

Board of Review

JUNE 2025 REPORT



Decision Timeliness

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

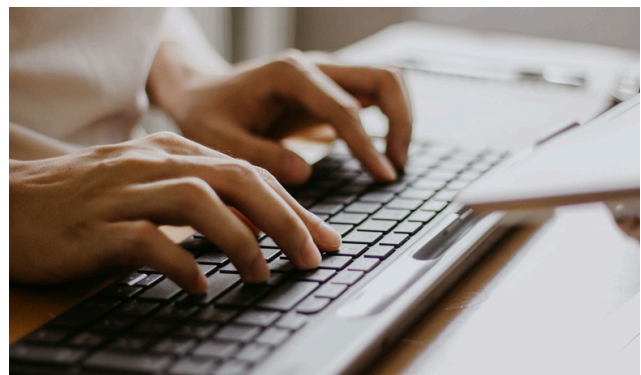
For fiscal year 2025, the Board of Review has achieved a 99% timeliness rate to-date.

Received 175 requests for fair hearings and adjudicated 180 fair hearings during June 2025.

Top 5 Programs Appeals Received:

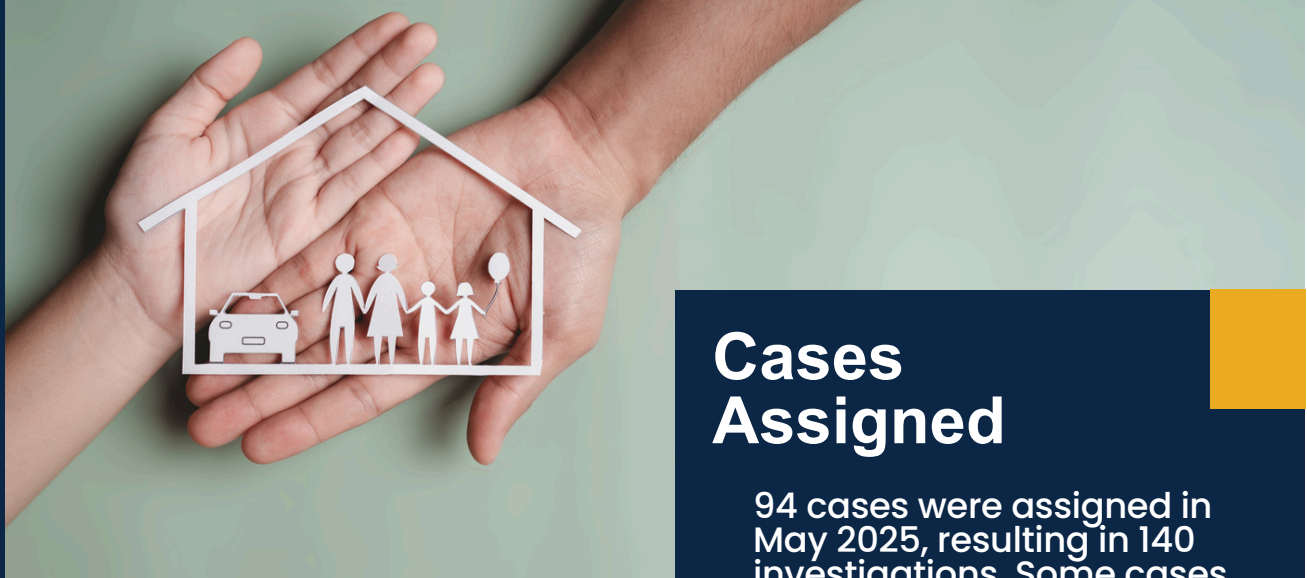
- Supplemental Nutrition Assistance Program (65)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (38)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (35)
- Medicaid Waiver Programs (11)
- Cash Assistance (7)

The Board of Review provided information on Board of Review processes and procedures to 65 callers and referred 10 callers to other agencies for assistance.



Foster Care Ombudsman

MAY 2025 REPORT



Cases Assigned

94 cases were assigned in May 2025, resulting in 140 investigations. Some cases included multiple complaints received.

Average number of days to close a case in May 2025: 8 days

Top 3 Counties with Cases

- Kanawha (10)
- Ohio (9)
- Mercer (6)

Top 3 Complainant Types

- Relative Kinship Parent (25)
- Birth Parent (21)
- Other Non-Caregiving Relative/Kin (13)

Top 3 Complaint Type

- Action/Inaction by Agency/Employee (39)
- Financial Issue/Reimbursement (21)
- Lack of Communication (19)



Benefits Recovered to Complainants in May 2025:
\$16,423.66

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

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

Human Rights Commission

JUNE 2025 REPORT



Top 3 Active Employment Cases by Protected Class

- Retaliation
- Disability
- Sex

Top Active Public Accommodations Cases by Protected Class

- Age
- Disability
- Race
- Religion

Top Active Housing Cases by Protected Class

- Disability

Active Cases

Current Active Cases:

- Employment 230
- Public Accommodations 21
- Housing 7

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



Investigations & Fraud Management

JUNE 2025 REPORT



Benefits Repayment

During June 2025, collected \$115,586 in benefits repayment.

For State Fiscal Year 2025, collected \$1,815,077 in benefits repayment.

During June 2025, 59 claims were established worth \$107,723.

Front-End Fraud Unit:

- Completed 64 investigations and prevented \$23,588 in benefits from being wrongly issued
- State Fiscal Year 2025: Investigations completed by this unit have a projected savings of \$3,107,232 (includes Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF))



Received 442 referrals for all units during June 2025.

Mental Health Ombudsman

JUNE 2025 REPORT



Contacts Addressed

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

For Calendar Year 2025, a total of 259 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 10 (Calendar Year: 161)
- Approved: 3 (Calendar Year: 39)
- Denied: 7 (Calendar Year: 122)

Top 3 Categories of Patient Grievances:

- Abuse/Neglect (as defined in W. Va. Code R. §64-59-1, *et seq.*)
- Other Patients (Problems or issues with other patients)
- Discharge/Transfer (Patient wants to leave the hospital or unit)

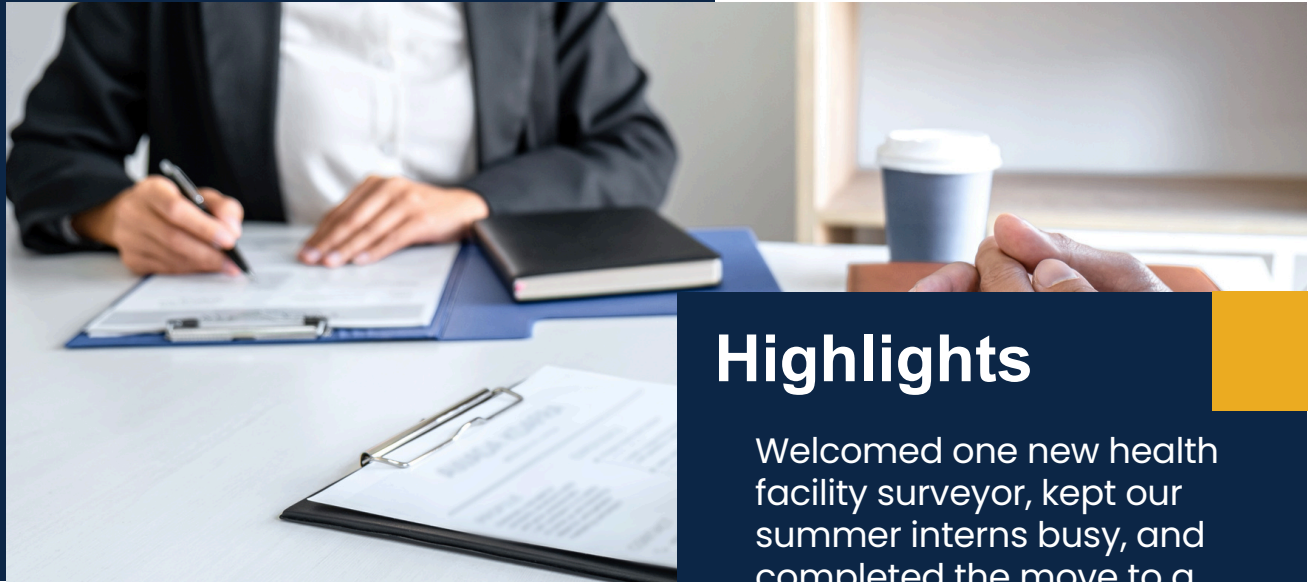


*Length of time to resolve individual patient grievances may be lengthened due to reviewing video footage or obtaining relevant records from the facilities.

Average Time to Resolve to a Patient Grievance for Calendar Year 2025: 2.3 days

Office of Health Facility Licensure & Certification

JUNE 2025 REPORT



Highlights

Welcomed one new health facility surveyor, kept our summer interns busy, and completed the move to a new office location.

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

Surveys Completed:

- Total for June 2025 - 175
- Includes licensure and complaint surveys; some surveys might include multiple complaints

Complaints Received:

- Total for June 2025 - 491
- Included in complaints are self-reported incidents by facilities

Completed and continuing to complete Centers for Medicare & Medicaid Services (CMS) trainings on new reporting system.



Olmstead Office

JUNE 2025 REPORT



Olmstead Plan

The *Olmstead* Coordinator held two orientation sessions for new *Olmstead* Council members.

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

The *Olmstead* Office received 9 complete Transition & Diversion Applications in June 2025.

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

- 12 Approved
- 3 Denied
- 3 Still Pending Information
- 1 Appeal Approved
- 1 Cancelled/Not Eligible

Top 3 Spending Categories:

- Home Furnishings
- Home Modification
- Assistive Technology

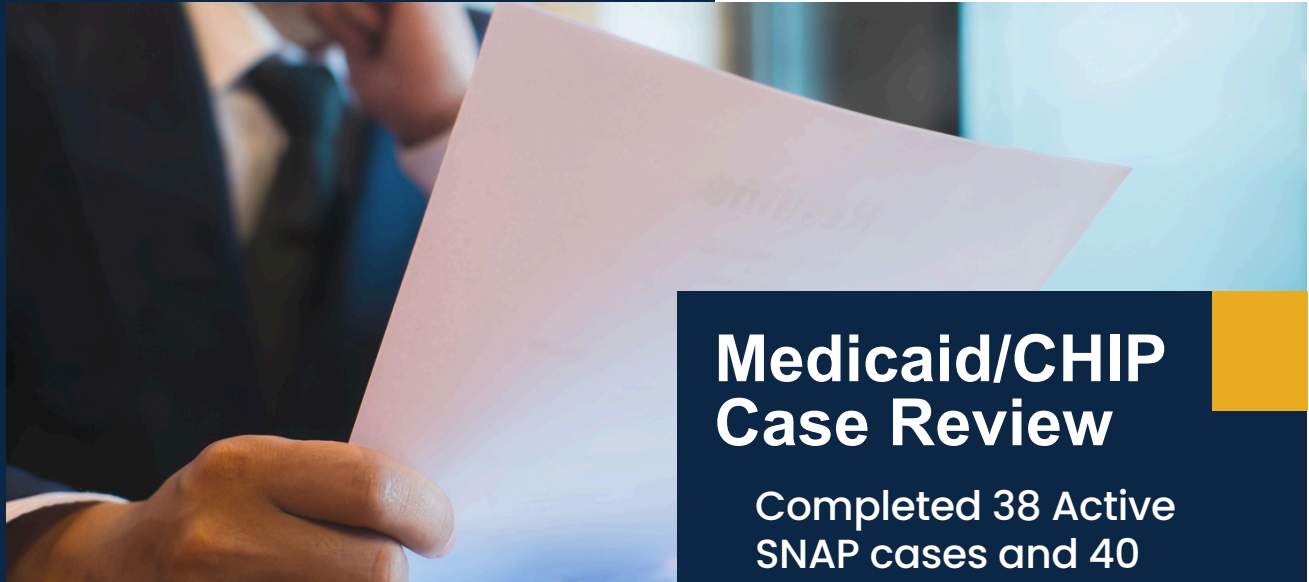


*The Transition & Diversion Program helps individuals stay in or transfer out of facilities into his or her community.

The *Olmstead* Office participated in 19 meetings and other outreach opportunities.

Quality Control

JUNE 2025 REPORT



Medicaid/CHIP Case Review

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

CHIP is the Children's Health Insurance Program.

SNAP Case Review:

Completed 79 Active SNAP cases: 8 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 52 Negative SNAP cases during June 2025.

Top 3 Causes of Errors in Active SNAP Cases:

- Missing Reports (documentation noted by the agency as present is missing from the client files)
- 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

JUNE 2025 REPORT



Completed 157 variance requests

- Granted 147
- Denied 10

Average Duration to Complete a Variance Request: 41.63 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 2,777 determinations on completed applications – 90.7% received an Eligible Determination

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



Completed 44 rap back determinations. A rap back is notified by the West Virginia State Police of an arrest.