

Long Term Care Office	Facility Name	Worker/Supervisor/Technician the case is believed to be with at the present time	DHS-25 on File? YES or NO (Authorization to Disclose Info)	Applicant Last Name	Applicant First Name	Social Security Number	Eligibility Date Requested by Nursing Home	Total Dollars on Aging	Nursing Home Notes (Please give the date/description of your last correspondence or where you feel the case is at)	Application or Referral Date	ROOT CAUSE	DHS/LTSS RESPONSE
Cranston	Greenwood Center	UNKNOWN	NO	Ali	Muhammad	000-00-0000	01/17/16	\$ 14,881.04	2/2/16 VM left with coverage line asking if case was assigned. --- return call from coverage line stating case has not been assigned. 3/1/16 status update sent to DHS. As of 3/15/16 both family and myself has not heard from DHS.	01/28/16	WORKER ACTION REQUIRED	
Cranston	Coventry Center	Marylou Brown	NO	Beethoven	Ludwig	000-00-0000	11/11/15	\$ 29,295.28	No update since assigned	01/08/16	VERIFICATIONS OUTSTANDING	
Cranston	Greenwood Center	Cheryl Lilac	NO	Churchill	Winston	000-00-0000	09/16/15	\$ 1,476.78	3/15/16 No updates received from DHS, call placed to father. No answer and was not able to leave message. Status update request sent on 3/1/16.	12/01/15	WORKER ACTION REQUIRED	
Cranston	Greenwood Center	Jean Green	NO	Columbus	Christopher	000-00-0000	11/06/15	\$ 14,498.97	3/29/16 No current update from DHS. Spoke with daughter on 3/1/16, she stated she did receive a letter from DHS stating MCD was approved effective November 2015. As of today I have not received any updates.	11/12/15	WORKER ACTION REQUIRED	
Cranston	Greenwood Center	Lori Color	NO	Da Vinci	Leonardo	000-00-0000	11/10/15	\$ 157.50	3/29/16 Spoke with Mr. Reels asked if he has heard from DHS, he stated he has not. Status update request sent on 2/15/16 and 3/15/16, no updates.	12/16/15	WORKER ACTION REQUIRED	
Cranston	Greenwood Center	UNKNOWN	NO	Darwin	Charles	000-00-0000	02/01/16	\$ 9,815.80	3/24/16 VM left with family attorney receptionist asking for update. Unable to reach worker for update.	11/12/15	VERIFY RECEIPT OF APPLICATION, WORKER ASSIGNED	
Cranston	Coventry Center	Jean Red	NO	Edison	Thomas	000-00-0000	11/12/15	\$ 1,848.50	3/25/16 case worker called left msg verifying dates of service. Case is Comm	01/11/06	VERIFICATIONS OUTSTANDING	
Cranston	Greenwood Center	Marylou Brown	NO	Gandhi	Mahatma	000-00-0000	11/06/15	\$ 7,368.42	3/29/16 Spoke with daughter, asked if they had received anything from DHS, she stated not that she is aware of. Status update sent on 3/15/16. No updates received from DHS.	12/11/15	WORKER ACTION REQUIRED	
Cranston	Greenwood Center	Jean Green	NO	Gates	William	000-00-0000	03/01/16	\$ 6,782.53	3/30/16 Spoke with Mr. Benson, he stated he has not heard anything from MCD or the attorney.	12/01/15	VERIFY RECEIPT OF APPLICATION, WORKER ASSIGNED	
Cranston	Coventry Center	Jean Red	NO	Johnson	Lyndon	000-00-0000	11/19/15	\$ 50,000.00	No info. Case is a core waiver	01/01/16	WORKER ACTION REQUIRED	
Cranston	Greenville	Mary Grey	NO	Kennedy	John	000-00-0000	12/01/15	\$ 4,186.00	3/8/2016 worker called BOM and indicated case was approved. BOM still is waiting for auth and share amount. Review of dhs eligibility site still shows no auth on file for this center	12/01/15		
Cranston	Greenville	UNKNOWN	NO	King	Martin	000-00-0000	12/01/15	\$ 16,317.28	Case is recert only. Medicals have been faxed to the LTC unit. BOM has not been able to determine who the worker is. There has not been a response to inquiries. LOC has not been received from OMR	12/01/15	VERIFY RECEIPT OF APPLICATION, WORKER ASSIGNED	
Newport	Grand Islander	Vicky Lavender	NO	Lincoln	Abraham	000-00-0000	12/01/15	\$ 27,494.34	3/22/16 daughter stated everything was sent to Vicky @ DHS by the attorney who was assisting with info requested from DHS. SEEKING UPDATE FROM WORKER.	10/06/15	WORKER ACTION REQUIRED	
Newport	Grand Islander	Peggy Purple	NO	Monroe	Marilyn	000-00-0000	01/23/16	\$ 18,034.39	1/29/16 worker states he is in the Waiver program & medicals are all that's needed from the center & mom was to do updated forms & proof of SS. Worker was going to talk to mom that day. 2/22/16 center faxed medicals. What is needed to get this approved?	02/01/16	WORKER ACTION REQUIRED	
Cranston	Greenwood Center	UNKNOWN	NO	Orwell	George	000-00-0000	02/05/16	\$ 5,078.08	3/3/16 Spoke with Donna B at DHS, Donna stated a 2/9/16 segment has been picked up for Mr. Orwell.	11/12/15	VERIFY RECEIPT OF APPLICATION, WORKER ASSIGNED	
Providence	Greenwood Center	Ted Purple	NO	Picasso	Pablo	000-00-0000	02/10/16	\$ 7,999.07	3/29/16 VM left with Shannon D. at the Providence DHS office asking for update and letting her know of Mr. Picasso's passing on 3/20/16	02/16/16	VERIFY RECEIPT OF APPLICATION, WORKER ASSIGNED	
Newport	Grand Islander	Peggy Purple	NO	Roosevelt	Franklin	000-00-0000	06/01/15	\$ 69,918.33	Atty Princess Diana filed the app. Spoke to her on 3/14/16 & she said she has heard nothing. Worker confirmed on 2/24/16 that she was just getting to her apps received in June and there is a backlog.	07/14/15	APPROVED	
Cranston	Greenwood Center	UNKNOWN	NO	Thatcher	Margaret	000-00-0000	01/06/16	\$ 2,461.30	3/15/16 Spoke with Christine at Coventry Center. Christine stated she has heard nothing from DHS. When she hears anything she will let me know. Seeking update.	12/11/15	OTHER	
Newport	Grand Islander	Peggy Purple	NO	Theresa	Mother	000-00-0000	01/01/16	\$ 17,509.59	3/8/16 spoke to Jackie @ Atty Hugh Heffner's office. She said she is unable to get an update. Medicals were faxed & receipt confirmed by Peggy on 1/27/16. Is everything received & moving along in processing?	01/31/16	WORKER ACTION REQUIRED	

Facility Name	Medicaid ID Number	Member Last Name	Member First Name	Social Security Number	Dates of Service	Total Dollars on Aging	Nursing Home Notes (Please give the date/description of your last correspondence or where you feel the case is at)	ROOT CAUSE	Date DHS/LTSS completed request	DHS/LTSS RESPONSE
Pawtucket	123456789	Beethoven	Ludwig	000-00-0000	7/17/15 - 2/29/16	\$ 36,694.00	Website has LTC segment as Medicare days from 6/4/15 to present; should be Medicare 6/4-7/16/15, nursing home from 7/17/15 on. Facility has indicated that slips were submitted.	CSM - ACUITY CHANGE		
Pawtucket	123456790	Johnson	Lyndon	000-00-0000	6/29-8/24/15	\$ 17,340.00	Website has LTC segment as Medicare 6/1-8/24/15, should be Medicare 6/8-6/28/15, nursing home 6/29-8/24/15. Facility has indicated that slips were submitted.	CSM - ACUITY CHANGE		
Pawtucket	123456791	Edison	Thomas	000-00-0000	11/1-11/17/15	\$ 3,321.00	Website has LTC segment as Medicare 11/1-11/23/15, should be nursing home 11/1-11/17/15. Facility has indicated that slips were submitted.	CSM - ACUITY CHANGE		
Pawtucket	123456792	Roosevelt	Franklin	000-00-0000	8/20-9/9/15; 9/24/15-2/29/16	\$ 45,805.00	Website has LTC segment as Medicare days from 7/8/15 to present; should be Medicare 7/8-8/19/15, nursing home from 8/20-9/9/15, Medicare from 9/10-9/23/15 and nursing home from 9/24/15 on. Facility has indicated that slips were submitted.	CSM - ACUITY CHANGE		
Pawtucket	123456793	Monroe	Marilyn	000-00-0000	6/6-6/11/15	\$ 1,852.00	Website has LTC segment as Medicare 6/6-6/11/15, should be nursing home from 6/6-6/11/15.**Charges retroed to Medicaid after corresponding PMD balance was written off.	CSM - ACUITY CHANGE		
Pawtucket	123456794	Lincoln	Abraham	000-00-0000	1/31-2/29/16	\$ 6,388.00	Website has LTC segment as Medicare days from 1/16 to present; should be Medicare 1/5-1/30/16, nursing home from 1/31/16 on.	CSM - ACUITY CHANGE		
Pawtucket	123456795	Theresa	Mother	000-00-0000	8/31-9/22/15	\$ 3,694.00	Website has LTC segment as Medicare days from 8/21-9/22/15; should be Medicare 8/21-8/30/15, nursing home 8/31-9/22/15.	CSM - ACUITY CHANGE		
Pawtucket	123456796	Kennedy	John	000-00-0000	12/1-12/10/15	\$ 2,772.00	Website has LTC segment as Medicare days from 12/1-12/10/15; should be nursing home 12/1-12/10/15. Facility has indicated that slips were submitted.	CSM - ACUITY CHANGE		
Pawtucket	123456797	King	Martin	000-00-0000	02/29/16	\$ 238.00	Website has LTC segment as continuous nursing home from 1/15/16 on. It should be nursing home 1/15-2/23/16, 2/29-3/12/16 and 3/22/16 on to reflect discharges.	CSM - DISCHARGE		
Pawtucket	123456798	Churchill	Winston	000-00-0000	1/19-1/27/16	\$ 1,883.00	Website has no LTC segment for 1/19-1/27/16 when client was readmitted from the hospital. It should be nursing home for these dates. Facility has indicate that slips were submitted.	CSM - ADMIT		
	123456799	Gates	William	000-00-0000	9/1/15-11/14/15	\$12,654.12	Segments not coded properly for billing. Nursing home submitted SLIPS however dates do not match in Medicaid Portal. Believe to be a data entry error. SNF days should be from 9/1/15-11/14/15.	CSM - SEGMENT		
Grandview Center	123456800	Ali	Muhammad	000-00-0000	06/01/15	\$4,450.00	Resident was picked up for 6/16/15 with a high AI of \$2914.95 but also paying at private pay from 6/1/15-6/15/15. Called Ana and she explained that was due to the resident being over resource for the month of June so had to have a resource reduction.	APPLIED INCOME		
Warren Center	123456801	Gandhi	Mahatma	000-00-0000	Current	\$ 13,122.25	Resident's AI for the month of March was increased as the result of spend-down, but spend-down should have applied to back balance owed to facility in the amount of \$10,930.00.	APPLIED INCOME		
Warren Center	123456802	Thatcher	Margaret	000-00-0000	Current		At what date will this resident's Medicaid be up for redetermination?	REDETERMINATION		
Warren Center	123456803	Columbus	Christopher	000-00-0000	Current		At what date will this resident's Medicaid be up for redetermination?	REDETERMINATION		
Warren Center	123456804	Orwell	George	000-00-0000	Current		At what date will this resident's Medicaid be up for redetermination?	REDETERMINATION		
Warren Center	123456805	Darwin	Charles	000-00-0000	Current		At what date will this resident's Medicaid be up for redetermination?	REDETERMINATION		
Warren Center	123456806	Da Vinci	Leonardo	000-00-0000	Current		At what date will this resident's Medicaid be up for redetermination?	REDETERMINATION		
Warren Center	123456807	Picasso	Pablo	000-00-0000	Current		At what date will this resident's Medicaid be up for redetermination?	REDETERMINATION		

CRANSTON	Long Term Care Office
EAST PROVIDENCE	Long Term Care Office
NEWPORT	Long Term Care Office
PROVIDENCE	Long Term Care Office
WOONSOCKET	Long Term Care Office
PENDING CASES ROOT CAUSES & DEFINITIONS	
APPEALS	To be used by either side to inquire to the status of an appeal or to indicate a case is in appeals.
APPROVED	Worker will use this to denote when a case from the list was able to be approved
DENIED	Worker will use this to denote when a case from the list was denied
LEGAL DEPT	To be used by either side when seeking an update on a case in the LTSS Legal Dept for review
OMR-LOC	To be used when seeking an update from OMR paperwork submitted or to denote if a case is only waiting for OMR decision
PENALTY ASSIGNED	Worker will use this to denote when a penalty has been assigned to a case
SNF ACTION REQUIRED	Worker will use this to denote if there is action required on the part of the Skilled Nursing Facility or responsible party
SUPERVISOR ACTION REQUIRED	To be used by either side to denote when a case requires an action from the LTSS Supervisor
VERIFICATION CHECKLIST REQUEST (DHS25 ON FILE)	To be used by SNF when requesting a copy of the Rdoc or request for information issued by the worker (Signed DHS25 authorization must be on file to receive)
VERIFICATIONS OUTSTANDING	Worker will use this to denote when verifications from responsible party or SNF are preventing them from finalizing a case
VERIFY RECEIPT OF APPLICATION, WORKER ASSIGNED	To be used by SNF to confirm receipt of application, worker assigned to case
WORKER ACTION REQUIRED	To be used by either side to denote when a case requires an action from the LTSS worker
OTHER	To be used by either side when no other root cause applies. When using "OTHER" it is necessary to put a detailed note in the appropriate column so the other side is clear as to what the request or response is.
APPROVED-BILLING ISSUES ROOT CAUSES & DEFINITIONS	
All of the below root causes are to be used by both the SNF and LTSS	
APPLIED INCOME	Used to denote an Applied Income "AI" discrepancy needing correction
CSM - ADMIT	Admission date discrepancy error
CSM - DISCHARGE	Discharge date discrepancy error
CSM - REFERRAL	Referral date discrepancy error
CSM - ACUITY CHANGE	Date discrepancy with segments between skilled and non skilled stays
PEME	Pre-eligibility medical expenses (PEME). To be used when diversion of income has been approved however the system is showing otherwise
REDETERMINATION	Used to denote redetermination error or unprocessed, erroneously termed benefits during the redetermination process
RUGS/RATE	Used to denote discrepancies with RUG scores and rates for billing
OTHER	To be used when no other root cause applies. When using "OTHER" it is necessary to put a detailed note in the appropriate column so the other side is clear as to what the request or response is.