

## What if I want to file a complaint or a report?

To file a complaint or to report abuse, neglect, or exploitation, you can contact:

- Your local law enforcement
- Adult Protection through the Area Agency on Aging: 1 (800) 926-2588
- Your local Medicaid office
- 2-1-1- Idaho Careline:
  - Dial 211
  - Call 1-800-926-2588
  - Send a text message to 898211 with zip code and inquiry

## Can I appeal a decision about my services?

Yes. If you want to appeal a decision about your services, you must send a copy of:

- Your Notice of Decision
- An explanation of why you are appealing
- Any additional information to support your appeal to:

### Hearing Coordinator

Idaho Dept. of Health and Welfare Administrative Procedures Section PO Box 83720  
Boise, Idaho 83720-0036  
Fax: (208) 334-6558

*If you're on the Idaho Medicaid Plus program or the Medicare Medicaid Coordinated Plan, you MUST first file an appeal with your Health Plan.*

## How can I get more information?

If you have questions or need more information about how to qualify for these services, please call your local Medicaid office:

### Region 1 — Coeur d'Alene

(208) 769-1567

### Region 2 — Lewiston

(208) 799-4430

### Region 3 — Caldwell

(208) 455-7150

### Region 4 — Boise

(208) 334-0940

### Region 5 — Twin Falls

(208) 736-3024

### Region 6 — Pocatello

(208) 239-6260

### Region 7 — Idaho Falls

(208) 528-5750

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**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-926-2588 (TTY: 1-208-332-7205)

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# What You Need to Know

## Long Term Services and Supports

are used by individuals of all ages who need assistance to perform routine daily activities such as bathing, dressing, preparing meals, etc. These supports are administered by Idaho Medicaid, Bureau of Long Term Care.



IDAHO DEPARTMENT OF  
HEALTH & WELFARE

## How do I know if I'm Dual Eligible?

If you're over 21 and enrolled in Medicare and Medicaid *and* live in one of the approved counties, you're "dual-eligible" and can enroll one of the programs created for Duals and get most of your Medicaid services in one coordinated plan.

For more information please contact the state Beneficiary Specialist at 1-833-814-8568

## What can I expect from my caregiver?

- Provide care as listed on your Service Plan
- Provide care as scheduled.
- Provide authorized services in your home and community (and only perform services when you're there).
- Only provide services to you, not other household members.
- Complete a "Progress Note" for every visit.

**Important Note:** Progress Notes are a legal document so read them carefully before signing them. When you sign, you're saying that the services provided, and the time spent in your home is accurate.

**Services not done, and time not spent that is billed to Medicaid is fraud.**

## How do I find out if I can get long-term care services?

If you need services to remain independent in your home or community, a Medicaid nurse can evaluate your needs. Based on your level of need, you may be able to get long-term services and supports from Idaho Medicaid.

## What Long-Term Care Services are available?

You might qualify for these services through Medicaid's Aged and Disabled Waiver or Idaho State Plan services

- Personal Care Services
- Transition Services
- Transition Management
- Adult Day Health
- Adult Residential Care
- Specialized Medical Equipment & Supplies
- Non-Medical Transportation
- Attendant Care
- Chore Services
- Companion Services
- Consultation
- Home Delivered Meals
- Homemaker Services
- Environmental Accessibility Adaptations
- Personal Emergency Response System
- Respite Care
- Skilled Nursing
- Supported Employment
- Day Habilitation
- Residential Habilitation

## What information will I get if I qualify for these services?

Your provider should give you a folder that includes:

- Your Rights and Responsibilities
- Progress Notes
- Your Service Plan
- Notes from your supervising nurse (when authorized)
- Advance Directives (if applicable)

This folder must be kept in your home while you are receiving services and must be in a place where it's easy to find and use.

## Can my long-term care services be changed?

Yes. The amount and type of service hours you get can change as your needs change, your health improves, or your health declines. You'll receive a "Notice of Decision" from Idaho Medicaid if your services change. If you have a change in your condition, contact your agency. An agency nurse will visit you, evaluate your change, and contact the Medicaid nurse reviewer.

## Share of Cost

**You may have to pay for a portion of your services. If you do have a Share of Cost, it is your responsibility to pay the provider directly. For more information please call Self Reliance at:**

**1-877-456-1233**