



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Health Care Finance 441 4th Street NW
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Department of Health Care Finance Informational Bulletin

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SUBJECT: LTSS Assessment Vendor Transition – Key Updates

This Information Bulletin offers essential updates on the transition to a new vendor for Long-Term Care Services and Supports (LTCSS) assessments within the District’s Medicaid long-term care system. It outlines key changes and continuities following the vendor transition, emphasizing a smooth implementation process and the uninterrupted delivery of high-quality services to DC Medicaid beneficiaries and LTC applicants.

Vendor Transition Overview

Effective February 1, 2025, Telligen will officially assume responsibility for conducting Independent Assessment (IA) services for the Long-Term Care Support Services (LTCSS) programs managed by the Department of Health Care Finance (DHCF). This transition signifies the formal transfer of all LTCSS assessment functions from the current vendor, Liberty Healthcare, to Telligen.

The scope of work under the Independent Assessment contract remains unchanged, with Telligen continuing to oversee core LTCSS functions. This aligns with DHCF’s objectives of maintaining program integrity, improving service delivery, and meeting the needs of beneficiaries. These assessments are crucial for determining needs-based eligibility for Medicaid LTCSS programs.

To ensure a smooth transition, DHCF is prioritizing stakeholder engagement and clear communication to address concerns, provide guidance on procedural updates, and minimize any potential disruptions to beneficiaries and providers. Additionally, Telligen will leverage data analytics to identify trends, improve resource allocation, and support ongoing quality improvement initiatives, reinforcing DHCF's commitment to effective and efficient program operations.

What is changing on February 1, 2025?

Independent Assessment Vendor

Effective February 1, 2025, Telligen will take over the management of all LTCSS assessments for DHCF's Long-Term Care programs. However, Telligen's responsibilities will not extend to conducting non-LTCSS IAs for beneficiaries enrolled in the DC Healthy Families Program (DCHFP) Managed Care Plans (MCPs), including AmeriHealth, MedStar, Amerigroup, and HSCSN. These non-LTCSS assessments will remain under the purview of Liberty Healthcare, as outlined in the existing MCP contracts. It is important to note that these MCP-vendor arrangements are subject to change based on future contract updates by the respective MCPs.

For beneficiaries transitioning from a DCHFP Managed Care Plan (MCP) to Long-Term Care services (e.g., Nursing Facility or Home and Community-Based Services), the Department of Health Care Finance's (DHCF) Health Care Delivery Management Administration (HCDMA) and Long-Term Care Administration (LTCA), in partnership with MCPs and contracted Independent Assessment (IA) vendors—Liberty for MCP assessments and Telligen for LTCSS assessments—have enhanced the internal referral process. Previously overseen exclusively by Liberty, this process is now a collaborative effort between Liberty and Telligen to ensure seamless coordination, continuity, and uninterrupted service delivery for beneficiaries navigating both programs. HCDMA and LTCA remain committed to ongoing collaboration and maintaining rigorous quality oversight of this process.

Contact Information for the new LTCSS Assessment Vendor

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

What is not changing on February 1, 2025?

LTCSS Independent Assessment Scope of work

The scope of work for the Long-Term Care Support Services (LTCSS) Independent Assessment includes a comprehensive range of responsibilities to ensure effective and accurate program administration. These responsibilities include:

1. Conducting intake services to assess applicants' programmatic (non-financial) eligibility.
2. Referring eligible applicants to appropriate providers.
3. Performing assessments to evaluate applicants' programmatic (non-financial and clinical) eligibility, determine their level of care, and recommend a range of service hours and acuity levels.
4. Coordinating with DCHFP MCP Independent Assessment Vendor to complete LTCSS Assessments and Referrals for LTC for MCP-enrolled beneficiaries who meet Level of Care

5. Establishing and implementing a Quality Improvement and Integrity Program to ensure service standards and compliance.
6. Implementing and maintaining a customer support service for Medicaid beneficiaries and providers to address inquiries and provide assistance.
7. Carrying out related administrative functions, including participation in administrative hearings as needed.
8. Pre-Admission Screening Resident Review (PASRR) Level II screenings and clinicals
 - I. Conducting evaluations and reviews for individuals with Serious Mental Illness (SMI) or Intellectual Disabilities (ID)/Related Conditions (RC), including second-level reviews and psychological evaluations as necessary.

Medicaid Eligibility Requirements

The eligibility requirements governing Long-Term Care Support Services (LTCSS) assessments will remain unchanged under the new vendor arrangement.

IT and Infrastructure

Telligen's systems supporting customer service, scheduling, reporting, and other IT and administrative functions underwent a comprehensive review for continuity during the vendor readiness assessment on December 4, 2024. These evaluations will continue recurringly, after the go-live date to ensure sustained performance and reliability.

The existing electronic processes managed by LTCA for completing and submitting electronic prescription order forms (ePOFs) and assessment requests, making post assessment HCBS provider referrals, issuing post-assessment LOC letters, and performing all related clinical case management functions supported through DC Care Connect will remain unchanged.

Workflows and Approvals

Established workflows for managing initial assessments, recertifications, significant changes in condition, and hospital discharge assessments will continue to function without disruption. All current quality review processes, approval protocols, documentation standards, and vendor reporting requirements will remain in effect.

Stakeholder Collaboration

Effective coordination among Long-Term Care (LTC) stakeholders remains a top priority to ensure consistency in assessment processes, streamlined program operations, and efficient information sharing. To achieve this, the Long-Term Care Administration (LTCA) will continue to foster collaboration with a diverse group of stakeholders, including Case Management Agencies (CMAs), Home Health Agencies (HHAs), Adult Day Health Programs (ADHPs), Assisted Living Facilities, Nursing Facilities, Dual Choice, PACE program, the Department of Aging and Community Living (DACL), DC Health, Legal Counsel for the Elderly, Hospice Providers, Medicaid Managed Care Organizations (MCOs), and the Department on Disability Services (DDS).

The communication plan incorporates multiple strategies to facilitate information sharing and dialogue. Key among these is the LTSS Monthly Meetings, which provide a reliable platform for updates and discussions. The most recent meeting was held on October 17, 2024, with the next session scheduled for January 16, 2025. Additionally, targeted engagement efforts, including smaller ad hoc meetings with specific stakeholders, are planned to support pre- and post-go-live activities in January 2025, as well as ongoing collaboration during the 90-day period following the vendor transition.

Current Cases in Progress

All active cases and pending assessments currently managed by Liberty Healthcare will transition seamlessly to Telligen. LTCA and Telligen have conducted thorough readiness reviews and established a robust transition plan to ensure uninterrupted services. LTCA

has been actively involved in parallel readiness reviews with Telligen, initiated 90 days before the go-live date, while coordinating a transition plan with Liberty that commenced 120 days before the go-live of February 1, 2025.

Helpful links:

- [LTCA-relevant forms](#), including information about eligibility processing, LTCSS ePOFs, etc.

Additional reminders and resources:

- These Informational Bulletins are being archived on DHCF's website under the Long Term Care Administration tab: <https://dhcf.dc.gov/publication/informational-bulletins-ltc><https://dhcf.dc.gov/publication/informational-bulletins-ltc-providers>