

LTSS Escalation Summary

January 15, 2019 - February 15, 2019

	Total
Complete	462
Pending State Action	347
Pending Deloitte	5
Pending DXC	131
Pending Client	7
Pending Provider	180
Total	1132

UPCOMING ACTIVITY

The LTSS Escalation Team has completed all Nursing Home Meetings as scheduled. We need to reschedule Summit and Riverview due to scheduling conflicts and timing of information submission by the providers. These will be scheduled and conducted before the end of February. There will also be a follow up scheduled with Cedar Crest.

The LTSS Escalation Team has initiated Post Processing with all available resources dedicated to completing all pending cases remaining for Nursing Homes. It is estimated this will be a 4-6 week process

Outreach was made to all Assisted Living Providers to gather their completed Communication Tools with the cases to be reviewed/processed. These are due back to the Team no later than 2/28 at which time they will be reviewed and volume assessed. Upon completion of the Post Processing effort for Nursing Homes, the Assisted Living cases will be initiated for review and scheduling of meetings.