



The Ohio LTCOP and the Ohio Dual Integration Project


**Consumer Voice
Annual Conference
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Beverley Laubert
State LTC Ombudsman

Karla Warren
Legal Services Developer

MOU Language:

Ombudsman: The Ohio Office of the State Long-term Care Ombudsman Program is statutorily authorized to advocate and investigate on behalf of Ohio's home and community based care and nursing facility-based recipients to safeguard due process, and serve as the early and consistent means of identifying systematic problems. As the ICDS is implemented, the Ombudsman activity and resources will expand from long term care facilities, as that is the current origin of most complaints, to a greater role for the Ombudsman in home and community based care.



CMS will support Ombudsman training on the Demonstration and its objectives, and CMS and the State will provide ongoing technical assistance to the Ombudsman. The Ombudsman will support individual advocacy and independent systematic oversight for ICDS, with a focus on compliance with principles of community integration, independent living, and person-centered care in the home and community based care context. The Ombudsman will be responsible for gathering and reporting data to the State and CMS via the contract management team described in Appendix 7 of this MOU.

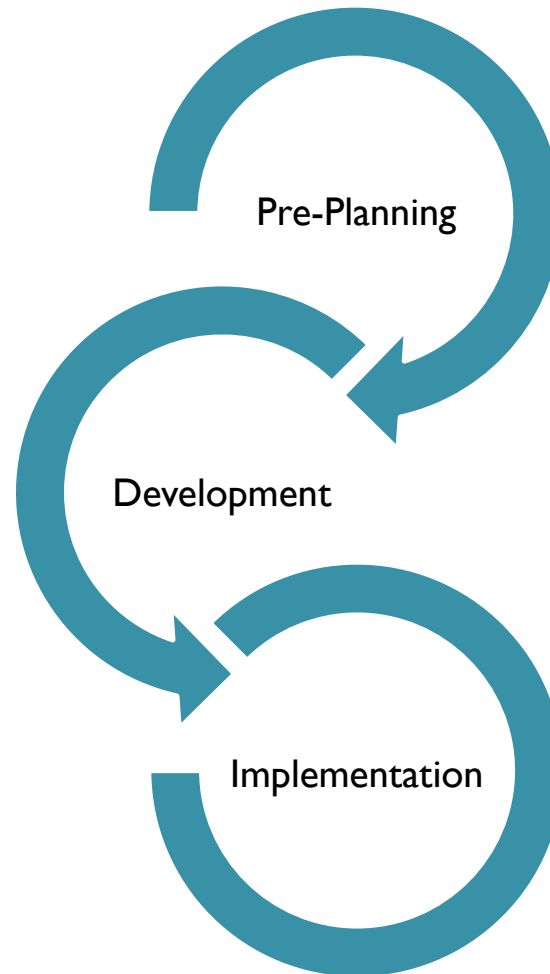
Goal

Serve beneficiaries of MyCare Ohio through empowerment, resolution, oversight, and policy recommendations

Major objectives

- Fulfill staffing needs
- Training
- Establish protocols with Medicaid Dept.
- Engage with managed care plans
- Increase consumer awareness
- Communicate with advocacy groups
- Build stakeholder relationships
- Policy recommendations

Considerations





Karla Warren

kwarren@age.ohio.gov

Beverley Laubert

blaubert@age.ohio.gov

800-282-1206