

STATE OF NEW HAMPSHIRE
MEDICAID LONG-TERM CARE PROGRAM

APPENDIX A

BUREAU RESPONSE TO AUDIT



Nicholas A. Toumpas
Commissioner

Nancy L. Rollins
Associate Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF COMMUNITY BASED CARE SERVICES

BUREAU OF ELDERLY & ADULT SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3857
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Fax: 603-271-4643 TDD Access: 1-800-735-2964

June 24, 2009

The Honorable Marjorie K. Smith, Chair
Fiscal Committee of the General Court
Legislative Budget Assistant's Office
State House, Room 102
Concord, NH 03301

Re: Medicaid Long-Term Care Performance Audit.

Dear Chairman Smith:

Thank you for the opportunity to comment on the Department of Health and Human Services (DHHS) Bureau of Elderly and Adult Services (BEAS) Performance Audit of the Medicaid Long-Term Care System. The Audit Report, written by the Legislative Budget Assistant's Audit Division under the leadership of Jay Henry, Senior Audit Manager was completed in June of 2009. The Department wishes to express sincere thanks to Mr. Henry and the audit team for the time, energy and effort demonstrated as they reviewed each function linked to the provision of long-term care services. The team was professional, competent and respectful throughout the audit process always persevering to assure they had an accurate, thorough understanding of the complex long-term care system.

The purpose of the audit, as outlined by the Legislative Performance Audit and Oversight Committee, was to answer the following question: "Is the DHHS efficiently and effectively managing and coordinating eligibility determinations and service provisions for the State's Medicaid long-term care system for seniors and adults with disabilities?" In order to address the question the audit effort focused on the Department's

- Financial and medical eligibility determination process,
- Management and coordination of service provision, and
- Oversight of case managers, providers, and costs.

The Department concurs or concurs in part with each of the final audit observations and was encouraged the observations validated the strategic direction within the long-term care arena. Many of the observations support activity either already underway and offered a consultative perspective that helped to further define activity and direction. With the continued support of the Governor and Legislature, New Hampshire's frail and elderly can look forward to an integrated, comprehensive network of available services. The Department is proud of its success thus far while fully recognizing the enormity of the challenges that lay ahead.

June 24, 2009
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Please feel free to contact me at 271-4394 or at Kathleen.F.Otte@dhhs.state.nh.us should you have any questions regarding the Department's response to the Audit report and its observations.

Sincerely,



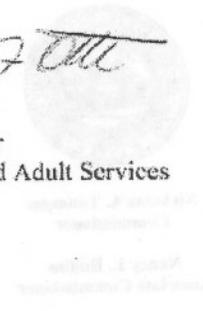
Kathleen F. Otte
Bureau Administrator
Bureau of Elderly and Adult Services

KFO/mml

MEMORANDUM FOR THE GOVERNOR

APPENDIX A

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
COMMUNITY BASED CARE SERVICES
BUREAU OF ELDERLY & ADULT SERVICES



JUN 24 2009

The Honorable Matthew P. Smith, Chair
Fiscal Committee of the Governor's Office
Legislative Budget Assistant's Office
State House, Room 103
Concord, NH 03301

Re: Medicaid Long-Term Care Performance Audit
Dear Chairman Smith:

Thank you for the opportunity to comment on the Department of Health and Human Services (DHHS) Bureau of Elderly and Adult Services (BEAS) Performance Audit of the Medicaid Long-Term Care System. The audit report, written by the Legislative Budget Assistant's Audit Division, was the leadership of the House. BEAS staff strongly was committed in June of 2008. The Department wishes to express sincere thanks to the House and the audit team for the time, energy and effort demonstrated as they worked with BEAS staff to ensure the provision of long-term care services. The team was professional, courteous and respectful throughout the audit process. BEAS staff was very helpful in providing information and ensuring the accuracy of the data. The audit team's efforts were greatly appreciated and we look forward to continuing our partnership to ensure the best possible outcomes for our Medicaid Long-Term Care System.

The purpose of this audit, as outlined by the Legislative Performance Audit and Oversight Committee, was to assess the following areas: "Is the BEAS efficiently and effectively managing and controlling eligibility determination and service provision for the State's Medicaid long-term care system? Are there any areas that need to be addressed to improve the audit effort focused on the Department's..."

- Financial and medical eligibility determination process
- Management and coordination of service provision and
- Oversight of care management, provider, and cost.

The Department of Health and Human Services is committed to providing quality care and services to all New Hampshire residents. The Department's mission is to join communities and families in providing opportunities for citizens to achieve health and independence. With the continued support of the Governor and Legislature, New Hampshire's health and elderly care look forward to an integrated, comprehensive network of accessible services. The Department is proud of its success that has helped recognize the success of the challenges that lay ahead.