

Hypothetical Session 1

Jorge is an 85-year old man who receives MMA and LTC through his managed care plan. He is in a wheelchair and requires a nursing home level of care. He went to visit his sister in Mexico for a month; because of COVID his plane back was canceled, and he had to stay extra months. When he returned his LTC benefits, including meals on wheels and home health services, were terminated. His niece, who has Power of Attorney and gets all his notices says she never got a written notice of the HCBS ending. She said that his Medicaid remains in effect. When she called plan to ask what happened, was told: “looks like it was terminated because out of country (not a resident) and he did not show met LOC at the redetermination time.”

Should this have happened during COVID/after COVID?

How can you help him get his HCBS benefits reinstated?