

Deliverable for:
General NWD/SEP Structure
1.1 Standardized Informational Materials

New Hampshire
Balancing Incentive Program

Submission
October 31, 2012

NH Balancing Incentive Program

Deliverable for General NWD/SEP Structure

1.1 Develop standardized informational materials that NDW/SEP's provide to individuals.

In response to the request for Standardized Informational Materials, the State of New Hampshire is compiling all current materials provided to consumers and relating to Medicaid Long Term Care. Each material is being catalogued in order to develop an exhaustive compilation of the information available. The following chart summarizes the collection of materials to-date. The chart is organized by department and bureau and lists the title/author, target population, media/style, languages available, and general description of the content. This information highlights the covered populations, strengths, and weaknesses of current informational materials.

This collection of informational materials will be used as the foundation for the construction of consistent and standardized materials for all populations. A version of these materials may also be incorporated as preliminary information when the NH BIP website is activated. Progress toward developing standardized materials and the next round of deliverables is largely dependent on receiving NH approvals to obtain and deploy resources and proceed with the BIP. Subsequently, an RFP and contracting process will identify a project management entity to advance these efforts.

<u>Department</u>	<u>Title</u>	<u>Target Population</u>	<u>Media</u>	<u>Languages</u>	<u>General Content</u>
OLTCO	We Can Help	Consumers – all	Tri-Fold	English	OLTCO contact and general info on prevention, intervention, and advocacy
BEAS – SL	Caregiver Fact Sheet	Veteran’s Family Caregivers	Paper	English	Eligibility bullets relating to care of Veterans by family members
BEAS	Choices For Independence – Consumer Guide	Adults 18+ and family	Booklet	English Napali	General information and guidelines about the CFI Medicaid waiver
BEAS – SL	Choices for Independence Summary	Adults 18+ and Family	Paper	English	Two page summary of the CFI program
BEAS – SL	Home and Community Living Guide	Consumers – all	Short questionnaire	English	Survey to help guide/prepare consumers for community living
BEAS	Exploring the choices for independence program	Adults 18+ and Family	Tri-Fold	English Spanish	General information about and contacts for the CFI waiver
BEAS – SL	Service Link Brochure	Consumers – all	Tri-fold	English Spanish Nepali	General description of services and contact info for service links
BEAS – SL	Beware of Healthcare Fraud	Older adult Consumers	Tri-Fold	English	Information about protection from

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					healthcare fraud
BEAS – SL	Supporting Family Caregivers	Family Caregivers	Tri-fold	English	General info and contacts for family caregivers
BEAS – SL	Returning to the Community	Older adult consumers and family	Tri-Fold	English	General info and contacts regarding remaining or returning to the community from a facility
BEAS – SL	Understanding Medicare	Older adults	Tri-Fold	English	General info and contacts pertaining to Medicare
BEAS – SL	Options Counseling	Older adults and families	Tri-fold	English	General info establishing Service link as a contact for options counseling
BEAS – SL	ADRC Overview	Consumers – All	Paper	English	Overview of the roles and responsibilities of the ADRC program
BEAS – SL	SL Consumer Presentation	Consumers – all	MS PowerPoint Presentation	English	Presentation of the services and benefits of the SLRC
BEAS – SL	SLRC At-A-Glance	Consumers	Paper	English	Longer Service Link network description with Bios and contacts
BEAS – SL	SL Directory	Consumers	Paper	English	Contact information for all Service Link’s
BEAS – Adult	Abuse Hurts at Any	Consumers and	Tri-Fold	English	Description and

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Protective Services	Age	general public			contact information for recognizing and reporting adult abuse and neglect
BEAS – SL	SL-GSIL Postcard	Consumers	Postcard	English	Establishing a connection between SL and GSIL
BBH – OCFA	OCFA Brochure	Consumers, families, general public	Tri-Fold	English	General information and contacts for the OCFA
BBH	Peer Support Agencies Brochure	Consumers	Tri-fold	English	General description and contact information for the peer support agencies in NH
BBH	Mental Health Consumer Council	Consumers and providers	Tri-fold	English	General description, history, and contact info for the Mental Health Consume Council
BBH	It's All About You!	Consumers	Paper	English	Description of empowerment workshops for consumers of mental health services
BBH – OCFA	OCFA Newsletter	Consumers, Families, and Supporters	Newsletter	English	Current state and regional updates and articles of

<u>Department</u>	<u>Title</u>	<u>Target Population</u>	<u>Media</u>	<u>Languages</u>	<u>General Content</u>
					interest to consumers, families, and public
DFA	NH Medicaid and Healthy Kids-Gold Services	Consumers – all	Tri-fold	English	Specific services information for NH Medicaid benefits
DFA	Medicaid and Nursing Home Care	Consumers	Booklet	English	Information from the Division of family assistance on what to expect before Medicaid application
BDS	MEAD [Medicaid for Employed Adults with Disabilities]	Adults – 18-64	Paper	English	Information regarding NH’s Medicaid buy-in program for adults with disabilities who work

Key:

ADRC	Aging and Disability Resource Centers
BBH-OCFA	Bureau of Behavioral Health-Office of Consumer and Family Affairs
BDS	Bureau of Developmental Services
BEAS-SL	Bureau of Elderly and Adult Services-ServiceLink Resource Centers
DFA	Division of Family Services
GSIL	Granite State Independent Living
OLTCO	Office of the Long Term Care Ombudsman