

**Provision of Long Term Care Options Counseling and  
Long Term Care Consultation  
Protocols with Step-by-Step Instructions for Lead Agency Assessors  
and Case Managers/Care Coordinators  
Updated: Effective July 1, 2012**

**Overview**

All prospective residents entering Minnesota registered housing with services settings must have the opportunity to receive Long Term Care Options Counseling prior to signing a lease or service contract with a Registered Housing with Services establishment, with some exemptions and exceptions which are outlined below. All prospective residents must receive verification of counseling which is issued through a verification code. Registered housing with services settings are required to obtain a copy of this verification prior to signing the lease or service contract during all planned moves, and retain a copy of this verification in the resident's file.

Verification codes will be provided to prospective residents that receive Long Term Care Options Counseling. Codes will also be provided in the event the prospective resident declines to receive Options Counseling.

The phone-based Long Term Care Options Counseling is provided by the statewide Senior LinkAge Line® by calling 1-800-333-2433. Long Term Care Consultations (LTCC), face-to-face assessments, are provided by the Lead Agencies which include counties, health plans and tribes. Verification codes are provided by the Senior LinkAge Line®. However, As of September 1<sup>st</sup>, 2012 Lead Agencies will automatically generate and provide the verification code to consumers through MMIS where an approved screening document has been entered when a Long Term Care Consultation (face-to-face assessment) is conducted.

These protocols are intended to provide information to Lead Agencies about implementation of this service with a step-by-step approach, and reflect typical questions posed by Lead Agency and other staff about requirements and implementation. For more information, see DHS Bulletin #11-25-06, this bulletin can be found at [www.dhs.state.mn.us](http://www.dhs.state.mn.us) and click on bulletins. The bulletin is in the process of being updated. Additional information may also be found in the "Frequently Asked Questions" document at <http://www.mnaging.org/advisor/lccea.aspx> for scenarios that have been presented to the staff for response.

**Exemptions and Exceptions:**

Individuals who meet the following exemptions and exceptions do not need a verification code:

- Consumers who are entering into or have a lease-only arrangement with a subsidized housing setting (see the definition of subsidized housing below).
- Consumers who have received a face-to-face Long Term Care Consultation and received verification of this consultation through a verification code.
- Consumers currently received or are being evaluated for hospice services from a licensed hospice provider.
- Consumers who developed a long-term care plan 12 months prior to signing a lease or contract. The plan needs to include the following:
  - The plan lists an alternate decision maker if the individual is unable to make their own financial or health care decisions.
  - The plan covers the financing of the rent and service costs for 60 months after the date you move, and does not include public program payments, such as Medical Assistance or Group Residential Housing.
- The consumer moves into the housing setting on an emergency basis.

*\*\*Special Note for subsidized housing settings. The definition of subsidized housing that the Senior LinkAge Line® has been directed to use is the following:*

The Quality Housing and Work Responsibility Act of 1998 at § 579(a)(2) (42 U.S.C. § 13664(a)(2)) defines the term federally “assisted” housing as public housing, tenant and project-based section 8, section 202 (elderly congregate housing) of the Housing Act of 1959 (before and after the enactment of the Cranston-Gonzalez National Affordable Housing Act, section 811 of the Cranston-Gonzalez National Affordable Housing Act (disabled congregate housing), sections 221(d)(3) and 236 of the National Housing Act and section 514 or 515 (rural housing) of the Housing Act of 1949. At the state level there are also projects supported by 42 USC 1437 - Sec. 1437f. These are low-income housing assistance projects that have been funded with either the Low-Income Housing Tax Credits (Internal Revenue Code Section 42) and/or the Tax-Exempt Private Activity Bonds issued and falling under the jurisdiction of Minnesota Housing and are commonly referred to as subsidized or public housing.

The exemption for lease only arrangements will apply to:

- Any registered housing with service setting that falls under the definition of one of the federal or state assisted housing programs listed above and is required to register as a housing with services provider (mandatory) or,
- A registered housing with services provider that is not required to register but chooses to do so under Minn. Stat. 144D.025 (which is optional to the provider.)
- People who have Tenant Based Section 8 Vouchers. Please make note that this exemption will apply to people who are using Section 8 vouchers (this is a federal program that provides a subsidy to an individual and not a setting) and therefore prospective residents with Tenant-based Section 8 Vouchers that are entering into lease only arrangements do not need to call for Long Term Care Options Counseling and seek

verification of counseling. However, unless the setting qualifies under one of the exemptions above, the setting itself is not exempt.

### Special Conditions:

Waiting Lists - Consumers on registered housing with services' waiting lists should be encouraged to call and receive Long Term Care Options Counseling now so they can obtain their Options Counseling and verification as soon as possible.

Married couples – Married individuals should both receive counseling and verification if both people are considering a move to a registered housing with services setting.

People moving from out-of-state – Individuals moving from out-of-state to a Minnesota registered housing with services setting must call and receive counseling and verification before signing a lease or service contract.

### Individuals Who Have Received a Long Term Care Consultation Assessment:

- Consumers on EW, CAC, CADI, BI or AC with a Case Manager or Care Coordinator: Each person on a waiver program listed will need to obtain a verification code prior to signing or executing a lease or service contract with a registered housing with services setting, unless they are exempt as described above. Verification codes will be automatically generated in MMIS after September 1, 2012 when an assessment of types 02, 04, 06 and 08 are entered and a screening document is submitted successfully into MMIS. This code can be provided to the consumer using the standard form attached to the memo issued to Lead Agencies. If a person contacts the Senior LinkAge Line® directly, and the staff discover the person has a case manager or care coordinator, Senior LinkAge Line® staff will issue the verification code to the person or provide the verification code listed in MMIS, and contact the case manager or care coordinator listed in MMIS.
- Consumers who have received an assessment from a Long Term Care Consultant but who do not enter a waiver or AC program: Each consumer assessed by a Lead Agency staff, who is not yet eligible for or does not intend to apply for a waiver will need to have a verification code prior to signing or executing a lease or service contract with a registered housing with services setting. As of September 1, 2012 the Lead Agency staff can generate a code for assessed consumers. The verification code is created when an assessment with the type code 02, 04, 06 or 08 are entered and a screening document is submitted successfully into MMIS.
- Consumers under the age of 65 admitted into a nursing facility for longer than 40 days who received a face-to-face Long Term Care Consultation assessment do not need to receive Long Term Care Options Counseling provided by the Senior LinkAge Line®. Each person however, will need to obtain a verification code prior to signing or executing a lease or

service contract with a registered housing with services setting. The verification code should be automatically generated when an screening document is successfully submitted into MMIS.

- Consumers who have received a face-to-face Long Term Care Consultation either through a county or other agency referral will not need to seek Long-term Care Options Counseling provided by the Senior LinkAge Line®. Each person however, will need to obtain a verification code prior to signing or executing a lease or service contract with a registered housing with services setting. . The verification code should be automatically generated when an assessment is successfully submitted into MMIS.

### **Step-by-Step Process for Lead Agencies:Prospective Residents Entering Minnesota Registered Housing with Services**

**Process for prospective resident who has not previously been assessed by a Lead Agency nor received Long Term Care Options Counseling from Senior LinkAge Line® and who is not exempt as indicated previously. This step-by-step applies to all assessments conducted after September 1, 2012.**

*Step 1:* Prospective resident is referred to the Lead Agency for a functional assessment, known as the Long Term Care Consultation (LTCC) assessment. The referral is not the result of the individual contacting Senior LinkAge Line® or as a result of Long Term Care Options Counseling, after which a verification number would have already been generated by the Senior LinkAge Line®

*Step 2:* Assessor sets up an appointment with the prospective resident for the Long Term Care Consultation assessment.

*Step 3:* Prospective resident receives face-to-face functional assessment from assessor. Prior to receiving or during the assessment, assessor will have obtained a release of information from the consumer to share personally identifying information. This will allow for sharing information with the Senior LinkAge Line® staff, a communication needed until assessors can generate a verification code from MMIS directly.

*Step 4:* Activity Type 02 (Face to Face), 04 (Relocation/Transition Assessment), 06 (Reassessment) or 08 (CAC/CADI/BI Reassess 65<sup>th</sup> bday) is performed. The assessed individual will receive a verification code prior to signing or executing a lease or service contract with a registered housing with services setting.

*Step 5:* Once the approved screening document has been submitted successfully into MMIS, a verification code will be automatically generated and available in the screening document in MMIS. This verification code should be provided to the consumer both verbally, if possible, and in writing using the form sent in the Lead Agency memo. The paper copy should be mailed via U.S. Postal Mail to the consumer or caregiver.

*Step 6:* Prospective resident provides the registered housing with services a copy of the verification code in whatever manner they choose (verbally or by showing mailed copy).

*Step 7:* Registered housing with services follows its established business procedures for contract documentation and retains a copy for their record or file prior to signing or executing a lease with the resident.\*\*

\*\* Resident record or file may be defined by the setting. (e.g. paper, electronic or other file as determined by the registered housing with services setting)

### **Step-by-Step Process for Lead Agencies: Prospective residents who have a case manager or care coordinator**

If prospective resident is currently open to EW, AC, CAC, CADI or BI, the Lead Agency should follow these steps for consumers who received a screening prior to September 1, 2012 and need a verification code. For consumers who received a screening after September 1, 2012, the verification code should be listed in MMIS in the screening document.

*Step 1:* The Lead Agency should call the Senior LinkAge Line® at 1-800-333-2433 during business hours to obtain a verification code for the assessed prospective resident. The Senior LinkAge Line® is available Monday through Friday 8:00am through 4:30pm with the exception of state holidays.

*Step 2:* Using the Release of Information that was obtained before or during the LTCC assessment, the following lead agency staff information will need to be provided to the Senior LinkAge Line® in order to generate a verification code:

- Prospective Resident's First and Last Name
- Prospective Resident's Address
- Prospective Resident's Date of Birth
- Lead Agency Staff First and Last Name
- Lead Agency Staff County or Health Plan Name

*Step 3:* Senior LinkAge Line® will generate and provide to the verification code to the lead agency staff. The Lead Agency staff will need to share this information with the prospective resident.

*Step 4:* Senior LinkAge Line® will mail a copy of the verification code to the prospective resident via U.S. Postal mail.

*Step 5:* Senior LinkAge Line® records the verification code in the event it is needed by the prospective resident in the future.