

Board of Review

MAY 2025 REPORT



Decision Timeliness

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

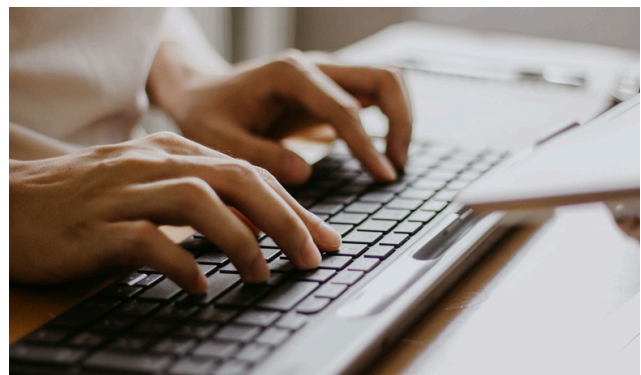
For fiscal year 2025, the Board of Review has achieved a 99% timeliness rate to-date.

Received 218 requests for fair hearings and adjudicated 236 fair hearings during May 2025.

Top 5 Programs Appeals Received:

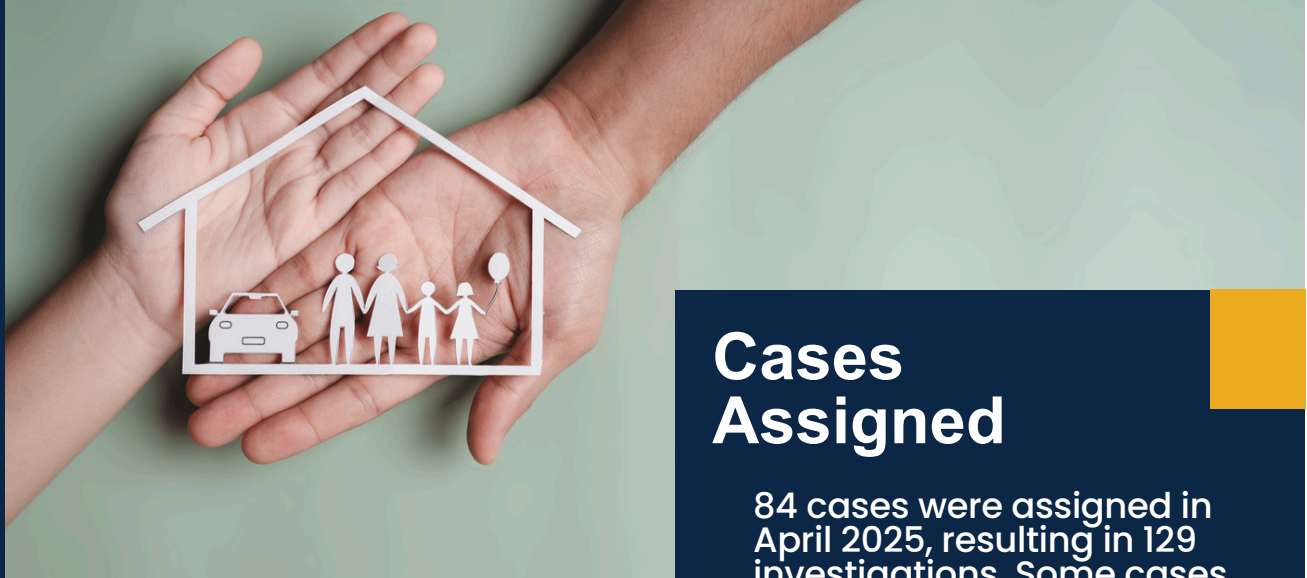
- Supplemental Nutrition Assistance Program (89)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (51)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (32)
- Long-Term Care Medicaid (16)
- Medicaid Waiver Programs (8)

The Board of Review provided information on Board of Review processes and procedures to 58 callers and referred 3 callers to other agencies for assistance.



Foster Care Ombudsman

APRIL 2025 REPORT



Top 3 Counties with Cases

- Kanawha (11)
- Mercer (7)
- Harrison (7)

Top 3 Complainant Types

- Relative Kinship Parent (26)
- Other Non-Caregiving Relative/Kin (17)
- Birth Parent (14)

Top 3 Complaint Type

- Action/Inaction by Agency/Employee (28)
- Lack of Communication (21)
- Placement of Children (18)

Cases Assigned

84 cases were assigned in April 2025, resulting in 129 investigations. Some cases included multiple complaints received.

Average number of days to close a case in April 2025:
6.33 days



*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

Benefits Recovered to
Complainants in April 2025:
\$3,141.00

Human Rights Commission

MAY 2025 REPORT



Active Cases

Current Active Cases:

- Employment 228
- Public Accommodations 22
- Housing 5

The Human Rights Commission is preparing to move office space later this summer!

Top 3 Active Employment Cases by Protected Class

- Disability
- Sex
- Race

Top 3 Active Public Accommodations Cases by Protected Class

- Age
- Ancestry
- Race

Top 2 Active Housing Cases by Protected Class

- Disability
- Familial Status



Investigations & Fraud Management

MAY 2025 REPORT



Benefits Repayment

During May 2025, collected \$185,291 in benefits repayment.

For State Fiscal Year 2025, collected \$1,699,491 in benefits repayment.

During May 2025, 190 claims were established worth \$327,989.

Front-End Fraud Unit:

- Completed 46 investigations and prevented \$11,145 in benefits from being wrongly issued
- State Fiscal Year 2025: Investigations completed by this unit have a projected savings of \$2,824,176 (includes Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF))



Received 383 referrals for all units during May 2025.

Mental Health Ombudsman

MAY 2025 REPORT



Contacts Addressed

During April 2025, 20 Contacts have been responded to by the Mental Health Ombudsman.

For Calendar Year 2025, a total of 163 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 13 (Calendar Year: 143)
- Approved: 2 (Calendar Year: 32)
- Denied: 11 (Calendar Year: 111)

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.*)
- Patient Rights (Related to Patient Rights provided for by law)



*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

MAY 2025 REPORT



Highlights

Welcomed two new health facility surveyors, one new program manager, and several summer college interns.

Processed 1,067 Nurse Aide Applications, including initial, renewal, and reciprocity applications.

Surveys Completed:

- Total for May 2025 - 134
- Includes licensure and complaint surveys

Complaints Received:

- Total for May 2025 - 309
- Included in complaints are self-reported incidents by facilities

Participated in Training Opportunities with Providers and Worked with Several Provider Associations and Individual Providers on specific topics.



Olmstead Office

MAY 2025 REPORT



The *Olmstead* Office received 20 complete Transition & Diversion Applications in May 2025.

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

- 2 Approved
- 3 Denied
- 8 Still Pending Information
- 1 Appeal Pending Information
- 1 Appeals Approved
- 0 Appeals Denied

Top 2 Spending Categories:

- Assistive Technology
- Home Furnishings

Olmstead Plan

The *Olmstead* Council met in May 2025 and has an opening for a Home Health Provider member.

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

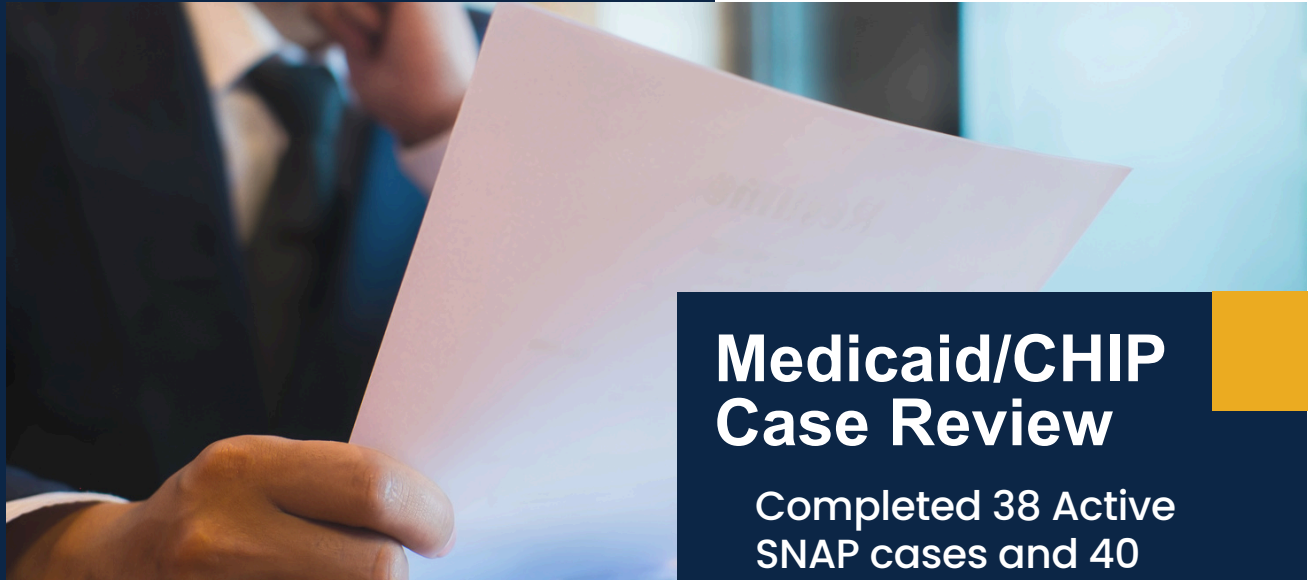


*The Transition & Diversion Program helps individuals stay in or transfer out of facilities into his or her community.

The *Olmstead* Office participated in 9 meetings and other outreach opportunities.

Quality Control

MAY 2025 REPORT



Medicaid/CHIP Case Review

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

CHIP is the Children's Health Insurance Program.

SNAP Case Review:

Completed 73 Active SNAP 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 55 Negative SNAP cases during May 2025.

Top 3 Causes of Errors in Active SNAP Cases:

- Earned Income (failed to report income, error in agency computation, etc.)
- Unearned Income/Contributions
- Standard Utility Allowance (utility allowance reported incorrectly or agency computation error)



*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

Welcomed a new Quality Control Reviewer.

West Virginia: Clearance for Access: Registry & Employment Screening

MAY 2025 REPORT



Completed 118 variance requests

- Granted 107
- Denied 11

Average Duration to Complete a Variance Request: 45.08 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: 5

*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 2,807 determinations on completed applications – 91.7% received an Eligible Determination

Processed eight applicants with a wanted status that were non-extradictable.



Completed 39 rap back determinations. A rap back is notified by the West Virginia State Police of an arrest.