

# MONDAY MEMO



Monday June 19, 2017

## **Jamie Freschi, State Ombudsman**

I am looking forward to seeing the Regional Ombudsmen at the Regional Ombudsman Quarterly Meeting June 20<sup>th</sup> and 21<sup>st</sup>. An agenda was sent our earlier today. I will be scheduling a conference call for the Providers and the Area Agencies on Aging the week of July 3<sup>rd</sup> to discuss the updates and information covered at the Ro Quarterly Meeting.

We are slowly making the transition from Ombudsmanager to PeerPlace. It has been a challenging time for us, but as we learn the new system, it will get easier. Please make sure you register and participate in the remaining two PeerPlace drop in webinars. More information is below. We will also address concerns at the Quarterly Meeting.

To the Regional Ombudsmen – safe travels to Springfield!

## **LTCOP Benchmark Report Update**

Attached is the LTCOP Benchmark Report which is current thru March 31, 2017. Due to the transition to the new data tracking system, we don't anticipate another benchmark report until early August. Please use the tabs along the bottom of the spreadsheet to navigate to your specific program area. As you look at the unduplicated number of facility visits on the report, it is important to remember that the Quarterly Projection may not take into account all facility openings and closures. If you have questions about your specific area, please contact your Regional Ombudsman and/or Jessica Belsly. The data in the "Qtr Total" column reflects all data entered for the quarter, including data that may have been entered after the individual monthly benchmark totals were calculated. By running this cumulative quarterly data set, we are able to pick up volunteer data that may not have been received by the Regional Programs prior to running the monthly benchmark numbers.

## **Financial Exploitation**

State Ombudsman, Jamie Freschi, is a member the Healthcare Fraud Taskforce at the U.S. Attorney's Office. During a Healthcare Fraud Taskforce meeting, the State Ombudsman was asked to send out the Ombudsman Public Contact List. This list will go to members of the taskforce which include the following agencies: U.S. Attorney's Office, HHS/OIG, HFS/OIG, the Attorney General's Office, FBI, ISP Medicaid Fraud Control Unit, Department of Defense, FDA, and Managed Care Organizations. Contact information was asked after a discussion on provider fraud and whether or not the Ombudsman could talk in general to law enforcement about the facility and/or care provided (or not provided). While we may not share confidential information, we can provide general information. The taskforce understands that Ombudsmen are not mandated reporters and that Ombudsmen need resident permission to share confidential information. If any of these entities contacts you, please inform the Office - or if you have questions about how to answer their questions, please contact the Office.

# MONDAY MEMO



Monday June 19, 2017

## National Pioneer Conference

The National Pioneer Conference will be held in Chicago July 30 – August 2, 2017.

<https://www.pioneernetwork.net/conference/>. Scholarships are available for Ombudsmen. However, to qualify for the scholarship, the Ombudsmen must sign up for day one of the conference. Day one is Sunday, July 30th and it is an intensive specifically for Ombudsmen and State Surveyors. Click on the link for further information: <http://files.constantcontact.com/42b10fc8001/839ac235-dbf-4a93-bca2-57703cda345a.pdf>

**Ombudsmen** - The Office will need to register those Ombudsman whom we are covering the cost of registration. In order to do so, the Office will have to register each of you individually. Please go to <https://www.optplanning.com/pioneer/2017registration.php> and complete the form but DO NOT SUBMIT IT. Under registration type, select "Pre-Conference Session: Culture Change Links and Leverages to the New CMS Regulations" AND Select "3 Day Registration". I will enter the registration code. Once the form is completed, make a copy or save it to your computer if you can and then send it to Chuck and to me electronically by **June 23, 2017**.

For Ombudsmen who are attending and whose Provider Agency is paying the \$500 registration fee, go to <https://www.optplanning.com/pioneer/2017registration.php>. Under registration type, select "Pre-Conference Session: Culture Change Links and Leverages to the New CMS Regulations" AND Select "3 Day Registration" and enter the registration code 17surveydisc@unt and hit the TAB button. (Be careful when copying that you do not pick up a space before or after the code as it will not calculate accurately).

## PeerPlace Drop In Webinars:

We have 2 more PeerPlace Drop in webinars.

Drop In Webinar 3 on Jun 22, 2017 1:00 PM CDT

Please register at: <https://attendee.gotowebinar.com/register/2632987684045681409>

The third of four drop in calls open to all users. Each webinar session will highlight an area of the system. Webinar 3 Highlight: Intake to Case File, creating Complaints After the highlighted area, user questions will be answered/demonstrated live on the call.

Drop In Webinar 4 on Jun 28, 2017 2:00 PM CDT

Please register at: <https://attendee.gotowebinar.com/register/1677701195508338177>

The last of four drop in calls open to all users. Each webinar session will highlight an area of the system. Webinar 4 Highlight: View Builder & Reports After the highlighted area, user questions will be answered/demonstrated live on the call.

## Upcoming Level 1 and Level 2 Trainings:

### Level 1 Training Details:

#### Springfield:

**Where:** 3100 Montvale Dr. Springfield

**Dates:** June 27 and June 29

# MONDAY MEMO



Monday June 19, 2017

**Time:** 9am – 4pm each day

Attendees must attend both dates. Please contact Megan Jizmagian at ICARE to register any attendees or if you have any questions: [Megan@icare.ws](mailto:Megan@icare.ws) 217-523-8419.

## **Level 2 Training Details:**

Where: DuPage County Building – 421 North County Farm Road, Room 3500 A, Wheaton, IL

Dates: Thursday, August 31st and Thursday September 7<sup>th</sup>

Time: 9am – 4pm each day

Attendees must attend both dates. Please notify Chuck Miller to register any attendees or if you have any questions: [chuck.miller@illinois.gov](mailto:chuck.miller@illinois.gov)

## **Save the Date**

### **APAC (Adult Protection and Advocacy Conference)**

The Office is once again collaborating with the Adult Protective Services Program and planning APAC. The Conference will be 3 days in Central IL during the last week of September. Further details will be provided.

### **TRIAD**

The 2017 Illinois TRIAD Conference will be September 12 & 13 at the Holiday Inn & Suites Chicago Northwest-Elgin. The conference is an excellent opportunity to share knowledge and experience with seniors and professionals within our spectrum of work.

<http://illinoistriad.com/triadconference.html>

### **MFP Referrals**

The Pathways to Community Living Program (Money Follows the Person) referrals should be made on the following website: <https://mfp.hfs.illinois.gov/mfpreferral.aspx> June 30, 2017 is the last day an MFP Referral can be made.

### **Home Care Ombudsman Referrals**

All Home Care Ombudsman Referrals should be sent to the Senior HelpLine at 1-800-252-8966 or to the new Home Care Ombudsman e-mail address [Aging.hcoprogram@illinois.gov](mailto:Aging.hcoprogram@illinois.gov). Even though you have the direct lines for the HCO staff, we ask that you send any new complainants to the Senior HelpLine or give them the new e-mail address. Long-Term Care Ombudsmen can access the Home Care Ombudsmen directly regarding previous cases. The Senior HelpLine should be used for new referrals.

In addition, please use the Home Care Ombudsman e-mail address [Aging.hcoprogram@illinois.gov](mailto:Aging.hcoprogram@illinois.gov) to inform LaRhonda or the other HCO staff of potential inquiries or cases instead of e-mailing LaRhonda directly.

# MONDAY MEMO



Monday June 19, 2017

## Office of the State Ombudsman Fax Numbers

The State Office has two fax numbers: 217-524-2049 for the Long-Term Care Ombudsman and 217-524-2048 for the Home Care Ombudsman program.

## Dates to Remember:

### 2016-2017 Regional Ombudsman Call Dates:

Call-in number: 1-888-494-4032, Access Code: 8961581001 Traditional Ombudsman Program call: 9:30 a.m. -11:00 a.m.

July 27	Aug. 24	Sept. 28	Oct. 26	Nov. 16
---------	---------	----------	---------	---------

### 2017 Quarterly Meeting Dates:

<b>2017</b>
<b>June 20<sup>th</sup>&amp; 21<sup>st</sup> – Springfield, IL</b>
<b>October 4<sup>th</sup>&amp; 5<sup>th</sup> – Springfield, IL</b>

## Your State Ombudsman Staff

Jamie Freschi, State Long-Term Care Ombudsman, [Jamie.freschi@illinois.gov](mailto:Jamie.freschi@illinois.gov)

Jessica Belsly, Ombudsman Specialist, [Jessica.belsly@illinois.gov](mailto:Jessica.belsly@illinois.gov)

Chuck Miller, Deputy State Long-Term Care Ombudsman, [Chuck.miller@illinois.gov](mailto:Chuck.miller@illinois.gov)

LaRhonda Williams, Deputy State Managed Care Ombudsman, [Larhonda.williams@illinois.gov](mailto:Larhonda.williams@illinois.gov)

## Home Care Ombudsman Contact Information

<b>Springfield Office</b>		
Sarah McCoy	<a href="mailto:Sarah.McCoy@illinois.gov">Sarah.McCoy@illinois.gov</a>	(217)685-6387
Clair Shea	<a href="mailto:Clarissa.shea@illinois.gov">Clarissa.shea@illinois.gov</a>	(217)685-6427
<b>Chicago Office</b>		

# MONDAY MEMO



Monday June 19, 2017

Tiffany Askew	<a href="mailto:Tiffany.askew@illinois.gov">Tiffany.askew@illinois.gov</a>	(312)550-0260
Geosina Ross	<a href="mailto:Geosina.ross@illinois.gov">Geosina.ross@illinois.gov</a>	(312)550-0856
Margaretta Ross-Senyah	<a href="mailto:Margaretta.ross@illinois.gov">Margaretta.ross@illinois.gov</a>	(312)550-0921