

Board of Review

OCTOBER 2025 REPORT



Received 212 requests for fair hearings and adjudicated 223 fair hearings during October 2025.

Top 5 Programs Appeals Received:

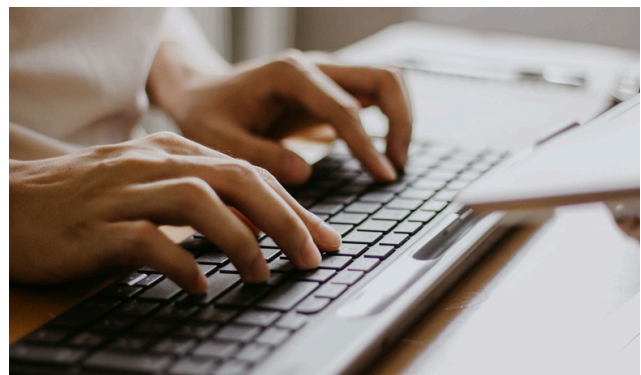
- Supplemental Nutrition Assistance Program (86)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (48)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (36)
- Medicaid Waiver Programs (15)
- Long-Term Care Medicaid (9)

The Board of Review provided information on Board of Review processes and procedures to 61 callers and referred 36 callers to other agencies for assistance.

Decision Timeliness

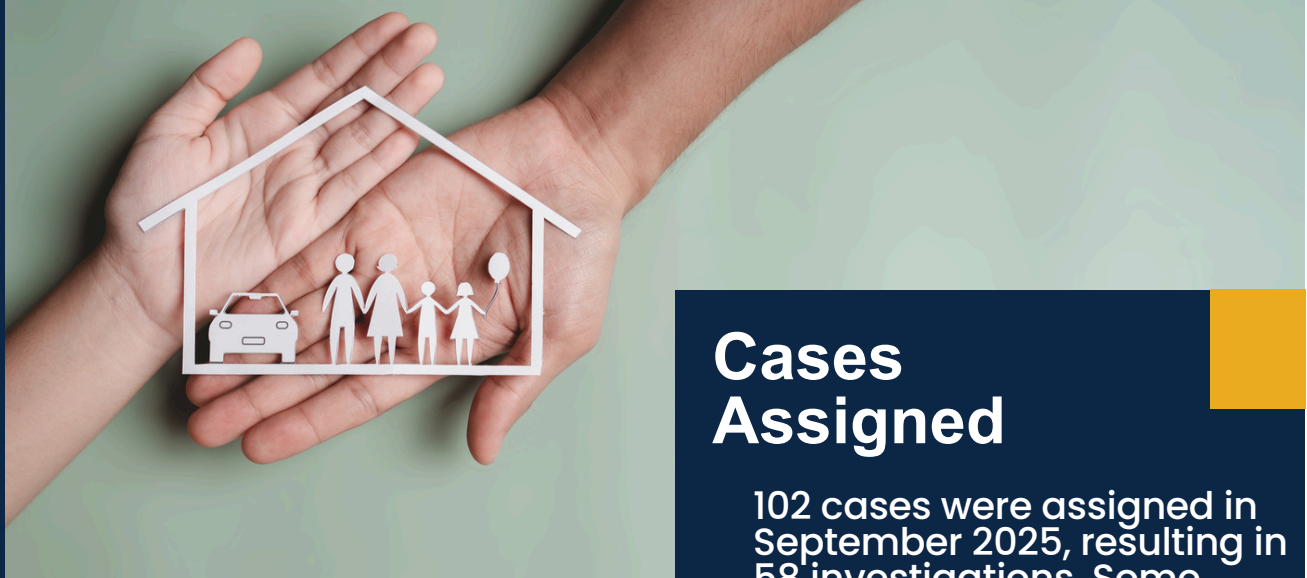
The Board of Review achieved a 100% timeliness rate for written decisions during October 2025.

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



Foster Care Ombudsman

SEPTEMBER 2025 REPORT



Cases Assigned

102 cases were assigned in September 2025, resulting in 58 investigations. Some investigations included multiple complaints received.

Average number of days to close a case in September 2025: 6.75 days

Top 3 Counties with Cases

- Kanawha (13)
- Cabell (8)
- Harrison & Marion (7)

Top 3 Complainant Types

- Other Non-Caregiving Relative/Kin (21)
- Non-Relative Foster Placement (16)
- Relative/Kinship Placement (15)

Top 3 Complaint Type

- Action/Inaction by Agency/Employee (29)
- Policy/Regulation Issue (24)
- Education (Information & Referral to Resources) (23)



Benefits Recovered to Complainants in September 2025: \$5,161.70

Human Rights Commission

OCTOBER 2025 REPORT



Active Cases

Current Active Cases:

- Employment 291
- Public Accommodations 31
- Housing 20

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

Top 3 Active Employment Cases by Protected Class

- Disability
- Sex
- Retaliation

Top Active Public Accommodations Cases by Protected Class

- Age
- Race
- Sex

Top Active Housing Cases by Protected Class

- Disability



Investigations & Fraud Management

OCTOBER 2025 REPORT



Benefits Repayment

During October 2025, collected \$105,354 in benefits repayment. Two individuals were disqualified from SNAP for committing Intentional Program Violations.

For State Fiscal Year 2026, collected \$446,857 in benefits repayment to-date.

During October 2025, 157 claims were established worth \$265,545.

Front-End Fraud Unit:

- Completed 69 investigations and prevented \$13,211 in benefits from being wrongly issued
- State Fiscal Year 2026: Investigations completed by this unit have a projected savings of \$1,043,268 (includes Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF))



Investigators presented three cases to the grand jury in McDowell County which resulted in three felony indictments.

Received 395 referrals for all units during October 2025.

Mental Health Ombudsman

OCTOBER 2025 REPORT



Contacts Addressed

During October 2025, 11 Contacts have been responded to by the Mental Health Ombudsman.

For Calendar Year 2025, a total of 388 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 18 (Calendar Year: 232)
- Approved: 6 (Calendar Year: 47)
- Denied: 12 (Calendar Year: 185)

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)
- Items (Patient not receiving clothing, canteen, or other items)



*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: 6.2 days

Office of Health Facility Licensure & Certification

OCTOBER 2025 REPORT



Highlights

In October, the Office of Health Facility Licensure and Certification held a Nursing Home Licensing Advisory Council Meeting

Processed 1,039 Nurse Aide Applications, including initial, renewal, and reciprocity applications.

Surveys Completed:

- Total for October 2025 - 155
- Includes licensure and complaint surveys; some surveys might include multiple complaints

Complaints Received:

- Total for October 2025 - 349
- Included in complaints are self-reported incidents by facilities

Welcomed a new Health Facility Surveyor to the team!



Olmstead Office

OCTOBER 2025 REPORT



Olmstead Plan

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

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

The *Olmstead* Office received 6 complete Transition & Diversion Applications in October 2025.

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

- 2 Approved
- 1 Denied
- 2 Cancelled/Not Eligible
- 1 Appeal Denied

Top 3 Spending Categories:

- 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 7 meetings and other outreach opportunities.

Quality Control

OCTOBER 2025 REPORT



Medicaid/CHIP Case Review

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

CHIP is the Children's Health Insurance Program.

SNAP Case Review:

Completed 73 Active SNAP cases: 14 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 October 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

OCTOBER 2025 REPORT



Completed 84 variance requests

- Granted 77
- Denied 7

Average Duration to Complete a Variance Request: 22.93 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 2,882 determinations on completed applications – 93% received an Eligible Determination

Processed 12 applicants with a wanted status, of which two were extraditable and referred to the West Virginia State Police.



Completed 66 rap back determinations. A rap back is notified by the West Virginia State Police of an arrest.