

## **Announcement: Transition to New Vendor for Long-Term Care Services and Supports (LTCSS) Assessments**



### **Attention DC Medicaid Beneficiaries and Stakeholders**

The Department of Health Care Finance (DHCF) announces the transition to a new vendor for Long-Term Care Services and Supports (LTCSS) assessments, effective February 1, 2025. This transition underscores DHCF's commitment to delivering high-quality, uninterrupted services to Medicaid beneficiaries and LTC applicants.

### **Vendor Transition Overview**

Beginning February 1, 2025, Telligen will assume responsibility for conducting Independent Assessments (IAs) for LTCSS programs managed by DHCF. This transition marks the official transfer of all LTCSS assessment functions from Liberty Healthcare to Telligen.

### **Key Points to Note**

- The scope of work under the Independent Assessment contract remains unchanged.
- Telligen will continue to oversee core LTCSS functions, including non-financial (clinical) eligibility assessments and referrals, ensuring program integrity and service excellence.
- This transition is designed to ensure a seamless implementation process, with no disruption to beneficiaries or providers.

### **What is Changing?**

#### **New Independent Assessment Vendor:**

- Telligen will manage all LTCSS assessments starting February 1, 2025.
- Liberty Healthcare will continue to handle non-LTCSS assessments for DC Healthy Families Program (DCHFP) Managed Care Plan (MCP) enrollees.

#### **Enhanced Referral Process:**

For beneficiaries transitioning from a DCHFP MCP to LTC services (e.g., Nursing Facility or Home and Community-Based Services), DHCF has refined the internal referral process in collaboration with Liberty and Telligen to ensure seamless coordination and service continuity.

### **What is Not Changing?**

#### **Scope of Work and IT Infrastructure:**

- The scope of LTCSS Independent Assessments remains the same, including non-financial (clinical) eligibility evaluations, provider referrals, and quality improvement programs.
- Existing workflows, quality review processes, and IT systems, such as DC Care Connect, will continue without changes.

#### **Medicaid Eligibility Requirements:**

Eligibility criteria for LTCSS programs remain consistent under the new vendor arrangement.

#### **Stakeholder Collaboration:**

DHCF will maintain ongoing engagement with stakeholders through regular meetings, targeted discussions, and updates to ensure smooth operations and information sharing.

#### **Transition Planning and Readiness**

All active cases and pending assessments managed by Liberty Healthcare will transition seamlessly to Telligen. DHCF, Liberty, and Telligen have implemented a comprehensive transition plan, including readiness reviews and stakeholder communications, to ensure uninterrupted services.



#### **Contact Information for Telligen**

For inquiries related to LTCSS assessments, contact Telligen:

- **Address:** 80 M Street S.E., Suite 320, Washington, D.C. 20003
- **Primary Contact:** Tami Lichtenberg, Director of Health Management
- **Phone:** 833-772-2994; **Fax:** 202-974-6703
- **Website:** [DCLTSS.Telligen.com](http://DCLTSS.Telligen.com)

For further updates, join the LTSS Monthly Meetings, on the **third Thursday** of each month. **DHCF remains committed to delivering high-quality, efficient, and beneficiary-focused services throughout this transition.**