

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Health Care Finance



Office of the Senior Deputy Director/Medicaid Director

Transmittal # 20-20

TO: All DC Medicaid Stakeholders

FROM: Melisa Byrd
Senior Deputy Director and State Medicaid Director

DATE: May 11, 2020

SUBJECT: Temporary Allowance of Telephonic Signature on Long Term Care Applications

Purpose

The purpose of this transmittal is to notify interested stakeholders about changes to the signature process for Long Term Care Medicaid applications. Effective March 27, 2020 through 60 days after the termination of the federal Public Health Emergency (PHE) period DHCF will accept “telephonic” signatures for individuals and couples submitting a Long Term Care Medicaid application for the Elderly and Persons with Disabilities Waiver Program ¹.

Telephonic LTC Application Signatures Process

The telephonic signature policy for these Long Term Care Services and Supports (LTSS) applications will be effectuated by the District Department of Aging and Community Living (DACL), Health Benefit Exchange (HBX), and Economic Security Administration (ESA) in accordance with the following procedures:

- **Step 1:** The Department of Aging and Community Living (DACL) staff will contact the applicant and/or authorized representative to complete the Long Term Care application questions. Near the end of the interview questions, the Department of Aging and Community Living (DACL) staff will call the Health Benefit Exchange (HBX) contact center to initiate the telephonic signature process.
- **Step 2:** Once the DACL staff have connected with HBX contact center staff by telephone on a three-way conference call with the beneficiary, DACL staff will provide their name, contact number, and name of the applicant and/or authorized representative and contact information.
- **Step 3:** DACL staff will follow the established script to read the signature sections of both the LTC Medicaid application and supporting EPD waiver documents and confirm that the applicant and/or their authorized representative verbally authorizes the telephonic signature. The applicant or their authorized representative will then verbally affirm their agreement

¹ The Public Health Emergency period, for purposes of the information contained in this Transmittal, is through the termination of the PHE, as determined by the Secretary of the U.S. Department of Health and Human Services, including any extensions.

- **Step 4:** The Health Benefit Exchange (HBX) contact center staff will capture and archive the telephonic signature in an electronic file that also documents the date and time of each signature.
- **Step 5:** DACL staff will then submit the LTC Medicaid Application along with the electronic file documenting the telephonic signature to the Economic Security Administration through the DC Care Connect Case Management system.
- **Step 6:** The Economic Security Administration will review the application for completion to ensure the telephonic signature is documented on application. Once reviewed, Economic Security Administration will proceed with register and processing the application.

Contact

If you have any questions, comments or concerns regarding the information contained in this provisional transmittal, please contact: Natasha.Moss@dc.gov, Program Analyst, Division of Eligibility Policy, Health Care Policy and Research Administration, Department of Health Care Finance.

Cc: DC Hospital Association
DC Primary Care Association
DC Health Care Association
DC Home Health Association
DC Behavioral Health Association
DC Coalition of Disability Service Providers
Medical Society of DC