

Board of Review

SEPTEMBER 2025 REPORT



Received 239 requests for fair hearings and adjudicated 242 fair hearings during September 2025.

Top 5 Programs Appeals Received:

- Supplemental Nutrition Assistance Program (112)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (52)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (40)
- Long-Term Care Medicaid (10)
- School Clothing Allowance (8)

The Board of Review provided information on Board of Review processes and procedures to 56 callers and referred 19 callers to other agencies for assistance.

Decision Timeliness

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

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



Foster Care Ombudsman

AUGUST 2025 REPORT



Cases Assigned

112 cases were assigned in August 2025, resulting in 64 investigations. Some investigations included multiple complaints received.

Average number of days to close a case in August 2025: 8.625 days

Top 3 Counties with Cases

- Kanawha (14)
- Marion (8)
- Cabell, Harrison & Ohio (6)

Top 3 Complainant Types

- Relative Kinship Parent (28)
- Other Non-Caregiving Relative/Kin (21)
- Birth Parent (19)

Top 3 Complaint Type

- Action/Inaction by Agency/Employee (35)
- Lack of Communication* (28)
- Policy/Regulation Issue (27)

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



Benefits Recovered to Complainants in August 2025: \$916.26

Human Rights Commission

SEPTEMBER 2025 REPORT



Active Cases

Current Active Cases:

- Employment 276
- Public Accommodations 26
- Housing 18

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

Top 3 Active Employment Cases by Protected Class

- Race
- Retaliation
- Sex

Top Active Public Accommodations Cases by Protected Class

- Age
- Disability

Top Active Housing Cases by Protected Class

- Disability



Investigations & Fraud Management

SEPTEMBER 2025 REPORT



Benefits Repayment

During September 2025, collected \$115,912 in benefits repayment. Two individuals were disqualified from SNAP for committing Intentional Program Violations.

For State Fiscal Year 2026, collected \$341,503 in benefits repayment to-date.

During September 2025, 134 claims were established worth \$264,563.

Front-End Fraud Unit:

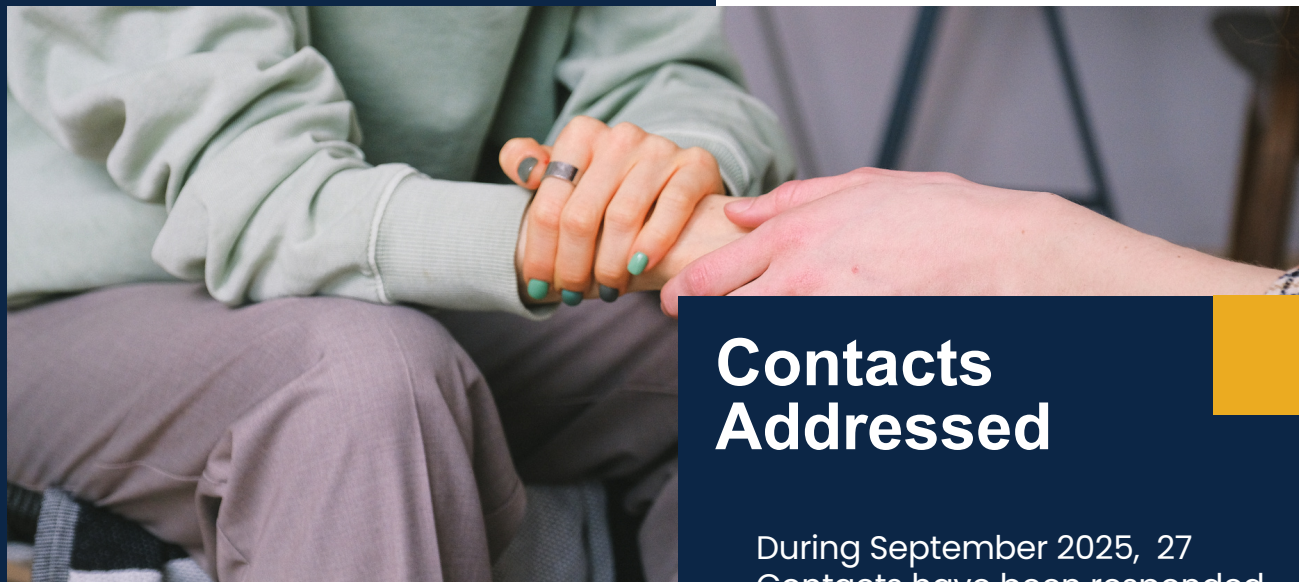
- Completed 77 investigations and prevented \$28,339 in benefits from being wrongly issued
- State Fiscal Year 2026: Investigations completed by this unit have a projected savings of \$884,736 (includes Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF))



Received 493 referrals for all units during September 2025.

Mental Health Ombudsman

SEPTEMBER 2025 REPORT



Contacts Addressed

During September 2025, 27 Contacts have been responded to by the Mental Health Ombudsman.

For Calendar Year 2025, a total of 359 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 15 (Calendar Year: 218)
- Approved: 1 (Calendar Year: 41)
- Denied: 14 (Calendar Year: 177)

Top 3 Categories of Patient Grievances:

- Rights (related to patient's rights by law that may be violated)
- Staff/Doctors (includes changing physicians, medication, or a medical decision)
- Exercise (patients not receiving outdoor, recreation, or music time)

*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: 10 days

Office of Health Facility Licensure & Certification

SEPTEMBER 2025 REPORT



Highlights

In September, OHFLAC presented to the West Virginia Health Care Association and exhibited at the Peer Recovery Support Specialist & Recovery Housing Conference and the 2025 Appalachian Addiction & Prescription Drug Abuse Conference.

Processed 939 Nurse Aide Applications, including initial, renewal, and reciprocity applications.

Surveys Completed:

- Total for September 2025 - 157
- Includes licensure and complaint surveys; some surveys might include multiple complaints

Complaints Received:

- Total for September 2025 - 223
- 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

SEPTEMBER 2025 REPORT



Olmstead Plan

The *Olmstead* Council's Work Plan/Annual Report work group and Policy Priorities work group met during September 2025.

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

The *Olmstead* Office received 18 complete Transition & Diversion Applications in September 2025.

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

- 23 Approved
- 5 Denied
- 1 Appeal Approved
- 1 Appeal Denied

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 10 meetings and other outreach opportunities.

Quality Control

SEPTEMBER 2025 REPORT



Medicaid/CHIP Case Review

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

CHIP is the Children's Health Insurance Program.

SNAP Case Review:

Completed 73 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 53 Negative SNAP cases during September 2025.

Top 3 Causes of Errors in Active SNAP Cases:

- Earned Income
- Unearned Income/Contributions
- Missing Reports (documentation noted by the agency as present is missing from the client files)



*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

SEPTEMBER 2025 REPORT



Completed 111 variance requests

- Granted 98
- Denied 13

Average Duration to Complete a Variance Request: 19.65 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: 1

*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 3,160 determinations on completed applications - 92% received an Eligible Determination

Processed 13 applicants with a wanted status, of which two were extraditable and referred to the West Virginia State Police.



Completed 73 rap back determinations. A rap back is notified by the West Virginia State Police of an arrest.