

General Relief Assisted Living Program



MONTHLY WEBINAR MEETING

SENIOR AND DISABILITIES SERVICES

5/29/2018

General Relief Program **Announcements**



- Oversight of GR program recently transitioned to Chief of Programs which will be filled in June.
 - In meantime, contact Deb Etheridge, Deputy Director, with any urgent issues at (907) 465-5481 or Deb.etheridge@Alaska.gov
- GR Program staff:
 - Lynn Thurston, Supervisor. Transition to occur soon.
 - Josh Welsh, Senior Services Technician
 - John McKay, Office Assistant
- SDS will hold GR program webinar meetings **every month** to make announcements, reminders and answer questions.

General Relief Program **Announcements**



- SDS now using Harmony, which changed internal GR invoicing procedures and is causing delays.
- We are almost done processing February invoices and are batching March, April invoices at same time **if submitted, complete and accurate.**
- We are bringing on additional staff to help and we are streamlining processes
- Phone calls to us about invoices cause further delay. Please email us at [**General.Relief@direct.Dhss.akhie.com**](mailto:General.Relief@direct.Dhss.akhie.com)

General Relief Program **Reminders**



- GR was designed as a **temporary** safety net program for vulnerable adults, yet average GR stay is 274 days
- GR recipients must re apply every 6 months. Initial GR approval letter indicates the date of eligibility status expiration.
- Currently, SDS does **not** send reminders of expiring GR status for individuals; it is their or their legal representative's responsibility to re-apply for GR benefits 20 days before the expiration date.

General Relief Program **Reminders**



- GR Provider agreement must be renewed every year. It is the Provider's responsibility to track this, SDS does **not** send reminders to renew GR provider agreement
- Grants and contracts handles provider agreements, not invoices or programmatic issues
- We all need to do our part to help the GR program run smoothly; SDS, Providers, individuals, and referring agencies

General Relief Program **Reminders for Referring Agencies**

- Second signature line on GR contract must be signed and dated
- Initials must be present where indicated on the GR Contract
- Diagnosis codes must be present, and functional assistance information must be completed on the Physicians Report.
- Must submit 3 months of bank statements (Current month application is submitted and two months prior) for verification of income.
- Demographics page must be complete, including POA/Guardian info.
- Know the difference between an initial application and a renewal application
- Notify SDS if the recipient no longer wishes to pursue GR benefits.

General Relief Program **Reminders**



- Notify SDS when a GR beneficiary get back payment from SSI
- Provide supporting documentation when you request an augmented rate
- Submit Client Activity Forms (CAF) on time
- Use of DSM for correspondence with SDS that contains PHI is required due to HIPAA rules
- Read and follow your provider agreement

General Relief Program **Invoices**



- What **you** can do to help:
 - Phone calls cause us further delays. Email questions via DSM to General.Relief@direct.Dhss.akhie.com
 - **Submit complete & accurate invoices on time** to prevent delays in processing
 - Include your vendor # on the invoice
 - Do not bill multiple months on same invoice
 - Don't submit multiple invoices for the same person/same months
 - Invoice must be typed, not hand written
 - Include correct rates/dates and days on invoices
 - Remember to sign the invoice!

General Relief Program Monthly Webinars



- SDS will host monthly GR program webinar meetings to give announcements, reminders, and answer questions, please attend!

Save these dates on your calendar. More info will be emailed to you soon.

June 26 1pm-3pm

July 11 1pm-3pm

General Relief Contact information



- **Before you contact SDS**, read your provider agreement and information on the GR webpage at <http://dhss.alaska.gov/dsds/Pages/aps/apsrelief.aspx>, to see if you can find an answer to your question
- If you still don't have an answer to your question email General.Relief@direct.Dhss.akhie.com. We prefer you to use this group email address.
- **Always** submit any documents that contain PHI to General.Relief@direct.Dhss.akhie.com, not through regular email

Questions?

