

Board of Review

DECEMBER 2025 REPORT



Received 141 requests for fair hearings and adjudicated 158 fair hearings during December 2025.

Top 5 Programs Appeals Received:

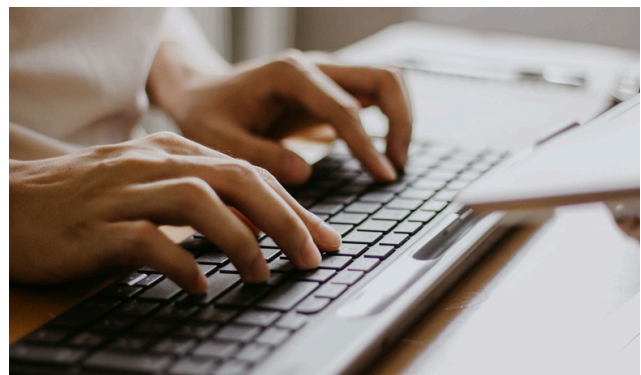
- Supplemental Nutrition Assistance Program (53)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (29)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (25)
- Medicaid Waiver Programs (9)
- Long-Term Care Medicaid (9)

The Board of Review provided information on Board of Review processes and procedures to 82 callers and referred 22 callers to other agencies for assistance.

Decision Timeliness

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

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



Foster Care Ombudsman

NOVEMBER 2025 REPORT



Cases Assigned

109 complaints were received in November 2025, resulting in 75 cases being assigned. Some cases included multiple complaints received.

Average number of days to close a case in November 2025: 10.5 days

Top 3 Counties with Cases

- Kanawha & Marion (7)
- Cabell (6)
- Monogalia (5)

Top 3 Complainant Types

- Birth Parent (20)
- Other Non-Caregiving Relative/Kinship (19)
- Relative/Kinship Parent (14)

Top 3 Complaint Type

- Action/Inaction by Agency/Employee (32)
- Placement of Children (16)
- Removal of Children (11)



Benefits Recovered to Complainants in November 2025: \$28,692.83

Human Rights Commission

DECEMBER 2025 REPORT



Top 3 Active Employment Cases by Protected Class

- Disability
- Age
- Race

Top Active Public Accommodations Cases by Protected Class

- Disability
- Age

Top Active Housing Cases by Protected Class

- Disability

Active Cases

Current Active Cases:

- Employment 280
- Public Accommodations 39
- Housing 15



Investigations & Fraud Management

DECEMBER 2025 REPORT



During December 2025, 140 claims were established worth \$324,142.

Front-End Fraud Work:

- Completed 61 investigations and prevented \$23,476 in benefits from being wrongly issued
- State Fiscal Year 2026: Front-End Fraud Investigations completed have a projected savings of \$1,373,592 (includes Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF))

Benefits Repayment

During December 2025, collected \$112,634 in benefits repayment. Five individuals were disqualified from SNAP for committing Intentional Program Violations.

For State Fiscal Year 2026, collected \$707,627 in benefits repayment to-date.



Investigators fielded 284 phone calls in December 2025. All staff participated in Division-wide training during December 2025, to sharpen skills.

Received 263 referrals during December 2025.

Mental Health Ombudsman

DECEMBER 2025 REPORT



Contacts Addressed

39 Contacts have been responded to by the Mental Health Ombudsman during December 2025.

For Calendar Year 2025, a total of 462 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 34 (Calendar Year: 284)
- Approved: 5 (Calendar Year: 53)
- Denied: 29 (Calendar Year: 231)

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)
- Other Patients (problem with another patient)



*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: 7.75 days

Office of Health Facility Licensure & Certification

DECEMBER 2025 REPORT



Highlights

In December, the Office of Health Facility Licensure and Certification welcomed several new Health Facility Surveyors!

Processed 968 Nurse Aide Applications, including renewal, and reciprocity applications.

Surveys Completed:

- Total for December 2025 - 134
- Includes licensure and complaint surveys; some surveys might include multiple complaints

Complaints Received:

- Total for December 2025 - 13
- Included in complaints are self-reported incidents by facilities



Olmstead Office

DECEMBER 2025 REPORT



The *Olmstead* Office received 5 complete Transition & Diversion Applications in December 2025.

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

- 4 Approved
- 2 Denied
- 1 Pending
- 1 Cancelled/Not Eligible

Top 3 Spending Categories:

- Home Modification
- Assistive Technology
- Rent & Security

Olmstead Plan

The *Olmstead* Council's Work Plan/Annual Report work group met during December 2025.

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



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

The *Olmstead* Office participated in 18 meetings and other outreach opportunities.

Quality Control

DECEMBER 2025 REPORT



Medicaid/CHIP Case Review

Completed 42 Active Medicaid/CHIP cases and 96 Negative Medicaid/CHIP cases during December 2025

CHIP is the Children's Health Insurance Program.

SNAP Case Review:

Completed 75 Active SNAP cases: 11 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 93 Negative SNAP cases during December 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

DECEMBER 2025 REPORT



Completed 114 variance requests

- Granted 100
- Denied 14

Average Duration to Complete a Variance Request: 40.8 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 2,535 determinations on completed applications – 90.5% received an Eligible Determination

Processed 11 applicants with a wanted status, 2 were extraditable and referred to the West Virginia State Police.



Completed 53 rap back determinations. A rap back is notified by the West Virginia State Police of an arrest.