

Choices For Independence



prepared by

**The Bureau of Elderly and Adult Services
Division of Community Based Care Services
New Hampshire Department of Health and Human Services**

and

ServiceLink Resource Network

Guidelines

ServiceLink Locations

ServiceLink Resource Center of Belknap County

67 Water Street, Suite 105
Laconia, NH 03246
603-528-6945

ServiceLink Resource Center of Carroll County

448 White Mountain Highway (Tamworth)
PO Box 420
Chocorua, NH 03817
603-323-2043

ServiceLink Resource Center of Monadnock Region

105 Castle Street
Keene, NH 03431
603-357-1922

ServiceLink Resource Center of Coos County

610 Sullivan Street, Suite 6
Berlin, NH 03570
603-752-6407

ServiceLink Resource Center of Grafton County

-- Lebanon --
10 Campbell Street
Lebanon, NH 03766
603-448-1558

-- Littleton --

262 Cottage Street, Suite G-25
Mt. Eustis Commons
Littleton, NH 03561
603-444-4498

ServiceLink Resource Center of Hillsborough County

-- Manchester --
555 Auburn Street
Manchester, NH 03103
603-644-2240

-- Nashua --

70 Temple Street
Nashua, NH 03064
603-598-4709

ServiceLink Resource Center of Merrimack County

2 Industrial Park Drive
Concord, NH 03302-1016
603-228-6625

ServiceLink Resource Center of Rockingham County

-- Seacoast --
270 West Road
Portsmouth, NH 03801
603-334-6594

-- Southwest --

287 Lawrence Road
Salem, NH 03079
603-893-9769

ServiceLink Resource Center of Strafford County

1 Old Dover Road, Suite 6
Rochester, NH 03867
603-332-7398

ServiceLink Resource Center of Sullivan County

1 Pleasant Street, Suite 105
Claremont, NH 03743
603-542-5177



Choices For Independence Program (CFI)

Choices for Independence

New Hampshire is committed to providing home and community based services as an alternative to nursing facility placement. The Choices for Independence program is a Medicaid funded program for adults who meet both its financial and medical requirements. **Choices for Independence is not a program that provides emergency services.**

Learn more about eligibility and receive assistance throughout the Choices for Independence process by contacting a Long Term Support Counselor at a ServiceLink office. The initial conversation about your eligibility can happen by phone, office interview or a home visit.



The Long Term Support Counselor will explain the financial and medical eligibility and provide you with the **Exploring Choices for Independence** brochure.

This brochure will outline the services that may be available to you through the program if you are eligible.

Steps in the CFI Program include: 1) meeting with a Long Term Support Counselor; 2) determining financial and medical eligibility; and 3) choosing a Case Manager and developing a plan of care.



ServiceLink

Toll Free 1-866-634-9412

(NH Relay) 7-1-1

Language interpreters also available.

Notes

Financial Eligibility For The Choices For Independence Program

Financial eligibility involves a Medicaid application. The Long Term Support Counselor will complete a basic screening for financial eligibility. If it appears that you may qualify, the Long Term Support Counselor will discuss and provide you with the necessary documents and verification information. The counselor is available to answer questions and assist you through the process.

Once you have completed the documents and obtained the necessary verification information, the Long Term Support Counselor will schedule an appointment for you to meet with a representative from the New Hampshire Department of Health and Human Services (DHHS) Division of Family Assistance (DFA). The Division of Family Assistance administers financial eligibility for the Medicaid program in New Hampshire. You may choose to have your appointment scheduled at a ServiceLink office or with DHHS.

Part of your appointment at ServiceLink may include briefly meeting with the Long Term Support Counselor to review program eligibility, outline next steps in the Choices for Independence process and initiate the Medical Eligibility Determination Application for Long Term Care Services (2 pages). This application requires your signature to ensure that you are fully participating in the process. This medical eligibility application may have already been completed by a health care provider (hospital or home care agency). If it has, the Long Term Support Counselor will be aware of the medical eligibility application and will not need to complete another one.



After your meeting with the DFA representative, you may be required to provide additional information to complete your application. The Long Term Care Support Counselor will provide you with reminders but it is your responsibility to return all necessary documents in a timely manner.

Don't forget to complete and promptly return all documents to your ServiceLink Long Term Support Counselor or DFA Representative.

Please remember, it is always your choice whether or not to continue with the application process.



You will receive a letter from the Division of Family Assistance explaining your financial eligibility status. Please read this letter carefully to understand your benefits. The Division of Family Assistance letter will explain steps you can take if you are denied.

The financial eligibility process can take up to 8 weeks.

If during the financial screening for the Choices for Independence program it is indicated that you do not meet the financial eligibility requirements or your letter from the Division of Family Assistance states that you have been denied financial eligibility, please speak with your Long Term Support Counselor. Your Long Term Support Counselor is available to discuss other options that may be available to you and to assist you with understanding the content of the DFA letter.

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**)
- Temporary Assistance for Needy Families (**TANF**)

For **APTD** and **ANB**

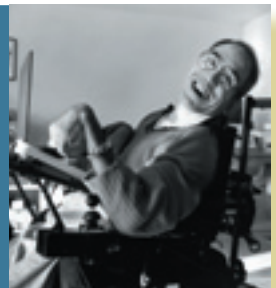
Medical information will be required for review by the Disability Determination Unit (DDU) to verify your disability. The DDU will notify you of the approval to continue processing your application for Medicaid eligibility.

For **TANF**

You must have dependent children under the age of 17 who are full time students. During your appointment with DFA, you will be required to provide information about your family.



The process for individuals who are between the ages of 18 and 64 and eligible for Medicaid through APTD, ANB or TANF may take up to 12 weeks.



Notes

Medical Eligibility For The Choices For Independence Program

The Choices for Independence program is an alternative to nursing facility care. These services are also known as long term care services. The application for medical eligibility may have started with the Long Term Support (LTS) Counselor or a health care provider (hospital or home care agency).

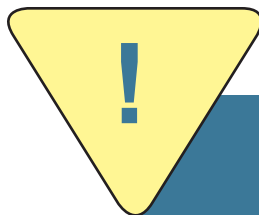
If the medical eligibility application was started by a health care provider, it will be submitted to the central Long Term Care office at the Bureau of Elderly and Adult Services in Concord. The medical information will be reviewed by a qualified clinical staff member for eligibility. The application will be sent to the ServiceLink LTS Counselor as a referral for long term support options counseling.

If the medical eligibility application started in the ServiceLink office, an appointment will be made between you and a nurse or other qualified clinical staff member who may come to your home for an assessment. The nurse or other qualified clinical staff member may also conduct a paper review of medical records. The nurse will ask questions about your medical condition and other daily living tasks. Please have your medications available to discuss with the nurse. The interview does not include a physical exam of any kind. The interview time ranges from one (1) to two (2) hours.

Whether your medical eligibility is done by a home assessment or through a review of medical records, a plan of services will be developed. If your needs would require the level and types of services provided in a nursing facility in the near future, you will be given a choice of receiving the services in a nursing facility or in your home through the Choices for Independence program. However, services must be available in your community and be adequate to ensure your health and safety.



You will be asked to choose a Case Manager who will assist you to arrange for providers of services and will continue assisting you once you begin receiving services through the Choices for Independence program. If you do not have a Case Manager preference, one will be randomly chosen to serve you.



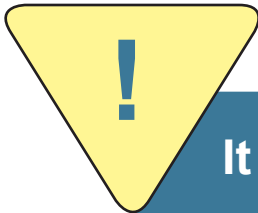
The medical eligibility process can take up to 8 weeks.

If you are not medically eligible for long term care services, you will receive a letter from the Bureau of Elderly and Adult Services. Your ServiceLink Long Term Support Counselor will contact you to discuss other Medicaid options as well as other community service options that may be available. Remember, you do have the right to appeal this decision.



Services Through Choices for Independence Program

You will receive a letter from the Bureau of Elderly and Adult Services notifying you who your Case Manager is, how to contact him/her, what the Case Manager's role is in planning your services, and how/when your Case Manager will meet you and create a care plan with you. After you and the Case Manager develop the care plan, the Case Manager will contact providers to deliver your services.



**It may take up to two weeks before a
Case Manager is assigned.**

The ServiceLink Long Term Support Counselor remains available to you as a community resource.

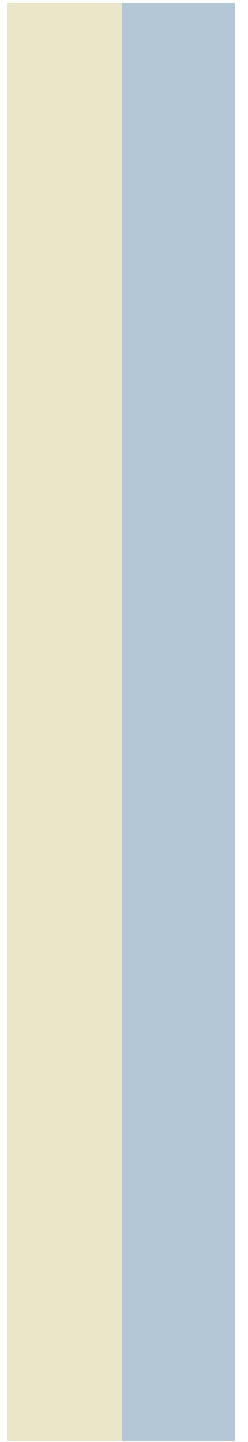
Remember !

- Send in your required documents in a timely manner.
- You must be Medicaid eligible to receive services through the **Choices for Independence Program**.
- You always have the right to appeal a denial of eligibility - both financial and medical.
- You have the ability to choose your Case Manager.
- Regardless of your Medicaid status, the Long Term Support Counselor is available to assist you.

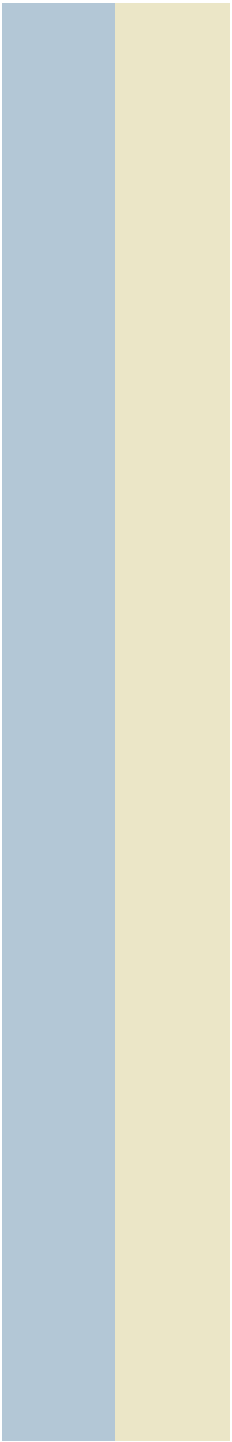
Choices for Independence



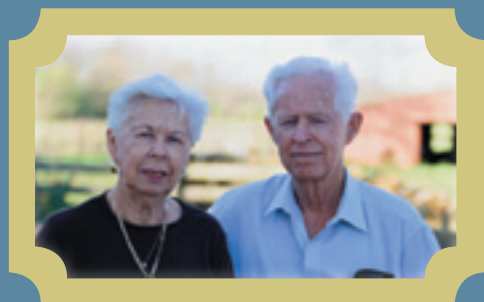
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**New Hampshire Department of
Health and Human Services
Division of Community Based Care Services
Bureau of Elderly and Adult Services (BEAS)**



**If you have any concerns
about the
Choices for Independence Program,
call BEAS at
1-800-351-1888.
(Relay NH Services) 7-1-1**