

## Can I appeal a change to my services?

Yes. If you want to appeal a decision about your services, you must send a copy of:

- Your Notice of Decision
- An explanation of why you are appealing
- Any additional information to support your appeal to:

### Hearing Coordinator

Idaho Dept. of Health and Welfare  
Administrative Procedures Section  
PO Box 83720  
Boise, Idaho 83720-0036  
Fax: (208) 334-6558

## What if I want to file a complaint or a report?

To file a complaint or to report abuse, neglect, or exploitation, you can contact:

- Your local law enforcement
- Adult Protection through the Area Agency on Aging: 1 (800) 926-2588
- Your local Medicaid office
- 2-1-1- Idaho CareLine: (Dial 2-1-1)
  - Dial 2-1-1
  - 1 (800) 926-2588
  - Send a text message to 898211 with ZIP code and inquiry.

## How can I get more information?

If you have questions or need more information about how to qualify for these services, please call your local Medicaid office:

### Region 1 – Coeur d’Alene

(208) 769-1567

### Region 2 – Lewiston

(208) 799-4430

### Region 3 – Caldwell

(208) 455-7150

### Region 4 – Boise

(208) 334-0940

### Region 5 – Twin Falls

(208) 736-3024

### Region 6 – Pocatello

(208) 239-6260

### Region 7 – Idaho Falls

(208) 528-5750

# Long-Term Care Services and Supports

## What you need to know



Idaho Department of Health and Welfare  
Division of Medicaid



## How do I find out if I can get long-term care services?

If you need services to remain independent in your home or community, a Medicaid nurse can evaluate your needs. Based on your level of need, you may be able to get long-term services and supports from Idaho Medicaid.

## What can I expect from my caregiver?

Your caregiver should:

- Provide care as listed on your Service Plan.
- Provide care as scheduled.
- Provide services in your home and only perform services when you're there.
- Only provide services to you, not other household members.
- Complete a "Progress Note" for every visit.

**Important Note:** Progress Notes are a legal document so read them carefully before signing them. When you sign, you're saying that the services provided and the time spent in your home is accurate. Services not done and time not spent that is billed to Medicaid is fraud.

## How do I know if I'm dual-eligible?

If you're over 21 and enrolled in Medicare and Medicaid you're "dual-eligible" and can enroll in the Medicare Medicaid Coordinated Plan (MMCP) through Blue Cross of Idaho and get long-term care services and supports in one coordinated plan. The Plan is called True Blue Special Needs Plan. Contact Blue Cross of Idaho at 1 (888) 495-2583 or [www.truebluesnp.com](http://www.truebluesnp.com) to enroll.

## What long-term care services are available?

You might qualify for these services through Medicaid's Aged and Disabled Waiver, Idaho State Plan services, or the Medicare Medicaid Coordinated Plan (if you're dual eligible):

- Personal Care Services
- Adult Day Health
- Adult Residential Care
- Specialized Medical Equipment & Supplies
- Non-Medical Transportation
- Attendant Care
- Chore Services
- Companion Services
- Consultation
- Dental Services
- Home Delivered Meals
- Homemaker Services
- Environmental Accessibility Adaptations
- Personal Emergency Response System
- Respite Care
- Skilled Nursing
- Supported Employment
- Habilitation

## What information will I get if I qualify for these services?

Your provider should give you a folder that includes:

- Your Rights and Responsibilities
- Advanced Directives
- Progress Notes
- Your Service Plan
- Notes from your supervising nurse (when authorized)

This folder must be kept in your home while you are receiving services and must be in a place where it's easy to find and use.

## Can my long-term care services be changed?

Yes. The amount and type of service hours you get can be changed as your needs change, your health improves, or your health declines. You'll receive a "Notice of Decision" from Idaho Medicaid if your services change. If you have a change in your condition, contact your agency. An agency nurse will visit you, evaluate your change, and contact the Medicaid nurse reviewer.

## Share of Cost

you may have to pay for a portion of your services. For more information please call Self Reliance at 1 (877) 456-1233