MEMORANDUM

LTC-A-2017-04

TO:  ☑ Nursing Facilities; ☑ ICFs/MR 16 Bed & Over; ☑ HDCs;
    ☑ ICFs/MR Under 16 Beds; ☑ ALF I; ☑ ALF II; ☑ RCFs;
    ☑ Adult Day Cares; ☑ Adult Day Health Cares; ☑ Post-Acute Head Injury
    Facility; ☑ Interested Parties; ☑ DHS County Offices

FROM: Carol Shockley, Director, Office of Long Term Care

DATE: September 13, 2017

RE: Advisory Memo – Emailing Medical Needs Notification Documents to
    Nursing Facilities

To better serve the long term care community, the Medical Needs Determination Section of the
Office of Long Term Care is offering electronic or email communication to nursing homes and
Intermediate Care Facilities for the Mentally Retarded (ICF/MR). If facilities would like to
participate in this process, the Medical Needs Determination Section of the Office of Long Term Care will need an email address not directed to any specific individual at the facility, but
rather a generic email address that will allow for the continual delivery of email to the facility in
the absence of any specific individual. The following examples of email addresses will be
accepted:

1) medneeds@nursinghomename.com or
2) administrator@nursinghomename.com

And if two facilities have the same name, the email addresses should be named

1) medneeds@nursinghomenameofcity.com or
2) administrator@nursinghomenameofcity.com

Email addresses such as JaneK@nursinghomename.com cannot be accepted as JaneK might
resign from the facility. A generic email account like those listed on the above can be used by
any employee that has the password, and account access or the password to the designated
email account can be changed as an employee leaves.
Advantages:

The Medical Needs Determination Section will email Medicaid Medical Eligibility documents and avoid the 3 – 5 day traditional mail process. The facility would receive the documents the day the Medical Needs Determination Section of the Office of Long Term Care completes them. The documents that the Medical Needs Determination Section of the Office of Long Term Care will send to the long term care facilities include:

- The DHS 704, Decision for Nursing Home or ICF/MR Placement
- Missing Information Letters
- Notice of Review Letters (convalescence, hospice and medical reviews)
- Notice of requested documents not received
- Reminders of upcoming reviews
- Technical Denial 704s
- Stop Payment 704s

As an added advantage, with a reliable email address that is checked each business day, the Medical Needs Determination Section of the Office of Long Term Care can notify facilities if a fax machine is broken and provide them with an alternate fax number to use for a limited time period until the fax is repaired. For continuity, we must have the most reliable email address that we can obtain. Please complete the attached form and fax back to the Medical Needs Determination Section of the Office of Long Term Care.

The Medical Needs Determination Section of the Office of Long Term Care now has an email address that is available for nursing facilities to use to electronically submit the DHS 703, 787, and 780 forms along with other supporting documentation. The email address is medneeds@arkansas.gov. Facilities can scan their documents and use this email address to submit the forms or continue to fax, mail or hand deliver documents to the Medical Needs Determination Section of the Office of Long Term Care.
From Facility Fax: ______________________________
To Med Needs OLTC Fax: 501-682-8052 or 501-683-5306

Name of Facility:________________________________________________________
Contact Person:_________________________________________________________
Facility telephone number:_________________________________________________
Administrator Signature___________________________________________________

☐ Yes, I would like to receive email notification/documents from the Medical Needs Determination Section of the Office of Long Term Care and my email address is below.

_______________________________________________________________
Email address

☐ No, I do not want to receive email notification/documents from the Medical Needs Determination Section of the Office of Long Term Care. I will continue to receive my documents by the United States Postal Service.

Fax to 501-682-8052 or 501-683-5306 (see above)

For any questions, contact Lori Rose R.N. at 501-320-6398 or email at Lori.Rose@dhs.arkansas.gov

If there are any questions, please contact Sherri Proffer at (501) 320-6192 or by email at: sherri.proffer@dhs.arkansas.gov.

If you need this material in alternative format such as large print, please contact our Americans with Disabilities Act Coordinator at (501) 682-8307 (voice) or (501) 682-6789 (TDD).