INTRODUCING:

Ohio | Benefits
LONG-TERM CARE
benefits.ohio.gov/longtermcare

Ohio's new single entry point for accessing long-term care services and supports takes a "no wrong door" approach to linking individuals to vital information.

What is a Single Entry Point (SEP) agency?

Across Ohio, certain community partners have been approved by the Ohio Department of Medicaid to serve as local single entry point agencies for individuals seeking long-term care services.

A "Single Entry Point" (SEP) agency is a physical location where an individual can speak one-on-one with a representative about the various options for which they may be eligible. The Ohio Department of Medicaid has partnered with the Aging and Disability Resource Network (ADRN) to serve as the lead single entry points within designated regions across Ohio.

Single Entry Point agencies may also be referenced to as Ohio Benefits Long-Term Care agencies when individuals using the web portal are reaching out to a representative for assistance.

Statewide Toll-Free Number

Ohio Benefits Long-Term Care will be supported by a toll-free number. When launched, the toll-free number will connect individuals to nearby SEP agencies through a call-routing and customer service center.

Callers will be connected to their local SEP agency according to their zip code.

While Individuals may call the toll-free number 24/7, SEP hours of operation will be: M - TR: 7a-7p, F: 7a-5p, Sat: 8a-5p.

Important Updates on LOTISS & *Ohio Benefits Long-Term Care*

Work around Ohio's balancing efforts is gearing up, and we wanted to provide our partners with updates on the latest happenings.

Progress continues on the LOTISS system and we are well on target of achieving our completion date of June 25, 2015. However, in order to ensure sufficient time for training and testing of the LOTISS system, we are postponing the official launch of *Ohio Benefits Long-Term Care* until after August 2015.

The later public launch date will provide our many partners added time to master the LOTISS system and acclimate it to their current processes. Additionally, over the course of the summer, Ohio Medicaid will engage you in a series of training activities leading up to the go-live date.

Please keep an eye on future Info Blasts for more information and the announcement of a the public launch date.

Comprehensive Information & Referral Website

Benefits.Ohio.gov/longtermcare will be an information and referral website for Medicaid-funded long-term care services and supports.

The site will:

» Assist individuals with financial and program eligibility determination.

» Provide a list of long-term care services and supports available through other resources, including locally funded programs and private pay options.

» Connect individuals to an initial screening tool called the *Long-Term Care Questionnaire*. Completed by the individual, this tool will collect information about their perceived needs and potential Medicaid eligibility.

» Be used by case managers, hospital and nursing facility discharge planners, social workers, and other professionals.

Please Note: Until the site is launched, Benefits.Ohio.gov/longtermcare will take individuals to the Ohio Benefits homepage: Benefits.Ohio.gov where they can learn more about Medicaid eligibility and other state-administered programs.

QUESTIONS? E-MAIL US:
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