



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Earl Ray Tomblin
Governor

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Karen L. Bowling
Cabinet Secretary

To: ADW Providers

From: Susan Given, Program Manager

A handwritten signature in blue ink, appearing to be "Susan Given", written over the "From:" line.

Date: February 10, 2014

Re: Requests for Extensions

I have been getting numerous requests for extensions over the past couple of weeks. Therefore, I feel that it is important to address. Making sure that all required documents are completed in a timely fashion to ensure continued member eligibility is of the utmost importance. Simply forgetting or not realizing is unacceptable. This is a vital function of a case management agency.

Failure to adequately perform case management functions is causing more work for everyone involved. It can be detrimental to the Home Maker agencies who are at risk for disallowances because a Case Management agency has failed perform one of its most basic duties.

I am told that extensions were once very rare. They are now becoming a much too common practice. If you do not already have a system in place to track when continued member eligibility determinations are due, I urge you to do so immediately. Due to the large number of extension requests being made, it is likely that they will be phased out completely.

All future requests for extensions will be highly scrutinized. In addition, the request must be accompanied by a letter from the Director with a detailed explanation about why the request for an extension is being made.

If you have any questions, please do not hesitate to contact me.