



Independence for People with Disabilities

January 29, 2013

Mo HealthNet Oversight Committee

Committee Members:

Enclosed is a brief summary of the continuing problems and struggles our participants are experiencing with the new spend down rules, FSD workers, and their ability to access medical care. These examples, and many others, have been occurring on a regular basis since the implementation of the new spend down rules. Limited efforts have been made to address these issues system wide.

Lack of Clarity and Consistency with Paperwork

In the past month, at least eight participants in our Consumer Directed Services program have reported difficulties with submitting their paperwork documenting their medical expenses to FSD. After submitting paperwork to FSD staff, individuals have been told that their paperwork is not acceptable, it is not the right paperwork, or they need to submit additional documentation. Individuals have submitted FSD approved provider forms, medical bills, and prescription receipts and been told that they are not acceptable. FSD staff does not adequately clarify why it is not acceptable and what the individual needs to do to correct it. This situation is resulting in lengthy delays to the individuals' eligibility and receipt of Medicaid services.

Failure to Process Paperwork in a Timely Manner

The failure to process paperwork of medical expenses in a timely manner is a huge issue that has not seen any improvement. Individuals have waited as long as two to three months to finally have their submitted paperwork processed properly. During this time, these individuals are not eligible for Medicaid and go without vital services such as medicine, personal care services, and medical transportation. On numerous occasions, FSD workers have told our participants that they are extremely backlogged and extremely understaffed. This delay in processing also occurs when individuals opt to send in a payment to meet their spend down.

Lack of Communication from FSD Staff

Our participants tell us on a daily basis that they have not been able to speak with anyone at FSD about their spend down. Individuals have been told they no longer have a designated case worker and upon contacting the new designated spend down units they have also failed to get a response. FSD staff has not responded to voicemail messages, emails, and faxes in a timely manner. Our participants turn to Paraquad for guidance and advocacy.

5240 Oakland Avenue St. Louis, MO 63110
voice: 314-289-4200 tty: 314-289-4252 fax: 314-289-4201



Independence - Choice - Opportunity - Empowerment
www.paraquad.org

Recently, FSD has created five designated regional spend down units to solely focus on processing spend downs. Participants have not reported any improvements to the aforementioned problems. In addition, at least five individuals have lost their consumer directed services attendant care because their attendants have not been paid for months. Many individuals with disabilities rely on attendant services to help with activities of daily living and to maintain their independence in their own homes. The current spend down requirements create barriers for these individuals and cause significant risks to their health.

Paraquad appreciates your attention to this issue.

Sincerely,


Kimberly Lackey
Staff Attorney