

Hennepin County Aging and Disability Services

Contact information

Aging and Disability Services (ADS) staff determine eligibility for Minnesota Health Care Programs (MA), SNAP (also known as Food Support), 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 is 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)

Case Assignment

New applications should be faxed to **612-466-9923**

Or mailed to

HCES
330 S 12th St
Minneapolis, MN 55404
Attn: Case Assignment

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.

3/12/13

Aging and Disability Services Contact Information

Aging And Disabled Services	Facilities assigned to each team
<p style="text-align: center;">South Suburban Team 251 612-596-9050 HSPH.ADS.Team.251@co.hennepin.mn.us</p> <p style="text-align: center;">Supervisor Team 251 Kristine Hopkins 612-596-9048</p>	<p style="text-align: center;">Castle Ridge The Colony Edina Care Center Gunderson Residence Martin Luther Manor Minnesota Masonic Bloomington NE Residence (respite) Presbyterian Homes of Bloomington Residential Alternatives Richfield Health Center</p>
<p style="text-align: center;">Central Team 253 612-596-9039 HSPH.ADS.Team.253@co.hennepin.mn.us</p> <p style="text-align: center;">Supervisor Team 253 Naomi Baso 612-348-9257</p>	<p style="text-align: center;">Andrew Care Home Augustana Home Bethany Convent Nursing Home Bryn Mawr Bywood East Catholic Eldercare Fairview University Transitional Services</p>
<p style="text-align: center;">Northwest 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;">Northwest 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;">Ambassador Good Samaritan Berkshire Residence Camden Care Center City Lights Colonial Acres Courage Residence Crystal Care Center DCI @ misc locations Golden Valley Rehab GSS Specialty Care Community Homeward Bound @ misc locations Maranatha Baptist Maranatha Place Minnesota Masonic Home North Ridge Mission Nursing Home Outreach Homes @ misc locations Robbinsdale Rehab Shingle Creek Option St Therese</p>
<p style="text-align: center;">South Minneapolis 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;">Benedictine Health Care Birchwood Home Careview Homes Ebenezer Care Center Elliott Nursing Facility Grand Ave Rest Home MN Veterans Home (non-ma paid) Mt Olivet Homes Inc. People II Pillsbury Board and Care Providence Place Redeemer Residence So Forensic Services St Peter Southside Care Center St Stephens ICFs Walker Methodist Whittier Health Care</p>

<p>North Minneapolis Team 256 612-596-9020 HSPH.ES.Team.256@co.hennepin.mn.us</p> <p>Supervisor Team 256 Ann Noeker 612-596-0933</p>	<p>North Oaks St Olaf Residence</p>
<p>West Team 259 612-596-8952 HSPH.ADS.Team.259@co.hennepin.mn.us</p> <p>Supervisor Team 259 Kristi Martinson 612-596-8947</p> <p>Golden Living Facilities 612-596-0966 HSPH.ES.Team.Beverly@co.hennepin.mn.us</p>	<p>Augustana Chapel View Haven Homes Jones Harrison Residence Lake Minnetonka Care Center Mt Olivet Rolling Acres (respite) Orono Woodlands Park Health and Rehab Presbyterian Homes Lake Minnetonka Shadyway Group Home Sholom Nursing Home Texas Terrace Westwood Health Care</p> <p>Golden Living Center – Bloomington Golden Living Center – Chateau Golden Living Center – Excelsior Golden Living Center – Hopkins Golden Living Center – St. Louis Park</p>
<p>Program Manager Jackie Poidinger 612-596-8861</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 Advocacy and Enrollment 612-596-8860
- Supervisor Clifford Gibson 612-348-9450

MHC Teams email
HSPH.MHC.Advocate@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.