

## Inside this issue:

[Words from Tammy](#)

[What Sarah Has to Say](#)

[Training Tips](#)

[Question of the Month](#)

[Shout Outs](#)

Issue 25, June 24, 2014

# TM COMMUNICATOR

## WORDS FROM TAMMY

As an Idaho Home Choice Transition Manager you come in contact with vulnerable adults on a daily basis. It is important to watch for signs of abuse, neglect, or exploitation of those adults. Any physician, nurse, medical examiner, dentist, ombudsman for the elderly, osteopath, optometrist, chiropractor, podiatrist, social worker, police officer, pharmacist, physical therapist, home care worker, employee of a public or private health facility, or employee of a state licensed or certified residential facility serving vulnerable adults who has reasonable cause to believe that abuse, neglect, or exploitation is taking place must immediately report such information. You can use the following people and agencies to report abuse and appeal provisions are available:

- **An employee can make a complaint through the management hierarchy within any agency** or organization providing or overseeing service to an individual. The individual can contact a provider's supervisor, manager, or oversight agency with a complaint.
- **The Medicaid Customer Services Unit within the Idaho Department of Health and Welfare** can be reached at (208) 334-5795 (Ext. 4) or 1 (800) 378-3385. Any Medicaid recipient can contact the unit concerning a complaint regarding the provision of any Medicaid covered service. Medicaid reviews statistics generated by the database for any emerging patterns and takes appropriate action as needed.
- **The Ombudsman Office within the Idaho Commission on Aging (ICOA)** provides an additional complaint process. The Ombudsman receives, investigates, and resolves complaints or problems involving long-term care in Idaho. The Idaho State Long-Term Care Ombudsman can be contacted by phone at (208) 334-3833, or by email at [cathy.hart@aging.idaho.gov](mailto:cathy.hart@aging.idaho.gov).
- **Adult Protection Services (APS)** investigate allegations of abuse, neglect, self-neglect, and exploitation involving vulnerable adults and takes remedial actions to protect them. The APS workers provide specialized services to help seniors and vulnerable adults (age 18 and over) protect themselves. There are six regional offices around the state.
- **Regulatory Authorities** (including state, local, and regional police, fire, health, and building authorities) provide an additional check and complaint process. In times of crisis they are the first responders and point of contact and information for facts and information surrounding the incident or event. An incident can serve as a warning that a provider, home, or situation requires greater attention or scrutiny.

Please continue to watch for any signs of abuse of vulnerable adults you come in contact with and thank you for all you do for Idaho Home Choice.

## WHAT SARAH HAS TO SAY

I recently saw a video of two older gentleman that have a long and wonderful friendship. The video really got me thinking about the friendships in my life and how important they really are. Instead of writing a lot about it, I am supplying the link to the video so you can see the wonderful friendship of two 85 year old best friends. It will probably make you think of the important friends you have in your life. Enjoy!

<http://youtu.be/kGt0udeqyqg>

## TRAINING TIPS - Foodborne Illness

Each year in the United States, 48 million individuals get sick, 128 thousand are hospitalized, and 3 thousand die from foodborne infection and illness. Many of the individuals that experience foodborne illness are older adults. By the age of 65 many older adults have been diagnosed with one or more chronic conditions and are taking at least one medication. The side effects of some medications or the chronic condition may weaken the immune system, causing older adults to be more susceptible to contracting a foodborne illness. As people age their immune system and other organs become a little slower in recognizing and ridding the body of harmful bacteria and other pathogens that cause infections. To avoid contracting foodborne illnesses, older adults must be especially vigilant when handling, preparing, and consuming foods.

### Handling and Preparing Food Safely.

There are four basic steps to food safety when preparing or handling food:

1. Clean: Bacteria can spread throughout the kitchen so make sure to wash your hands and clean surfaces often.
2. Separate: Bacteria can spread from one food product to another. This is especially common when handling raw meat, poultry, seafood, and eggs. To prevent cross-contamination, remember to:
  - Separate raw meat, poultry, seafood, and eggs from other foods in your grocery shopping cart, grocery bags, and in the fridge.
  - Never place cooked food on a plate that previously held raw meat, poultry, seafood, or eggs without first washing the plate in hot soapy water.
  - Don't reuse marinades used on raw foods unless you bring them to a boil first.
  - Consider using one cutting board only for raw foods and another only for ready-to-eat foods, such as bread, fresh fruits, vegetables, and cooked meat.
3. Cook to safe temperatures: Foods are safely cooked when they are heated to the USDA-FDA recommended safe minimum internal temperatures, as shown on the ["Is it Done Yet" chart](#).
4. Chill it promptly: Temperatures slow the growth of harmful bacteria. Keep your fridge at a constant 40 degrees Fahrenheit or below. Refer to the USDA-FDA [Cold Storage Chart](#) for more info.

Despite your best efforts, you may find yourself in a situation where you suspect you have a foodborne illness. Here are the symptoms of foodborne illness: nausea, vomiting, diarrhea, fever.

If you suspect you have a foodborne illness, contact your physician, preserve the food (it can be used in diagnosing your illness and in preventing others from becoming ill), and save the packaging material. If you believe you became ill from food you ate in a restaurant or other food establishment, call your local health department.

\*\* Source: <http://www.fda.gov/Food/FoodborneIllnessContaminants/PeopleAtRisk/ucm2006970.htm>



### Question of the Month:

*Is it important to bill for transition services and transition management?*

Yes, it is extremely important to bill Medicaid through the Molina system for any transition management and transition services a participant has used. Without timely billing, it is impossible for Idaho Home Choice to track how much transition management and transition services each participant has used and these two benefits do have maximum limits. This puts the participant and provider in danger of going over the limit and not receiving reimbursement for those benefits that were provided above and beyond the caps. Additionally, Medicaid prefers that providers receive reimbursement of services as soon as possible.

### SHOUT OUTS!

**Quality of Life Surveyors** - They often get very short notices to do a Quality of Life Survey but they always get them done. Thank you for your help with completing the Quality of Life Surveys!

As of 5/24/2014

We have transitioned...

**185**



[Back to the Top](#)