Update 2012-21: Common Place Handbook

CCS Intake Process for Long Term Care (LTC) Cases

**Background**

The Department of Employment and Benefits Services (DEBS) Central Client Service (CCS) model went live in April 2011. Several work groups were formed in order to prepare and implement a model that is both effective and efficient for both staff and clients.

Processes developed under the CCS model are continuously reviewed and enhanced to improve efficiency and client service.

**Changes**

The LTC process has been revised to streamline the existing procedure. These applications will be processed in the VMC Medi-Cal Eligibility Bureau.

Chapter 57 of the Common Place Handbook details the CCS-LTC Intake Process.

[Refer to “Long Term Care Process,” page 57-16] for detailed information.

**Implementation**

The information contained in this Common Place Handbook Update is effective immediately upon receipt.

**Transition Period**

A one time listing identifying all pending LTC cases will be posted in Business Objects Infoview. These cases must be assigned following the revised process outlined in Common Place Handbook, Chapter 57.
<table>
<thead>
<tr>
<th>EW Supervisors</th>
<th>Eligibility Work Supervisors must review this handbook section with their respective staff at their next unit meeting, but no later than 07/13/12 and ensure that correct procedures are being followed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clerical</td>
<td>Office Management Coordinators (OMCs) must review this handbook section with their respective staff at their next unit meeting, but no later than 07/13/12 and ensure that correct procedures are being followed.</td>
</tr>
</tbody>
</table>

**Data Systems**

<table>
<thead>
<tr>
<th>CalWIN</th>
<th>To ensure that LTC cases are easily tracked and readily identifiable, a new case load <strong>CVLT</strong> is created in CalWIN.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kudos</td>
<td>Special thanks to Erika Avalos, Maxine Galaviz and Sean Romeo for their assistance in revising the LTC process at VMC.</td>
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</tbody>
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