



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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To: Long Term Care Medicaid Providers

From: Division of Welfare

Date: May 6, 2016

RE: Changes coming to Division of Welfare's Long Term Care Unit Phone System May 16th

The Idaho Department of Health and Welfare's Long Term Care Unit assists Medicaid participants and providers by determining eligibility for nursing home or personal care services, providing admission/discharge date information, connecting with a nurse reviewer, and answering other questions about long-term care eligibility.

New phone system functionality will be available when calling the Long Term Care Unit at 866-255-1190 beginning May 16th. Upgrades to the phone system will not impact our hours. Staff will still be available 8:00am to 5:30pm Mountain Standard Time (MST), or 7:00am to 4:30pm Pacific Standard Time (PST).

The current system allows callers to leave a voice message if staff are unavailable, and messages are returned within two business days. While the option to leave a voice message is no longer available, the new system is much more efficient. Callers may either wait for the next available staff person or leave a number for a call back. Callbacks will be automatic if the hold time is longer than five minutes. Callbacks are returned within one hour, and all registered callbacks are returned on the same business day. The following steps will help you to navigate the system:

- Wait for the general greeting to play.
 - Press 1 if you want a call back at the number you are calling from.
 - Press 2 if you want a call back at a different number than the one you are calling from. It must be 10 digits such as 2085551234. *If your number requires an extension to reach you, you must press 2 to enter your number and extension.*
 - The system will confirm the number it will call you back at. **Do not hang up.**
- It will be important that you wait for the system to hang up on you in order to log your callback. Once logged, you should expect a call back within 30 minutes. It is also important to note that the staff person who calls you will only have your phone number and will not have any other information pertaining to who called or the reason for the call.
- If the Department returns the call and the caller is unable to answer, staff will leave a message and you will need to try your call again.

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If you reach the Long Term Care Unit outside of normal business hours, or you prefer not to wait for a call back, you may also reach us using any of the following options:

- **Call** 877-456-1233 (Monday through Friday, 8:00am-6:00pm)
- **Fax** 866-434-8278
- **Email** MyBenefits@dhw.idaho.gov.
- **Send mail** to Self-Reliance Programs: PO Box 83720, Boise, Idaho 83720-0026
- Customers can try our newest option to view benefits and report changes via our online idalink portal at idalink.idaho.gov.

If you have questions about the new Long Term Care Unit phone system, please contact Tonya Standerfer, standerf@dhw.idaho.gov.