

DAIL- Adult Services Division Complex Care

Email Address: AHS.DAILASDComplexCare@vermont.gov

Providing technical assistance to the hospital in the following situations:

- When an individual in the hospital who is eligible or pending CFC is identified as having complex care physical needs and the case manager is receiving denials for placement (rehab or long-term care).
- When the individual in the hospital has complex care needs and is/ or would likely be discharged to an Adult family care home.
- When the individual is eligible or pending CFC is being denied admissions to long term care placements related to complex care behavioral needs including persistent mental health issues with behaviors or physical diagnosis leading to behavioral situations.

The hospital can contact Adult Services Division Complex Care through AHS.DAILASDComplexCare@vermont.gov email address to request the possibility of the State providing a special rate to assist with appropriate placement. The hospital is to send referrals to all in-state nursing facilities that can meet the individuals care needs and have received denials prior to the State being able to consider offering an enhanced rate. If the client is not eligible for the CFC program, then the hospital should be working directly with the Department of Mental Health Case Managers to facilitate placement.

A resource tool is available to Discharge planners:

- This tool is a resource for discharge planners on what services are offered by each nursing facility. The tool will provide a list of services facility specific for NF's and RCH's so appropriate referrals can be sent to the facilities who are able to meet the identified needs of the patient (examples- those who provide bariatric care, deep suctioning, wound vacs, IV therapy, behavioral health with secure unit, vent care...).

When a special rate is needed to assist with appropriate placement for a complex care individual (must be eligible or pending CFC), the request for a special rate must be placed by the nursing facility that is considering admitting the individual. As the hospital starts to get denials, they can contact DIAL ASD Complex Care via the email address AHS.DAILASDComplexCare@vermont.gov to help guide the process which includes how to send referrals with the language regarding the possibility of an enhanced rate to admit.