***Long-Term Care (LTC)***

***CASE MANAGEMENT and CALL CENTER processes***

**Evaluate casework to better manage your time.** Review newly assigned applications to determine how long they will take to process. Plan ahead and prioritize according to dates (oldest first) and complexity.

**Priorities during PT (protected time)**: *10/20/30 lists, dashboard items that are due, and mainframe alerts; then work oldest items/tasks first.*

**Need additional PT?** Email: *HSEACCMonitoringTeam@countyofdane.com* and Cc Supervisor(s); subject line: *EBD/LTC <county>*; body o*f* email*:* include *RFA/Case #, a brief description and whether or not it is a spousal.*

When finished, return to “ready” status in Genesys.

**Case Comments** are very important for other workers who touch the case to understand what type of case it is and what it is pending for. Be specific and use ALL CAPS to highlight important things like: ASSET ASSESSMENTS, POTENTIAL DIVESTMENT, SPOUSAL APP, 1ST YEAR SPOUSAL RENEWAL, and LTC/WAIVER APP.

**Call center:** Calls that are complicated in nature (i.e. documents related to asset assessments, divestments, spousal, LTC or waiver applications), *set the filing date (when applicable for new applications)* and email: *HSEACapitalLeads@countyofdane.com*; subject line: *LTC <county of residence>*; body of email: *include RFA# and the type of LTC program they are applying for, and whether or not it is a spousal; include case# and brief description of action needed.*

The lead in the appropriate county will either schedule an appointment or contact the assigned ESS for follow-up. Cases that have simple documents (i.e. REP or address changes) to process, ESS are expected to adhere to the one-touch approach.

**Project work** will occur when calls are manageable and will typically consist of SMRFs, Renewals, Discrepancies and Documents.

Documents related to *asset assessments, potential divestments, and LTC/waiver applications* should only processed by the assigned ESS and can be skipped.