

Office of Aging and Adult Services

OAAS Requirements for Support Coordination Brochures

Brochures must include the following information; format may be determined by the agency:

1. Each recipient of Medicaid waiver and targeted support coordination has the freedom to choose their provider. The individual's choice of support coordination or direct service provider does not affect their eligibility for waiver and state-plan programs or support coordination services.
2. Medicaid recipients receiving support coordination services through the Office of Aging and Adult Services (OAAS) may contact the OAAS Help Line at 1-866-758-5035 for information, assistance or questions about OAAS programs. The brochure may also include the appropriate OAAS regional office telephone numbers.
3. Complaints about support coordinators, support coordination agencies or direct service providers may be reported to the Health Standards Section at 1-800-660-0488.
4. The brochures must include a description of the agency, the services provided, current address and the agency's local and nationwide toll-free number. The brochure may also include the agency's experience delivering support coordination services.

Support Coordination shall be responsible for:

1. Obtaining written approval of the brochure from the OAAS support coordination program manager prior to distributing to recipients of the Elderly and Disabled Adult waiver, Adult Day Health Care waiver or other OAAS programs. All marketing material must be approved by DHH prior to distribution by the agency.
2. Providing DHH or its designated contractor with adequate supplies of the approved brochure.
3. Completing revisions of the brochure, as requested, to reflect all program changes.