

## MEDICAID IN-HOME SERVICES

If you are low income and need help so that you can stay independent and safe living at home, you can request Medicaid home-based services. This program can pay for service providers to help you with:

- Bathing, dressing, hygiene
- Mobility and transfers\*
- Using the bathroom\*
- Housekeeping, laundry
- Meal preparation, eating\*
- Memory or confusion\*
- Shopping, transportation
- Medical equipment
- Medication

\* To qualify for in-home services, a person must need significant help in at least one of these key categories. If you need help in at least one of these categories, you can take the steps below to see if you qualify for help at home.

1) To start the process, call the Oregon Aging and Disability Resource Connection at 855-673-2372 and enter your zip code to be connected to your local office. Once you are connected to your local office, ask to be evaluated for “Medicaid services”.

2) When a Medicaid Service Screener calls you back, you should ask to be screened for in-home services to help with your activities of daily living. Explain that you want to continue to live independently in your home, but need assistance to make that possible.

3) The county should then schedule you for a longer interview with a caseworker. To be prepared for that interview, you can review the attached questions and have a list of your medications and doctor names ready to provide the worker. You can have someone else with you during the assessment. The assessment will likely take place at your home unless there is a good reason to do it over the phone.

4) You should get a written decision in the mail about whether you qualify for in-home services within 45 days after the interview.

5) If the decision says you are not eligible for in-home services, or gives you fewer in-home service hours than you really need, you have a few options:

a) You can appeal the decision if you are told you are not eligible for in home services. You can also request a re-assessment.

b) If you qualify for in home care, but you aren't give enough hours of care to meet your needs, you can ask for “exception hours”, or you can appeal the decision and explain that the number of care hours you've been given aren't enough to meet your needs.

c) You can request a hearing (appeal) by filling out an Administrative Hearing Request (form MSC 0443). A copy of this form should be included in the decision packet sent to you. If not, ask your caseworker for a copy or download from <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/me0443.pdf>. You need to file an appeal within 45 days if you want to challenge the decision.

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6) Once you are approved for hourly help, you need to hire a caregiver. Ask your caseworker if you need additional help finding caregivers through an agency, or if you want to hire a family member or friend to be your caregiver

7) Once you start getting in-home services, expect to be re-evaluated at least every year. If your functioning worsens and you need more help, call your county caseworker to ask for an immediate re-evaluation. If your re-evaluation results in a reduction in hours that you do not agree with it, you can take any of the steps in #5. If you want to keep your services hours at the previous level while you appeal, you must appeal the decision prior to the effective date **or** within 10 days of the decision date on the notice, **and** request ongoing benefits during the appeal.

**Preparing for an evaluation:** A caseworker will schedule a time to ask you questions to determine your eligibility for in-home care services.

Some people are embarrassed to explain how hard it is for them to accomplish tasks. Others simply may not realize how challenging tasks have become. It is important to be totally honest with the caseworker and explain how hard each task is for you when you try to attempt that task without any help. It is also important to explain if you have some good days and some bad days how your functioning changes day-to-day.

When you are thinking about how much help you need with tasks, take time to consider if you need help every single time you try to do the task, only once a day, once a week or at some other frequency.

It is also important to know that the caseworker will be observing you during the assessment to see what tasks you are able to do independently. For example, if you told the case worker that you always need help to stand up from a seated position, but then stand up without help during the assessment, the caseworker will notice this inconsistency.

Below are some questions you may be asked during an initial or re-assessment interview. If possible, review these questions with someone who knows you well and can remind you of areas where you need help.

- Provide the names and addresses of all your doctors.
- Provide the names and dosages for each of your medications.
- Are you able to walk around inside your house by yourself?
- Do you use a walker or cane?
- Have you fallen in the last 30 days? While walking? Getting in or out of bed?
- If you fell, were you able to get up on your own?
- Do you have any medical conditions that make walking difficult?
- When you go outside, are you able to safely walk by yourself?

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- Do you ever need anyone to use their hands to help you walk outside?
- Can you get in and out of bed by yourself safely? Do you need any help getting in and out of a chair?
- If you are in a wheelchair, do you need help repositioning?
- Are you able to get in and out of the shower by yourself safely?
- When you are in the shower, are you able to wash yourself?
- Are you able to brush your teeth, comb your hair, shave or do all the other things to keep yourself clean that you desire?
- Do you need any help clipping your fingernails or toenails?
- Can you pick up a fork, poke food, put food in your mouth, chew and swallow?
- Do you use a catheter? If so, do you need help putting it in or taking it out?
- Can you walk to the toilet on your own?
- Can you get your pants down and sit on the toilet?
- Can you get on and off the toilet by yourself?
- After you use the toilet, are you able to completely clean yourself?
- Do you use incontinence supplies? If so, do you need help changing them?
- Are you able to dress and undress yourself?
- Are you able to keep track of when bills are due and pay them on time?
- Do you know what medications you need to take and why?
- Do you know how much of medication you need to take?
- Do you know when you need to take your medications?
- Do you need someone to remind you to take your medication?
- Are you able to drive? If not, how do you get around? Do you need help arranging rides?
- Are you able to select your groceries, pay for them, and get them into your house?
- Can you describe your process for doing laundry?
- Can you describe your process for making breakfast? Lunch? Dinner?
- How well are you able to do housework?
- Do you ever need any help during the night? What do you need help with during the night, and how many times a night do you need help?