor or BFA Representative. Remember: It's always your choice whether or not to continue with the application process.



Are Additional Steps Required For the Medicaid Application?

If you are age 65 years or older, there are no additional steps to your application to the Medicaid Program.

If you are between the ages of 18 and 64 years, there are additional steps. Medicaid eligibility for individuals who are between the ages of 18 and 64 years is determined under

- Aid to the Permanently and Totally Disabled (APTD);
- Aid to the Needy Blind (ANB); or
- Granite Advantage Health Care Program (for all waivers).

For APTD and ANB

If you haven't applied for Social Security Disability benefits, this will be required, and you will need to certify to BFA that you have done so. Your ServiceLink Options Counselor can help you find the application for Social Security Disability benefits. Medical information will be required for review by the Disability Determination Unit (DDU) at DHHS to verify your disability. The DDU will notify you of the approval to continue processing your application for Medicaid eligibility.

Clinical Eligibility For The Choices For Independence Program

To be determined clinically eligible to participate in the CFI program, you will need to undergo a medical assessment. The Bureau of Elderly and Adult Services will determine if you meet the clinical requirements for nursing facility level of care. The assessment focuses on your ability to perform activities of daily living such as eating, bathing, and dressing.

An appointment will be made for you with a community nurse who may come to your home for an assessment. The nurse will explain in more detail about the CFI Program and ask questions about your medical condition and activities of daily living. Please have your medications available to discuss with the nurse. The interview does not include a physical exam of any kind. The interview may take one (1) to two (2) hours.



If you have not been contacted within 10 business days of your Medicaid interview date about an appointment with a community nurse, call ServiceLink at 1-866-634-9412 to get an update on the status of your application.

How Will I Find Out About the Decision?

You will receive a letter (“Notice of Decision”) from the New Hampshire Department of Health and Human Services (DHHS) indicating whether or not you meet eligibility for the CFI Program.

Your Right to Appeal

If you are not found eligible for CFI, you have the right to appeal this decision. The appeals process will be explained in the letter. You can also ask your Options Counselor at ServiceLink about other Medicaid options as well as available community service options.

It is important to remember there are time limits for filing an appeal. You must file an appeal within 30 days after the date on the Notice of Decision for the CFI Program. Carefully read your Notice of Decision and the Notice of Rights and Responsibilities to determine how long you have to file an appeal. You can withdraw your appeal at any time.

Case Manager and Care Plan for Services

If you are found eligible for the CFI Program, you will be asked to select a CFI Case Manager who will work with you to develop a person-centered service plan and will assist you to arrange for providers of services (see page 10 to view your case management options). Your Case Manager will assist you once you begin receiving services through the CFI Program. If you do not have a Case Management Agency/Case Manager preference, Bureau of Elderly & Adult Services will identify a Case Management Agency/Case Manager to begin the process of developing a service plan.



Once a Case Manager has been assigned, you will receive a letter from DHHS confirming the name of your Case Manager, how to contact him or her, and how/when your Case Manager will meet with you to co-create your person-centered care plan. The Case Manager's role is to help you plan your services. This meeting is an opportunity to discuss what is important to you.

After you and your Case Manager develop the plan, the Case Manager will inquire about your choices for providers and will then organize the services to be delivered as part of your service plan. The ServiceLink Options Counselor remains available to you as a community resource.

IMPORTANT!

- Send in all required documents on time.
- You must be financially and clinically eligible to receive services through the **Choices for Independence Program**.
- You always have the right to appeal a denial of eligibility (financial and/or clinical.)
- You have the ability to choose your Case Manager.
- Regardless of your Medicaid status, the Options Counselor at ServiceLink is available to assist you



ServiceLink

Toll Free 1-866-634-9412

(NH Relay) 7-1-1

Language interpreters, hearing and vision access available

NH Department of Health and Human Services - District Offices

Berlin District Office

650 Main Street, Suite 200
Berlin, NH 03570
(603) 752-7800; (800) 972-6111
TDD Access Relay: (800) 735-2964
Fax: (603) 752-2230

Claremont District Office

17 Water Street, Suite 301
Claremont, NH 03743
(603) 542-9544; (800) 982-1001
TDD Access Relay: (800) 735-2964
Fax: (603) 542-2367

Concord District Office

40 Terrill Park Drive
Concord, NH 03301
(603) 271-6200; (800) 322-9191
TDD Access Relay: (800) 735-2964
Fax: (603) 271-6451

Conway District Office

73 Hobbs Street
Conway, NH 03818
(603) 447-3841; (800) 552-4628
TDD Access Relay: (800) 735-2964
Fax: (603) 447-1988

Keene District Office

111 Key Road
Keene, NH 03431
(603) 357-3510; (800) 624-9700
TDD Access Relay: (800) 735-2964
Fax: (603) 352-2598

Laconia District Office

65 Beacon Street West
Laconia, NH 03246
(603) 524-4485; (800) 322-2121
TDD Access Relay: (800) 735-2964
Fax: (603) 528-4105

Littleton District Office

80 North Littleton Road
Littleton, NH 03561
(603) 444-6786; (800) 552-8959
TDD Access Relay: (800) 735-2964
Fax: (603) 444-0348

Manchester District Office

1050 Perimeter Rd, Suite 501
Manchester, NH 03103
(603) 668-2330; (800) 852-7493
TDD Access Relay: (800) 735-2964
Fax: (603) 668-5442

Rochester District Office

150 Wakefield Street, Suite 22
Rochester, NH 03867
(603) 332-9120; (800) 862-5300
TDD Access Relay: (800) 735-2964
Fax: (603) 335-5993

Seacoast District Office

50 International Drive
Portsmouth, NH 03801
(603) 433-8300; (800) 821-0326
TDD Access Relay: (800) 735-2964
Fax: (603) 431-0731

Southern District Office

26 Whipple Street
Nashua, NH 03060
(603) 883-7726; (800) 852-0632
TDD Access Relay: (800) 735-2964
Fax: (603) 883-2064



[ServiceLink Aging and Disability Resource Centers](#)

Belknap County

67 Water Street, Suite 105
Laconia, NH 03246
Local Line: 528-6945
Fax: 527-3790

Carroll County

448 White Mountain Highway
Tamworth, NH 03886
Local Line: 323-2043
Fax: 323-7508

Coos County

610 Sullivan Street, Suite 6
Berlin, NH 03570
Local Line: 752-6407
Fax: (603) 752-1824

Grafton County

Lebanon Office

10 Campbell Street, P.O. Box 433
Lebanon, NH 03766
Local Line: 448-1558
Fax: 448-6920

Littleton Office

Mt. Eustis Commons
262 Cottage Street, Suite G-25
Littleton, NH 03561
Local Line: 444-4498
Fax: 444-0379

Hillsborough County

Manchester Office

555 Auburn Street
Manchester, NH 03103
Local Line: 644-2240
Fax: 644-2361

Nashua Office

70 Temple Street
Nashua, NH 03060
Local Line: 598-4709
Fax: 598-8491

Merrimack County

2 Industrial Park Drive
Concord, NH 03302-1016
Local Line: 228-6625
Fax: 228-6623

Monadnock Region

105 Castle Street
Keene, NH 03431
Local Line: 357-1922
Fax: 352-8822

Rockingham County

Portsmouth/Seacoast Area

72 Portsmouth Avenue Suite 113
Stratham, NH 03385
Local Line: 334-6594
Fax: 334-6596

Salem Area

8 Commerce Drive, Unit 802
Atkinson, NH 03811
Local Line: 893-1339
Fax: 893-1339

Strafford County

25 Old Dover Road
Rochester, NH 03867
Local Line: 332-7398
Fax: 335-8010

Sullivan County

224 Elm Street
Claremont, NH 03743
Local Line: 542-5177
Fax: 542-2640

All offices are open during normal business hours, Monday through Friday. After hours appointments are available.

Case Management Agencies

Important note: Agencies listed here may not serve all counties in the state. Please check with individual agencies or click on the link to visit the DHHS [Case Management Information Sheet](#) on the web.

Brain Injury Association of New Hampshire

bianh.org

52 Pleasant St
Concord, NH 03301
(603) 225-8400

Community Crossroads

communitycrossroadsnh.org

8 Commerce Dr #801
Atkinson, NH 03811
(603) 893-1299

Community Partners

www.communitypartnersnh.org

25 Old Dover Rd Unit B
Rochester, NH 03867
(603) 516-9300

Crotched Mountain

crotchedmountain.org

One Verney Drive
Greenfield, NH 03047
(603) 547-3311

Gateways

www.gatewayscs.org

144 Canal St
Nashua, NH 03064
(603) 882-6333

Granite Case Management

Website Not Available
288 Baptist Hill Rd
Canterbury, NH 03224
(603) 848-7345

Life Coping

lifecoping.org

159 Main Dunstable Rd #207
Nashua, NH 03060
(603) 888-3588

Pilot Health

nhcaregiverconnections.org

105 Castle Street
Keene, NH 03431
(603) 352-9354

