

# Board of Review

APRIL 2025 REPORT



**Received 198 requests for fair hearings and adjudicated 236 fair hearings during April 2025.**

## **Top 5 Programs Appeals Received:**

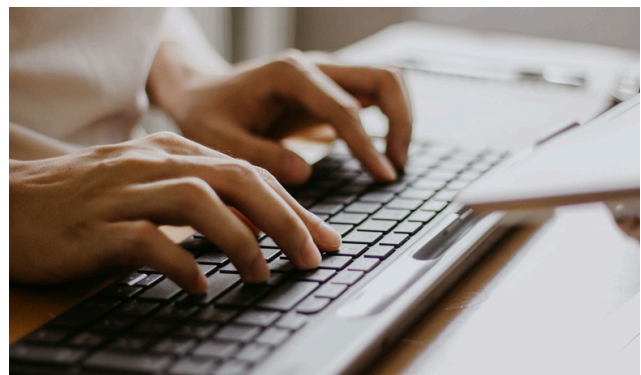
- Supplemental Nutrition Assistance Program (90)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (51)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (29)
- Medicaid Waiver Program (7)
- Long-Term Care Medicaid (6)

**The Board of Review provided information on Board of Review processes and procedures to 62 callers and referred 3 callers to other agencies for assistance.**

## **Decision Timeliness**

The Board of Review achieved a 100% timeliness rate for written decisions during April 2025.

For fiscal year 2025, the Board of Review has achieved a 98% timeliness rate to-date.



# Foster Care Ombudsman

MARCH 2025 REPORT



## Top 3 Counties with Cases

- Kanawha (9)
- Fayette (6)
- Harrison (5)

## Top 3 Complainant Types

- Birth Parent (15)
- Foster Parent (13)
- Other Non-Caregiving Relative/Kin (11)

## Top 3 Complaint Type

- Action/Inaction by Agency/Employee (32)
- Lack of Communication (22)
- Placement of Children (10)

\*Some cases contained multiple complaints received by the Foster Care Ombudsman

\*\*Lack of Communication may include failure to communicate, miscommunication, or insufficient communication

\*\*\*Placement of Children may include placement decision, diligent search, placement plan, timing of placement, disruption of placement, manner of placement occurring

## Cases Assigned

67 cases were assigned in March 2025, resulting in 121 investigations. Some cases included multiple complaints received.

Average number of days to close a case in March 2025:  
9.78 days



Benefits Recovered to Complainants in March 2025:  
\$5,180



# Human Rights Commission

APRIL 2025 REPORT



## Top 3 Active Employment Cases by Protected Class

- Disability
- Sex
- Retaliation

## Top 2 Active Public Accommodations Cases by Protected Class

- Age
- Sex

## Top 2 Active Housing Cases by Protected Class

- Disability
- Race

## Active Cases

Current Active Cases:

- Employment 225
- Public Accommodations 22
- Housing 11

Hosted the 2025 Annual Fair Housing Conference in Morgantown, West Virginia on April 17, 2025.



# Investigations & Fraud Management

APRIL 2025 REPORT



## Benefits Repayment

During April 2025, collected \$192,200 in benefits repayment.

For State Fiscal Year 2025, collected \$1,514,200 in benefits repayment.

**During April 2025, 52 claims were established worth \$108,323.**

### Front-End Fraud Unit:

- Completed 85 investigations and prevented \$21,373 in benefits from being wrongly issued
- State Fiscal Year 2025: Investigations completed by this unit have a projected savings of \$2,690,436 (includes Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF))



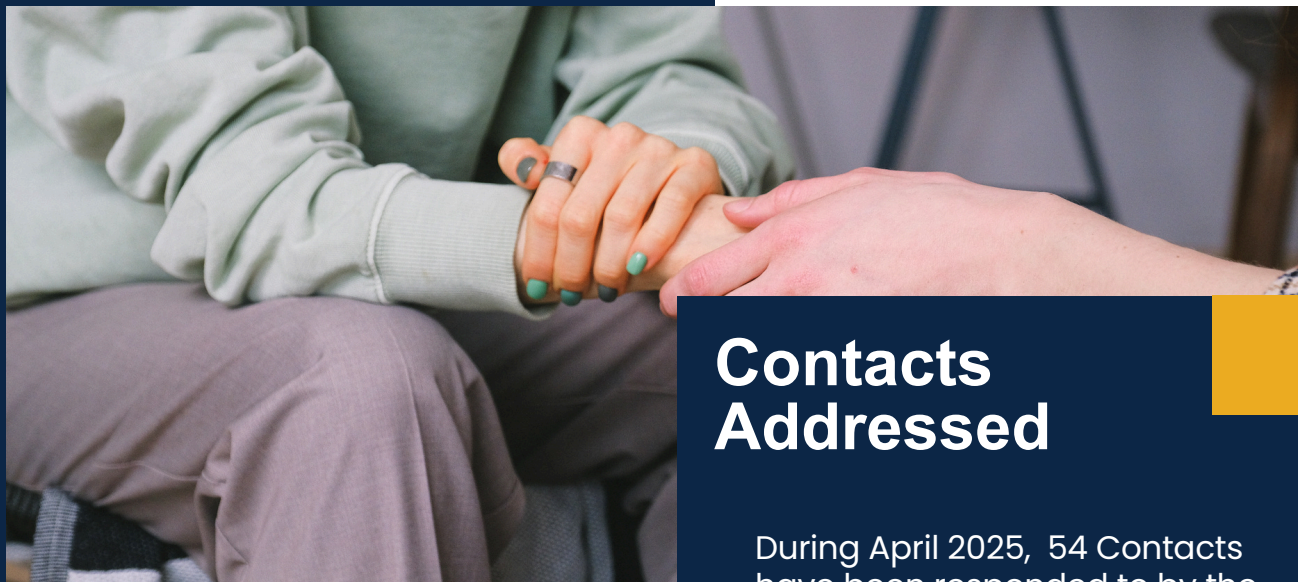
The Criminal Investigations Unit established four school clothing allowance claims worth \$2,393.11.

**Received 403 referrals for all units during April 2025.**



# Mental Health Ombudsman

APRIL 2025 REPORT



## Contacts Addressed

During April 2025, 54 Contacts have been responded to by the Mental Health Ombudsman.

For Calendar Year 2025, a total of 196 contacts with clients have been responded to by the Mental Health Ombudsman

## Patient Grievances from State Hospitals:

- Total: 36 (Calendar Year: 130)
- Approved: 10 (Calendar Year: 30)
- Denied: 26 (Calendar Year: 100)

## Top 3 Categories of Patient Grievances:

- Staff/Doctors (includes changing physicians, medication, or a medical decision)
- Abuse/Neglect (as defined in W. Va. Code R. §64-59-1, *et seq.*)
- Items (Patients not receiving clothing canteen, or other items)



\*Length of time to resolve individual patient grievances may be lengthened due to reviewing video footage or obtaining relevant records from the facilities.

Average Time to Resolve to a Patient Grievance for Calendar Year 2025: 5.9 days

# Office of Health Facility Licensure & Certification

APRIL 2025 REPORT



## Highlights

Registered 40 Recovery Residences during April 2025, with year-to-date registering 204 Recovery Residences.

Processed 1,041 Nurse Aide Applications, including initial, renewal, and reciprocity applications.

### Surveys Completed:

- Total for April 2025 - 190
- Includes licensure and complaint surveys

### Complaints Received:

- Total for April 2025 - 210
- Included in complaints are self-reported incidents by facilities

Participated in Recovery Day at the Legislature and Worked with Several Provider Associations and Individual Providers on specific topics.



Welcomed two new Health Facility Surveyors.



# Olmstead Office

APRIL 2025 REPORT



The *Olmstead* Office received 17 complete Transition & Diversion Applications in April 2025.

The *Olmstead* Council Application Review Committee met in April 2025:

- 7 Approved
- 7 Denied
- 5 Still Pending Information
- 6 Applications Canceled or Found Not Eligible
- 3 Appeals Approved
- 1 Appeals Denied

Top 3 Spending Categories:

- Home Modifications
- Home Furnishings
- Rent/Security Deposit

## Olmstead Plan

The *Olmstead* Council Plan Update Workgroup met in April to review information and comments gathered and work on updates to the West Virginia *Olmstead* Plan.

The *Olmstead* Office assisted individuals by providing information and referrals, application requests, and application follow-up.

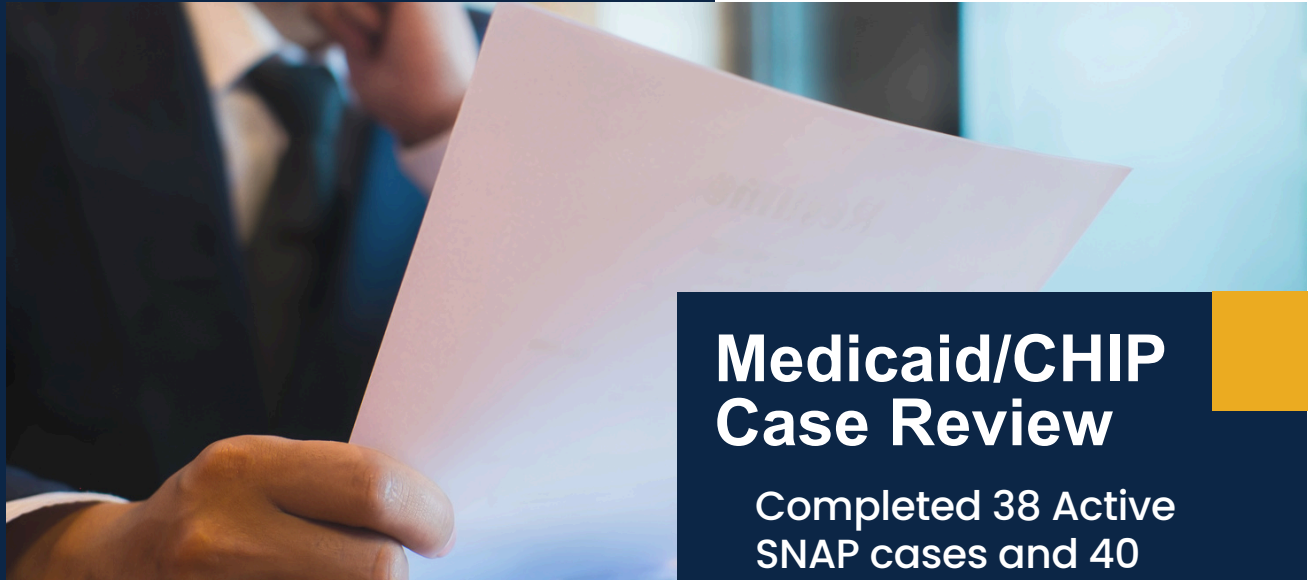


\*The Transition & Diversion Program helps individuals stay in or transfer out of facilities into his or her community.

The *Olmstead* Office participated in 18 meetings and other outreach opportunities.

# Quality Control

APRIL 2025 REPORT



## Medicaid/CHIP Case Review

Completed 38 Active SNAP cases and 40 Negative SNAP cases during April 2025

CHIP is the Children's Health Insurance Program.

### SNAP Case Review:

Completed 75 Active Medicaid/CHIP cases: 12 were incomplete due to a failure or refusal to cooperate by the beneficiary or a third-party. Failure or refusal to cooperate by a beneficiary may result in denial of benefits. Completed 54 Negative Medicaid/CHIP cases during April 2025.

### Top 3 Causes of Errors in Active SNAP Cases:

- Earned Income (failed to report income, error in agency computation, etc.)
- Standard Utility Allowance (utility allowance reported incorrectly or agency computation error)
- Household Composition (failure to report accurate household members)



\*Error Rate is released annually only for accuracy

\*\*Active Cases are those actively receiving benefits

\*\*\*Negative Cases are those where benefits were closed or denied



# West Virginia: Clearance for Access: Registry & Employment Screening

APRIL 2025 REPORT



## Completed 115 variance requests

- Granted 102
- Denied 13

## Average Duration to Complete a Variance Request: 31.41 Days

\*Duration begins when the request for variance is submitted. Often, more information is needed before a decision can be made. WV CARES is required to request this information from the applicant.

## Total Variance Requests Withdrawn: 3

\*Can result from either a provider withdrawing the application or the applicant withdrawing the variance request.

**\*Variance requests are processed in the order they are received and must be processed within 60 days from the date filed.**

## Determinations Processed

Completed 2,894 determinations on completed applications – 90.4% received an Eligible Determination

Processed five applicants with a wanted status that were non-extradictable and one applicant with a wanted status that was extraditable..



Welcomed three new Fitness Determination Specialists.