



## APPLE HEALTH (MEDICAID) MANUAL REVISION

Revision #	034
Chapter / Section	Long term services and supports (LTSS)/ Equal Access – Necessary Supplemental Accommodation (NSA) and long-term services and supports
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### Summary of Revision

<https://www.hca.wa.gov/free-or-low-cost-health-care/program-administration/equal-access-necessary-supplemental>

Updated current procedures on equal access and the effect on LTSS Medicaid eligibility.

Apple Health (Medicaid) Manual revision via track changes:

<https://www.hca.wa.gov/free-or-low-cost-health-care/program-administration/equal-access-necessary-supplemental>

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## Equal Access - Necessary Supplemental

# Accommodation (NSA) and Long-Term services and supports

Revised 1/1/2018

**Purpose:** To explain Aging and Long Term support administration (ALTSA) policies related to NSA and long-term care.

Necessary Supplemental Accommodation (NSA) is also known as equal access (EA)

## NSA-Equal Access and clients receiving long term services and supports (LTSS)

Apple Health Equal access services Aging and Long-Term support administration (ALTSA) has additional policies for individuals receiving ALTSA services.

Refer to chapter 3 of the long-term care manual used by ALTSA/HCS social services for the responsibilities of the HCS SW or AAA case manager. All ALTSA LTSS clients are treated as if they are NSA and their special needs are documented in the CARE assessment tool.

Individuals who have a mental, neurological, physical, or sensory impairment or other problems that prevent them from getting program benefits in the same way as those who are not impaired are considered in need of necessary supplemental accommodation/Equal Access. (WAC 182-503-0120)

Developmental Disabilities Administration (DDA) follows Policy 5.02 Necessary Supplemental Accommodation in the DDA policy manual.

## ALTSA/HCS Financial Worker Responsibilities

- Currently ALTSA individuals are presumed to be designated NSA (Necessary Supplemental Accommodation now known as Equal Access (EA)). EA accommodation plans are documented in ALTSA case files Comprehensive Assessment Reporting and Evaluation (CARE). NSA screens do not need to be completed in the ACES system as long as the plan is documented in CARE.
- If requested information needed to complete an application is not received, refer to the assigned social worker or case manager using the 07-104 for assistance in

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Discuss with individuals any issues that would hinder their ability to access DSHS programs and services and determine if they require any necessary supplemental accommodation/equal access services to ensure that they can submit the necessary information to the financial worker for an initial (or on-going) determination of eligibility for Medicaid. If the client requires or requests NSA/EA:¶  
Select "Yes" on the Care Plan screen that the individual has a need for a "NSA".¶  
Identify any special needs person may have which would impact their ability to complete the initial application for public assistance and any reviews for ongoing eligibility.¶  
Describe the plan in the comment box labeled "NSA description".¶  
Identify the family member, significant other, or other individual who can be identified as the person the financial worker can contact (requires Consent – DSHS Form 14-012).¶  
Assist individuals who are unable to manage this issue independently if no NSA is identified.¶  
**Example:** The individual has significant cognitive impairment and cannot be responsible for the application and eligibility review process. Her daughter, who is her DPOA, will be identified as the contact person for the financial application process.¶  
**Example:** The individual cannot read. All forms must be sent to the designated representative.¶  
**Example:** The individual has a hearing impairment so staff should not contact the individual by phone. Use the TTY system when appropriate.¶  
Implementing the Necessary Supplemental Accommodation (NSA) - Equal Access¶  
In addition to documenting NSA/EA information on the Care Plan screen, you must:¶  
Describe the needed special accommodations to the ALTSA financial worker on form 14-443 found in barcode under forms. Include the address of the person identified as the individual's representative.¶  
If the individual does not have anyone to assist them, indicate that HCS/AAA social workers or case managers will need to arrange for, or provide assistance with, completing forms, obtaining needed information, explaining the department's adverse actions, requesting administrative hearings, and providing follow-up contact on missed appointments. Social workers and case managers may be notified by financial workers that the individual needs further assistance with their Medicaid eligibility reviews to ensure that there is no interruption in Medicaid eligibility.¶

getting the needed information into the office. Check for a response after 10 days and make sure to contact the social worker [or case manager](#) regarding the status prior to denying the application.

- If an eligibility review or request for information to establish eligibility is overdue and information has been sent to the client with no response, refer to the individual [social worker or case manager](#) using the 07-104 for assistance in getting the needed information into the office. Do not terminate [LTC](#) with an overdue review prior to NSA steps taken.
- Complete a 07-104 referral to the client social worker or case manager requesting assistance in providing necessary information. Clearly indicate on the referral what is needed for continued eligibility and what is needed to assist the individual in providing that information.
- Make sure all attempts to assist the ALSTA client is documented including phone calls to the client, referrals or discussions with the social worker or case manager.

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## Processing Late Eligibility Reviews

It is the policy of ALSTA to ensure all clients receiving LTC services are given the required NSA/EA to services. See [LTC renewals](#) for complete instructions on processing late reviews.

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