

Hennepin County Aging and Disability Services

Contact information

Aging and Disability Services (ADS) staff determine eligibility for Minnesota Health Care Programs (MA, GAMC), Food Support (also known as Food Stamps, FS), and cash programs (such as Minnesota Supplemental Aid). It is important to communicate with ADS to ensure:

- A client's benefits are not interrupted. *For example: If a client does not turn in their annual eligibility review in time for the team to process the review, the clients case (medical, FS, and cash) will close. The case will remain closed until all necessary documents are in and ES can process the case.*
- The proper standards are applied to the case. *For example: A client who his on an elderly waiver (EW) has a higher income limit than a person who is not on EW. This can affect how much money a client can keep.*
- Proper coding is complete so that providers can get paid.

Guidelines for Communicating with ADS Staff

The following guidelines will help you successfully contact ADS staff and help maintain program eligibility for our common clients.

Business Partner Line – 612-596-8500

This line is for Hennepin County Eligibility Support (HSES) business partners only. Clients, their representatives, and the public should be referred to EZ Info (612-596-1300)

The Business Partner Information Specialists can:

- Confirm the client's MAXIS case number and PMI
- Confirm the Human Services Representative (HSR) Team that is managing the client's case
- Confirm the case status and documents received
- Confirm eligibility periods
- Confirm spend downs and payment information
- Send forms to clients and to business partners (including renewal forms, shelter verification forms, and other forms)

FAX to Diamond – 612-288-2981

Diamond is our paperless document management system

Use the FAX to

- Send forms
- Provide documentation
- Request case changes or updates
- Other documents

Be sure to

- Send a separate FAX for each client (do not combine information concerning different clients on one FAX or on one document)
- Write the client's MAXIS case number on EACH page

US MAIL

All mail is imaged to the Diamond case folder

HCES

P.O. Box 107

Minneapolis, MN 55440-0107

Be sure to include

- MAXIS case number on each page

Phones and Email

Phone

For complex situations that require dialogue to solve a problem, contact the teams directly. Each HSR team phone is staffed during business hours (9:00 am – 4:00 pm).

Please do not give these direct numbers to clients, their representatives or the public. They should be referred to EZ Info 612-596-1300

Email

Each ADS Team has a separate email account that each team member can access. You can use the email to exchange some client information and to alert teams that urgent mail has been sent via FAX. Because of data privacy concerns, it is important that no specific client identity information is contained in the Email. It is suggested that subject lines only contain broad topic information or flags issues as urgent. The body of the email should not contain a clients name or SSN. Instead initials and MAXIS Case number or PMI number should be used to identify the client. (Note: Hennepin County employees can send more detailed information off Hennepin County Lotus Notes because the email does not travel via Internet)

For FAX information that is urgent, please email the team to let them know a FAX was sent to Diamond. To quickly identify this is an urgent issue, key 'URGENT' in the subject line.

Aging and Disability Services Contact Information

Aging And Disabled Services	Facilities assigned to each team
<p style="text-align: center;">Team 251 612-596-9050 HSPH.ADS.Team.251@co.hennepin.mn.us</p> <p style="text-align: center;">Supervisor Team 251 Clifford Gibson 612-596-9048</p>	<p style="text-align: center;">Benedictine Health Center Courage Center Minnesota Masonic Home Care Center Providence Place Redeemer Residence Robbinsdale Rehab and Care Center Texas Terrace Trevilla of Golden Valley</p>
<p style="text-align: center;">Team 253 612-596-9039 HSPH.ADS.Team.253@co.hennepin.mn.us</p> <p style="text-align: center;">Supervisor Team 253 Gary Petersen 612-348-9257</p>	<p style="text-align: center;">Augustana Home Careview Homes Crystal Care Center Grand Ave Rest Home Maranatha Baptist Mission Nursing Home Mt Olivet Homes Inc. Park Health and Rehab Center Southside Care Center</p>
<p style="text-align: center;">Team 254 612-596-9068 HSPH.ADS.Team.254@co.hennepin.mn.us</p> <p style="text-align: center;">Supervisor Team 254 Lynette Bourcy 612-348-8063</p>	<p style="text-align: center;">Ambassador Health Care Center Bethany Convent Nursing Home Birchwood Care Home Camden Care Center Catholic Eldercare on Main The Colony at Eden Prairie Haven Homes of Maple Plain Long Lake Health Care Center St Olaf Residence Sholom Nursing Home</p>
<p style="text-align: center;">Team 257 612-596-8966 HSPH.ADS.Team.257@co.hennepin.mn.us</p> <p style="text-align: center;">Supervisor Team 257 Chris Hogan 612-596-8959</p>	<p style="text-align: center;">Bryn Mawr Castle Ridge Care Center Ebenezer Hall Elliott Nursing Facility Jones Harrison Residence Presbyterian Homes Lake Minnetonka Presbyterian Homes of Bloomington University Good Samaritan Center</p>
<p style="text-align: center;">Team 258 612-596-8933 HSPH.ADS.Team.258@co.hennepin.mn.us</p> <p style="text-align: center;">Supervisor Team 258 Susan Twomey 612-596-8923</p>	<p style="text-align: center;">Andrew Care Home Berkshire Residence Bywood East Edina Care Center Park Crest Baptist Care Center Richfield Health Care Center Walker Methodist</p>

<p>Team 259</p> <p>612-596-8952</p> <p>HSPH.ADS.Team.259@co.hennepin.mn.us</p> <p>Supervisor Team 259</p> <p>Kristi Martinson</p> <p>612-596-8947</p>	<p>Augustana Chapel View Care Center</p> <p>Bloomington Care Center</p> <p>Chateau Care Center</p> <p>Excelsior Health Care Center</p> <p>Hopkins Nursing Center</p> <p>Lake Minnetonka Care Center</p> <p>Martin Luther Manor</p> <p>Minnesota Masonic Home North Ridge</p> <p>Pillsbury Board and Care</p> <p>St Louis Park Plaza</p> <p>St Therese</p> <p>Westwood Health Care Center</p>
<p>Program Manager</p> <p>Marilyn Miller</p> <p>612-596-6941</p>	

The Managed Health Care (MHC) team can assist with questions about enrollment to health plans, complicated billing issues, managed health care appeals, other access issues, and problem solving.

- MHC Enrollment 612-596-7258
- MHC Advocates 612-596-8860
- Supervisor Julie Johnson 612-596-8861

MHC Teams

HSPH.MHC.Advocate@co.hennepin.mn.us

HSPH.MHC.Presenters@co.hennepin.mn.us

Keys to Assuring Best Service from ADS Teams

- Email the team if a matter is urgent
- Report changes for each client on separate forms. Report these changes
 - Client is added to a waiver
 - Client is removed from a waiver
 - Address changes
 - Client is placed in a facility
 - Income change and date of change
 - Other changes that may affect eligibility for Medical Assistance

Forms received by client

Make every effort to ensure these forms are completed and submitted promptly

- Eligibility Review form
- Income renewals
- HRF
- Verification request forms
- Other forms received by clients that request information

Conservator or guardian, authorized representative, and authorization to release

Conservator

Some clients have conservators or guardians. Forms and other documents for clients with conservators or guardians must be signed by the conservator or guardian unless the conservator or guardian has assigned an authorized representative.

Authorized Representative (AREP)

Authorized representatives are legally able to complete and sign eligibility paper work for clients. Clients and authorized representatives must sign forms that give this right to the Authorized representative. Signing the form also permits the representative to speak with ES teams about the client's case. Authorized representatives are in place until the client or representative signs forms that the relationship no longer exists. Authorized representatives for health plans may not be the same as for ADS. It is important to check

Authorization to Release (ATR)

These forms allow ES teams to speak with others (such as family, community agencies, etc.) about the ADS case (including food support, cash grants, and MA). These forms are good from one year from the date signed by the client or until the client removes the authorization.