

ASSISTED LIVING MEDICAID WAIVER PROGRAM

When to call the Case Manager

(See Medicaid Resident Census – lime green)

Nursing **MUST** notify the Medicaid Case Manager within 1-working day when:

- Resident change of condition
- Increased level of care assistance
- ER visits
- Hospitalization OR Nursing Home placement
- Resident requires a Skilled Nursing Service (HHC services)
- Resident is not meeting financial obligations
- Resident requires implementation of risk agreement
- The resident is considering discharge process
- The facility is considering discharge process
- If a 30-day discharge was issued
- The consumer requests that you call 911
- ANY leaves of absence from the facility one day or more (even with family)
- Elopement
- FALLS
- Other incidents (reports)
- Allegations of abuse, neglect and/or exploitation
- Theft allegations
- Accidents
- Injuries
- Medication changes and medication errors (with adverse health implications)
- Environmental problems (ie) fire, flood
- Unknown/Unexpected illness
- Any negotiated agreements that may affect service delivery or money
- If the incontinence/DME provider coverage changes or is interrupted
- Contact at request of resident / POA