



OFFICE OF LONG-TERM LIVING BULLETIN

ISSUE DATE

January 16, 2018

EFFECTIVE DATE

January 16, 2018

NUMBER

59-18-01

SUBJECT:

Standardized Participant Information Packet


Kevin Hancock
Acting Deputy Secretary, Office of Long-Term Living**PURPOSE:**

The purpose of this bulletin is to introduce the new Office of Long-Term Living (OLTL) Participant Information Packet, which provides accurate and updated standardized informational materials for service coordination and enrollment staff. The goal is to ensure that all involved agencies are providing participants with uniform information.

SCOPE:

This bulletin applies to the OLTL's Independent Enrollment Broker (IEB) and Service Coordination Entities (SCEs) that provide services to participants in the Aging, Attendant Care, Independence and OBRA waivers and the Act 150 Program.

BACKGROUND:

OLTL is required under the 1915 (c) waivers and 55 Pa. § 52.14(i) to provide accurate, consistent information to program participants. On May 20, 2013, OLTL issued a participant informational packet to ensure that all involved agencies provide participants in waiver and the Act 150 Program with consistent and uniform information. On July 12, 2013, a second bulletin was issued with information on abuse, neglect, and exploitation, as well as the self-directed model. Finally, on November 14, 2013, OLTL issued a third bulletin containing additional information on appeal and fair hearing rights.

DISCUSSION:

OLTL has updated all informational materials relating to program participants and compiled them into a single participant information packet attached to this bulletin. The materials have been updated to reflect the agency's current name, the Department of Human Services (DHS). A new Act 150 information sheet has been included for participants in the Act 150 Program. OLTL will continue to provide updated materials as the need arises.

PROCEDURES:

Effective immediately, the IEB enrollment staff shall provide the attached informational materials to waiver and Act 150 participants at the time of enrollment. SCEs shall provide the attached informational material to waiver and Act 150 participants at the time of their annual redeterminations. When providing informational materials to participants, SCEs shall include the OLTL Limited English Proficiency tagline form. An interactive version of the form is available at http://dhs.pa.gov/cs/groups/webcontent/documents/form/c_265659.pdf.

Enrolling agencies and SCEs shall ONLY use information provided by OLTL that conveys guidance and information about policies and processes for OLTL waivers and the Act 150 Program. Issuance of the participant informational materials is not intended to prohibit involved agencies from providing resource materials that help waiver participants find and secure non-waiver services. Also, if involved agencies are required by law to provide additional information to participants (such as privacy rights), they should follow the advice of their counsel.

This bulletin rescinds OLTL Bulletins 51-13-04, 55-13-04, 59-13-04 issued on May 20, 2013; 51-13-06, 55-13-06, 59-13-06 issued on July 12, 2013; 05-13-10, 51-13-10, 55-13-10, 59-13-10 issued on November 14, 2013; and any other OLTL policy documents or parts of policy documents that are inconsistent with this bulletin's contents.

Attachments:

Participant Information Packet

COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:
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