

MEM – State Ombudsman and Long Term Care Ombudsman Inquiries

Purpose:

To allow for the expedient response to Managed Care Organization (MCO) escalated inquiries made by the State Ombudsman and Long Term Care Ombudsman.

Identification of Roles:

Member Managed Care Liaison (Member Liaison)
State Ombudsman
Long Term Care Ombudsman

Performance Standards:

High Priority MCO inquiries are to be responded to within 2-4 business hours. Escalated MCO inquiries are to be responded to within 1-3 business day.

Path of Business Procedure:

Step 1: Initial Intake of the Member Inquiry

Member Managed Care Liaison (Member Liaison) receives an inquiry via:

- a. State Ombudsman
- b. Long Term Care Ombudsman

Step 2: Research/Response of Contact

Determine if the member is enrolled in an MCO if the Ombudsman has not already sent inquiry to the assigned MCO and “cc” Member Liaison.

- a. If member is enrolled in an MCO, go to Step 3.
- b. If member is not enrolled in an MCO, Member/Provider Liaison will notify the correct Department to handle the Ombudsman inquiry if the Ombudsman has not already done so.

Step 3: Identification of Contact Priority

Member Liaison identifies the nature/priority level of the contact and necessary response time:

- a. High Priority Contact: Response required within two-four business hours.
- b. Escalated Contact: Response required within one to three business days.

Step 4: High Priority Contact

- a. Member Liaison will input member information and issue within the Ombudsman Inquiry Log
([\\dhsime\IMEUNIVERSAL\MCO Mem Prv Tracking Log](#))
- b. Member Liaison will contact the member or originator of the initial inquiry to obtain additional information within 2-4 business hours and input information

- into the Ombudsman Inquiry Log. If Ombudsman has sent directly to the MCO and “cc” Member Liaison; Liaison will monitor and track communication between MCO and Ombudsman.
- c. Member Liaison will contact the appropriate department or contact the member’s MCO for additional research on issue if the Ombudsman has not already done so.
 - d. MCO will contact the member or originator of the initial inquiry for assistance by end of day or provide updates when available.
 - e. MCO will contact Ombudsman and Member Liaison once contact has been made
 1. Member Liaison will contact MCO for updates on member issue or Ombudsman will contact MCO with a “cc” to Member Liaison.
 2. Issue updates will be recorded in the MCO Inquiry Log and provided back to the State Ombudsman or Long Term Care Ombudsman.
 - i. If issue is resolved, Ombudsman and Liaison will agree to close the inquiry.
 - ii. If issue is not resolved, continue to ‘f.’
 - f. MCO will work with Ombudsman and Member Liaison for issue resolution.
 1. If issues are not resolved, Member Liaison will hold weekly meetings with the State Ombudsman to track the issue and provide updates. Member will provide updates as they are available to the Managed Care Ombudsman.
 - g. Once resolution has been reached, MCO will contact Ombudsman and Member Liaison. Resolution will be recorded in the Ombudsman Inquiry Log.

Forms/Reports:

Ombudsman Inquiry Log

RFP References:

N/A

Interfaces:

Attachments:

None