

Board of Review

AUGUST 2025 REPORT



Received 233 requests for fair hearings and adjudicated 205 fair hearings during August 2025.

Top 5 Programs Appeals Received:

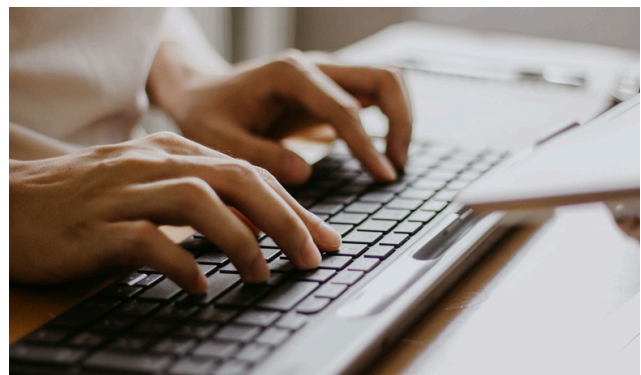
- Supplemental Nutrition Assistance Program (68)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (45)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (43)
- School Clothing Allowance (39)
- Long-Term Care Medicaid (11)

The Board of Review provided information on Board of Review processes and procedures to 57 callers and referred 14 callers to other agencies for assistance.

Decision Timeliness

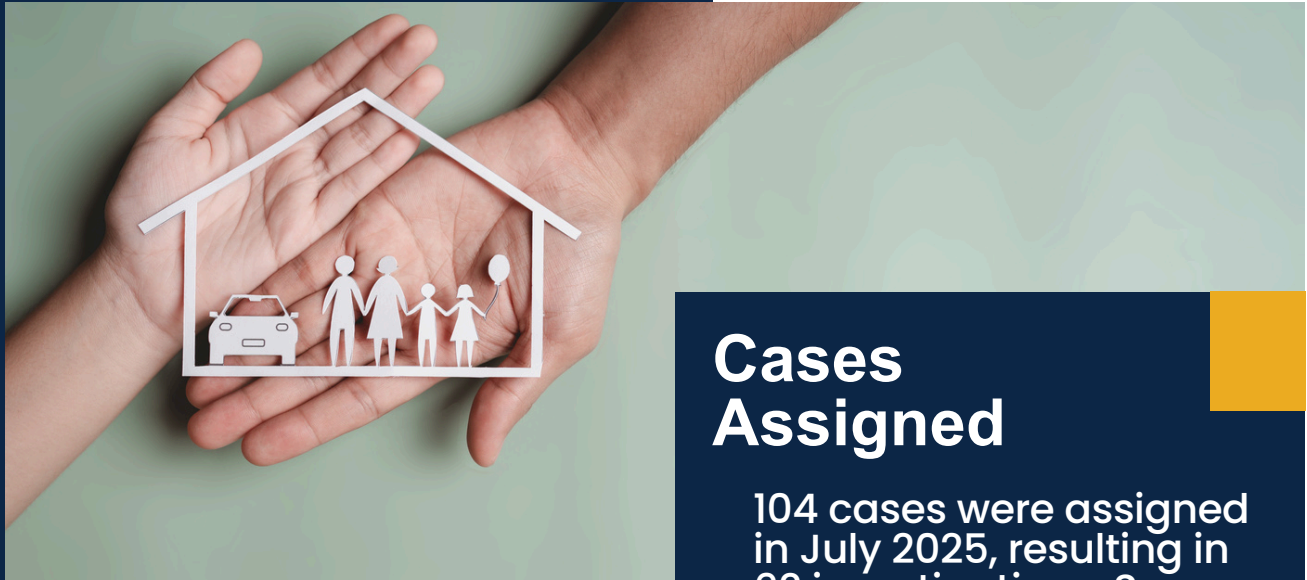
The Board of Review achieved a 100% timeliness rate for written decisions during August 2025.

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



Foster Care Ombudsman

JULY 2025 REPORT



Top 3 Counties with Cases

- Kanawha (8)
- Wood (7)
- Logan & Putnam (6)

Top 3 Complainant Types

- Relative Kinship Parent (28)
- Birth Parent (23)
- Other Non-Caregiving Relative/Kin (20)

Top 3 Complaint Type

- Action/Inaction by Agency/Employee (40)
- Lack of Communication* (23)
- Education (Information & Referral) (17)

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

Cases Assigned

104 cases were assigned in July 2025, resulting in 62 investigations. Some investigations included multiple complaints received.

Average number of days to close a case in July 2025:
6.625 days



Benefits Recovered to Complainants in July 2025:
\$200

Human Rights Commission

AUGUST 2025 REPORT



Active Cases

Current Active Cases:

- Employment 254
- Public Accommodations 22
- Housing 14

The Human Rights Commission was busy scheduling the upcoming Listening Tours at cities throughout the state!

Top 3 Active Employment Cases by Protected Class

- Retaliation
- Race
- Disability

Top Active Public Accommodations Cases by Protected Class

- Age
- Disability

Top Active Housing Cases by Protected Class

- Disability
- Race



Investigations & Fraud Management

AUGUST 2025 REPORT



Benefits Repayment

During August 2025, collected \$105,820 in benefits repayment.

For State Fiscal Year 2026, collected \$225,591 in benefits repayment to-date.

During August 2025, 131 claims were established worth \$219,307.

Front-End Fraud Unit:

- Completed 83 investigations and prevented \$24,443 in benefits from being wrongly issued
- State Fiscal Year 2026: Investigations completed by this unit have a projected savings of \$544,668 (includes Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF))



Received 453 referrals for all units during August 2025.

Mental Health Ombudsman

AUGUST 2025 REPORT



Contacts Addressed

During August 2025, 17 Contacts have been responded to by the Mental Health Ombudsman.

For Calendar Year 2025, a total of 332 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 11 (Calendar Year: 203)
- Approved: 0 (Calendar Year: 40)
- Denied: 11 (Calendar Year: 163)

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: 12.9 days

Office of Health Facility Licensure & Certification

AUGUST 2025 REPORT



Highlights

In August, OHFLAC welcomed a new Health Facility Surveyor and staff presented to the West Virginia Society for Healthcare Engineering.

Processed 991 Nurse Aide Applications, including initial, renewal, and reciprocity applications.

Surveys Completed:

- Total for August 2025 - 198
- Includes licensure and complaint surveys; some surveys might include multiple complaints

Complaints Received:

- Total for August 2025 - 203
- 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

AUGUST 2025 REPORT



Olmstead Plan

The *Olmstead* Plan Update Workgroup met during August 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 24 complete Transition & Diversion Applications in August 2025.

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

- 17 Approved
- 3 Denied
- 9 Still Pending Information
- 2 Appeal Pending Information
- 2 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 12 meetings and other outreach opportunities.

Quality Control

AUGUST 2025 REPORT



Medicaid/CHIP Case Review

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

CHIP is the Children's Health Insurance Program.

SNAP Case Review:

Completed 76 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 or sanction. Completed 55 Negative SNAP cases during August 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

AUGUST 2025 REPORT



Completed 225 variance requests

- Granted 206
- Denied 19

Average Duration to Complete a Variance Request: 23.93 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 3,132 determinations on completed applications - 92% received an Eligible Determination

Processed 15 applicants with a wanted status.



Completed 67 rap back determinations. A rap back is notified by the West Virginia State Police of an arrest.