

# Board of Review

JULY 2025 REPORT



**Received 210 requests for fair hearings and adjudicated 233 fair hearings during July 2025.**

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

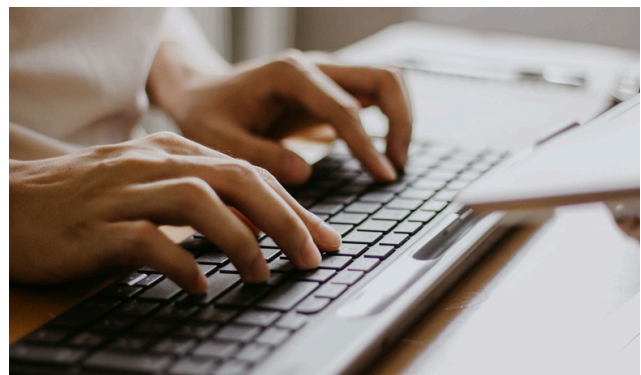
- Supplemental Nutrition Assistance Program (81)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (48)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (33)
- Long-Term Care Medicaid (12)
- School Clothing Allowance (11)

**The Board of Review provided information on Board of Review processes and procedures to 62 callers and referred 24 callers to other agencies for assistance.**

## **Decision Timeliness**

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

For fiscal year 2026, the Board of Review has achieved a 100% timeliness rate to-date.



# Foster Care Ombudsman

JUNE 2025 REPORT



## Cases Assigned

102 cases were assigned in June 2025, resulting in 102 investigations.

Average number of days to close a case in June 2025: 6 days

### Top 3 Counties with Cases

- Kanawha (15)
- Cabell (7)
- Berkeley, Marion, Monongalia & Wood (6)

### Top 3 Complainant Types

- Relative Kinship Parent (26)
- Birth Parent (25)
- Other Non-Caregiving Relative/Kin (20)

### Top 3 Complaint Type

- Action/Inaction by Agency/Employee (49)
- Lack of Communication\* (29)
- Removal of Children (17)

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



Benefits Recovered to Complainants in June 2025:  
\$9,819.02



# Human Rights Commission

JULY 2025 REPORT



## Active Cases

Current Active Cases:

- Employment 239
- Public Accommodations 21
- Housing 7

The Human Rights Commission moved into their new office space at the end of July!

### Top 3 Active Employment Cases by Protected Class

- Disability
- Retaliation
- Race

### Top Active Public Accommodations Cases by Protected Class

- Age
- Religion

### Top Active Housing Cases by Protected Class

- Disability



# Investigations & Fraud Management

JULY 2025 REPORT



## Benefits Repayment

During July 2025, collected \$119,771 in benefits repayment.

For State Fiscal Year 2026, collected \$119,771 in benefits repayment to-date.

**During July 2025, 78 claims were established worth \$170,470.**

### Front-End Fraud Unit:

- Completed 75 investigations and prevented \$20,946 in benefits from being wrongly issued
- State Fiscal Year 2026: Investigations completed by this unit have a projected savings of \$251,352 (includes Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF))



\*One individual was disqualified from SNAP for committing an intentional program violation.

**Received 442 referrals for all units during June 2025.**



# Mental Health Ombudsman

JULY 2025 REPORT



## Contacts Addressed

During July 2025, 37 Contacts have been responded to by the Mental Health Ombudsman.

For Calendar Year 2025, a total of 296 contacts with clients have been responded to by the Mental Health Ombudsman

## Patient Grievances from State Hospitals:

- Total: 24 (Calendar Year: 185)
- Approved: 1 (Calendar Year: 40)
- Denied: 23 (Calendar Year: 145)

## Top 3 Categories of Patient Grievances:

- Abuse/Neglect (as defined in W. Va. Code R. §64-59-1, *et seq.*)
- Rights (related to patient's rights by law that may be violated)
- Staff/Doctors (includes changing physicians, medication, or a medical decision)



\*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: 6.46 days

# Office of Health Facility Licensure & Certification

JULY 2025 REPORT



## Highlights

Took our interns on a trip to meet the West Virginia Secretary of State and helped transition nursing home providers to iQIES and started ePOCs!

Processed 1,154 Nurse Aide Applications, including initial, renewal, and reciprocity applications.

### Surveys Completed:

- Total for July 2025 - 1205
- Includes licensure and complaint surveys; some surveys might include multiple complaints

### Complaints Received:

- Total for July 2025 - 226
- 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 (iQIES).





# Olmstead Office

JULY 2025 REPORT



## Olmstead Plan

The *Olmstead* Plan Update Workgroup met during July to discuss and work on updates to the *Olmstead* Plan.

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 July 2025.

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

- 16 Approved
- 3 Denied
- 1 Still Pending Information
- 2 Appeal Pending Information
- 3 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 16 meetings and other outreach opportunities.

# Quality Control

JULY 2025 REPORT



## Medicaid/CHIP Case Review

Completed 38 Active Medicaid/CHIP cases and 40 Negative Medicaid/CHIP cases during July 2025

CHIP is the Children's Health Insurance Program.

## SNAP Case Review:

Completed 75 Active SNAP cases: 15 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 or sanction. Completed 54 Negative SNAP cases during July 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
- Earned Income



\*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

JULY 2025 REPORT



## Completed 147 variance requests

- Granted 130
- Denied 17

## Average Duration to Complete a Variance Request: 43.63 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: 2

\*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 3,013 determinations on completed applications - 90% received an Eligible Determination

Processed 12 applicants with a wanted status with 1 that was extraditable, which was referred to West Virginia State Police.



Completed 61 rap back determinations. A rap back is notified by the West Virginia State Police of an arrest.