

**City of Carson City
Agenda Report**

Date Submitted: November 12, 2013

Agenda Date Requested: November 21, 2013

Time Requested: 10 minutes

To: Carson City Board of Supervisors

From: Health & Human Services (Nicki Aaker)

Subject Title: For Possible Action: To move to approve the Carson City Human Services Division; Guidelines and Standards. *(Nicki Aaker)*

Staff Summary: The purpose of the Guidelines and Standards is to define the policies necessary to effectuate programs and comply with the City Code and Nevada Revised Statutes. The Guidelines and Standards have not been updated since 1992. NRS 428.010, Subsection 1 requires every county to "...provide care, support, and relief to the poor, indigent, incompetent and those incapacitated by age, disease or accident...when those persons are not supported or relieved by their relatives or guardians, by their own means...". NRS 428.010, Subsection 2 requires "boards of commissioners of the several counties shall establish and approve policies and standards, prescribe a uniform standard of eligibility..."

Type of Action Requested:

(check one)

☐ Resolution

☐ Ordinance

☒ Formal Action/Motion

☐ Other (Specify) Information Only

Does This Action Require A Business Impact Statement: ☐ Yes ☒ No

Recommended Board Action: I move to approve the Carson City Human Services Division; Guidelines and Standards.

Explanation for Recommended Board Action: According to NRS 428.010 Subsection 2, requires a county's board of commissioners or supervisors to establish and approve policies and standards. Furthermore, portions of the Guidelines and Standards are out of date and require updating.

Applicable Statue, Code, Policy, Rule or Regulation: NRS 428, CCMC 9.08.020-9.08.040

Fiscal Impact: N/A

Explanation of Impact: N/A

Funding Source: N/A

Alternatives: Not to approve the Carson City Human Services Division; Guidelines and Standards

Supporting Material: Carson City Human Services Division; Guidelines and Standards

Prepared By: Nicki Aaker, MSN, MPH, RN

Reviewed By:

N. Aaker
(Department Head)

Date: 11-12-13

[Signature]
(City Manager)

Date: 11/12/13

[Signature]
(District Attorney)

Date: 11/12/13

[Signature]
(Finance Director)

Date: 11/12/13

Board Action Taken:

Motion: _____

1) _____

Aye/Nay

2) _____

(Vote Recorded By)

CARSON CITY HUMAN SERVICES DIVISION

Guidelines & Standards

900 E. Long Street
Carson City, NV 89706

(775) 887-2110
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Effective _____, 2013

Carson City Health and Human Services
Human Services Division
Guidelines & Standards
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SECTION 1 - INTRODUCTION

1.1 Purpose The purpose of the Guidelines and Standards is to define the policies necessary to effectuate programs and comply with the City Code and Nevada Revised Statutes.

1.2 Definitions The following words and phrases used in these Guidelines & Standards will be construed as defined unless specifically defined in the individual Section.

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- A. Applicant-** The person who applies on behalf of the assistance unit.
- B. Assistance Period-** The period that the applicant/assistance unit is eligible to receive assistance. The length of the assistance period will vary depending upon the category under which the applicant or assistance unit is being served.
- C. Assistance Unit-** Specifically defined in Section 3 (Health Care Assistance Program – HCAP) and Section 4 (General Assistance).
- D. Client-** Anyone who has been determined to be eligible for assistance.
- E. Date of Interview-** The date when the initial interview is completed.
- F. Date of Eligibility-** The date upon which the Division determines the client is eligible to receive assistance.
- G. Division-** The Carson City Human Services Division (CCHS).
- H. Prior Resource-** Any state, federal, private, or other source of funding for which the assistance unit is eligible. All prior resources must be pursued by the applicant prior to approval of eligibility assistance.
- I. Public Assistance Agency-** Any state, federal, county, city, or other agency which distributes public assistance in any form.

1.3 Conflict: In the event of a conflict between the regulations, CCHS Policies and Procedures adopted pursuant to these guidelines & Standards and any Federal or State law, the terms of the Federal or State law will prevail.

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SECTION 2 –AUTHORITY

- 2.1 **Code Creating Department:** Chapter 9.08 of the Carson City, Nevada Municipal Code creates the Human Services Division which consists of: Formatted: Font: Bold
- A. An Administrative Officer of Human Services. Formatted: Font: Bold
- B. Authorized officers, agents and employees of the Division. Formatted: Font: Bold
- 2.2 **Development of Rules and Regulations:** The Administrative Officer and/or Manager may develop rules and regulations for programs which are the responsibility of the Division. Formatted: No underline
- 2.3 **Grant Opportunities:** The Division will seek and apply for grant opportunities to expand and meet the needs of the community it serves. New grant opportunities will be presented to the Board of Supervisors for approval. Formatted: No underline

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SECTION 3 – HEALTH CARE ASSISTANCE PROGRAM (HCAP)

- 3.1 Program Description** – The Health Care Assistance Program provides services to meet the health care needs of eligible program applicants.
- 3.2 Medical Care Available** – The Division will provide such emergency and pre-authorized medical and institutional care as is reasonable and necessary for the diagnosis and treatment of an eligible applicant's illness or injury, as required by State law. Financial assistance may be provided in, but not limited to, the following areas:
- A. In-Patient Hospital Care** – Upon receipt of hospital notification or an application from a patient, the Division will determine, or attempt to determine, the patient's eligibility.
 - B. Pre-Authorized Medical Treatment** – Division staff, upon receipt of physician statement, may authorize payment for services requested by a medical professional.
 - C. Emergency Medical Treatment** – Indigent persons may seek care for medical emergencies, as defined herein, at any medical facility. Such care will be at County expense if the following criteria are satisfied:
 - 1. The individual meets HCAP eligibility requirements, and
 - 2. Treatment was rendered for a medical emergency, pursuant to Nevada Revised Statute 428.015 as amended.
 - D. Alternative Living Arrangements (Adult Group Care, Assisted Living and Extended Care Facilities)** – Individuals in need of greater supervision and care than is available to them in their present independent living arrangement may apply for financial assistance for licensed extended care facilities. The following conditions apply to this type of care:
 - 1.** Applicants will be screened in accordance with current Medicaid and Medicare standards to determine which level of care can best satisfy the individual's needs
 - 1.2.** Eligibility for financial assistance referred to herein is based upon set forth HCAP standards with the exception that current income and asset levels as established by the Nevada State/ Carson City Medicaid Match Program must be met prior to financial assistance for extended care facilities.

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- E. **Northern Nevada Adult Mental Health Services (NNAMHS)** – Medical expenses, excluding mental health care, incurred by an eligible NNAMHS patient may be paid by the Division.
- F. **Indigent Accident Fund** – The Division will determine eligibility of a motor vehicle accident victim and provide necessary certification to medical facilities for eligible individuals.
- G. **State Supplemental Fund** – The Division will submit to the State Supplemental Fund hospital bills in excess of \$25,000 in accordance with the program and statutory requirements.
- H. **Medical Care Not Provided** – The following medical care or treatments are not provided by the HCAP program:
 - 1. Elective, cosmetic, or other non-emergency surgical procedures;
 - 2. Experimental surgery, defined as any surgical procedure not funded by Medicaid or Medicare, including, but not limited to, organ transplants;
 - 3. General and nonspecific medical needs such as physical examinations for sports or employment purpose, pregnancy and sexually transmitted disease test, immunizations, and substance abuse programs, or other services provided by federal, state or other local agencies; or
 - 4. Doctor, lab, radiologist, etc., unless pre-authorized.

3.3 **Eligibility Criteria** - The Division Manager has jurisdiction over the enforcement and interpretation of eligibility provisions subject to the review and concurrence of the Department Director. Eligibility is determined by applying the guidelines set forth herein, completing an interview and submitting the necessary Division forms. Eligibility of the applicant must be established prior to expenditure of City funds.

A. **Financial Criteria** – Residents of Carson City without sufficient income or resources to pay for necessary medical assistance may be eligible for HCAP if their gross income does not exceed the limits established by the HCAP Income and Asset Tests as outlined in this Section 3.3 A. parts 1) and 2)

1. **Income** – Gross income from any source must not exceed the limits established by the HCAP Income Test. Gross income of the applicant's assistance unit is countable. An Assistance Unit, specific to this section is identified as the applicant, the applicant's spouse and minor children, and the natural or adopted parents of minor children for whom assistance is being requested. These amounts shall apply until such time as the Nevada Revised Statute (NRS 428) changes.

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Income Test:

Persons in the Assistance Unit	Gross Monthly Income
1.....	\$ 438
2.....	\$ 588
3.....	\$ 738
4.....	\$ 888
5.....	\$ 1,038
6.....	\$ 1,188

For each additional person in the assistance unit, add \$150

Countable gross income includes:

- a. **Earned Income** – Cash received through salary, self-employment, tips, or work-study is considered earned income.
 - b. **Unearned Income** – Unearned income is cash not earned through salary, self-employment or tips.
 - c. **Lump Sum Income** – Such payments will be included in the calculation of gross income and include inheritances, cash settlements and other similar monies.
 1. Non-recurrent lump sum payments are counted as gross income up to 6 months prior to the date of application and will be prorated for 12 months from the date of receipt forward.
 2. Recurrent lump sum payments are prorated for the specific time period by dividing the number of months each payment is intended to cover to determine the monthly income.
 3. There may be allowable deductions related to the lump sum payment.
 4. Documented verification of expenditure of lump sum income is required in order to determine and/or maintain eligibility for HCAP.
 - d. **Income Deductions** – There are various income disallows for HCAP, which are described in the HCAP Policies and Procedures
2. **Assets** – The value of assets and other resources may not exceed the levels set forth herein.
- a. **Personal Property** – The following assets are considered personal property and shall be considered when determining eligibility for HCAP:
 1. **Cash Reserves** – An applicant/client may own cash reserves and/or liquid assets with a quick sale or cash value not to exceed \$2,000. For each additional member of the assistance unit, add \$300 to the personal property limit.

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2. **Insurance** – Life insurance policies with a cash surrender value will be considered personal property.
 3. **Vehicles** – Automobiles, boats, trailers, motorcycles, fixed and non-fixed winged aircraft, jet skis, and other recreational vehicles will be valued as personal property. As applicable, the wholesale value specified in the most current Kelley Blue Book will be applied to his/her asset level. Up to two vehicles per household, not to exceed one vehicle per licensed adult member of the household, primarily used to secure and maintain employment, are exempt assets. Other sources of verification may include a statement from an auto dealer or mechanic stating the retail value of damaged or inoperable vehicle, vintage or classic vehicle, motorcycle, all boats, travel trailers, motorhomes, jet skis, and snowmobiles, trailers, and/or recreations vehicles.
 4. **Burial Plots/Plans** – The value of any irrevocable burial plan purchased prior to application for assistance will not be considered an asset. The purchase of an irrevocable burial plan after application for assistance may be exempt up to \$1,500 per person in the assistance unit in order to reduce the applicant's countable reserves.
- b. **Real Property** – The market value of real estate owned by an applicant, other than a personally occupied residence, is an available asset. The market value of the property will be considered as personal property. Property currently listed for sale by the applicant is not considered an asset. Verification, and reimbursement to the City when sold is mandatory. Bona fide efforts must be made to sell the property during the period in which the client receives assistance as a condition of continued eligibility.
3. **Medical Hardship** – If an applicant's income exceeds HCAP income standard and the applicant's hospital account for the past 4 months exceeds \$25,000, he/she may be eligible if it is determined that the applicant does not have sufficient funds to pay for all or part of his/her medical care and the applicant cannot retire his/her medical expenses within 60 months.
- B. **Non-financial Criteria** – Non-Financial eligibility requirements include:
1. **Residence** – It is the responsibility of the applicant/client to prove residency. Applicants/clients who express no intent to reside in Carson

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City may be deemed ineligible for assistance. Carson City Human Services makes the final determination of residency. The Division will consider an applicant's substantial contacts with or significant attachment to the community and whether a bona fide intent to establish or maintain a permanent domicile exists in its determination of that applicant's county of residence. Residency is considered when determining eligibility for HCAP when there is the possibility of other county or state payments for services rendered.

a. NRS 428.020 inclusive defines legal residence as:

1. The county of residence of a person is the county in which he is physically present with the intent to reside, at least for an indefinite period of time and/or
2. The county of residence of a person placed in institutional care is the county of residence of that person before he was placed in institutional care.

2. **Prior Resources** – Federal, State, and community programs, including alien sponsorship, are prior resources to City programs. Carson City does not supplement Federal, State, or community programs.
3. **Cooperation** – Applicants/clients or their authorized representatives are the primary source of information and are required to cooperate with the Human Services Division in securing all information needed to determine eligibility for assistance for the HCAP or other Federal, State, or community programs. If an applicant/client is unable to obtain necessary information, the worker may assist. Failure to cooperate may result in denial or termination of assistance.
4. **Verification** – In order to determine and/or maintain eligibility for the HCAP, verification of eligibility criteria will be requested. It is the applicant/client's responsibility to verify information necessary to determine eligibility. Failure to verify information necessary to determine eligibility for HCAP may result in HCAP being denied or terminated.
5. **Responsible Relatives** – Pursuant to NRS 428.070, the spouse, father, mother, children, brothers, or sisters of an applicant for whom medical assistance is rendered may be responsible for the costs of care to the extent of their financial ability to pay.

- 3.4 **Disposition of Application** – The Division will attempt to determine eligibility within 30 days from the date the application is received.

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A. Approval – When HCAP is approved, notification to the client and payment of the account are completed as outlined in the CCHS Policies and Procedures.

A.B. Denial – Applicants (or applications) for HCAP may be denied if at least one eligibility factor is not met. The applicant may be denied because:

1. Voluntarily withdraws or cancels the request for assistance,
2. Fails to provide information needed to determine eligibility,
3. Misrepresents information,
4. Fails to contact and/or maintain contact with the Division,
5. Fails to cooperate with the Division and/or any prior resource,
6. Has assets in excess of program standards,
7. Has income in excess of program standards,
8. Is approved for prior resource.

3.5 Reimbursement – An applicant/client may be required to agree to reimburse the City for the cost of assistance provided in accordance with the following criteria:

A. Individual – The applicant/client may be individually responsible for reimbursing the City for the cost of assistance provided to the extent of the applicant's/client's present and future financial ability to do so. By applying acquired assets to satisfy accumulated costs of care. Statements setting forth charges to be reimbursed will be available upon request. No interest or carrying charges for such indebtedness will be charged or collected. Reimbursement for the costs of assistance provided may be made in installment payments in amounts and at intervals deemed acceptable to the City.

B. Interim Assistance Reimbursement (IAR) – If Carson City participates in the IAR Program, applicants/clients receiving financial assistance for extended services must fulfill the requirement of the IAR Program.

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SECTION 4 GENERAL ASSISTANCE

4.1 Program Description. The purpose of General Assistance is to provide financial assistance and social services to eligible Carson City residents.

4.2 Definitions Specific to this Section.

Assistance Unit: Consists of the applicant, the applicant's spouse and minor children, those related by blood or marriage, and those persons acting in the role of the spouse (PARS).

4.3 Application Procedure

- A. All applicants requesting assistance must complete an initial interview with a Division Eligibility Specialist.
- B. The Division will attempt to determine eligibility within 10 business days of the date of interview. The Division will have up to 30 days to make a determination of eligibility.
- C. Denial of the application may be appealed pursuant to Section 7 of these Guidelines and Standards.

4.4 Eligibility Categories

A. Employable Applicants

1. Presumption of Employability. All applicants and members of the assistance unit 18 years of age or older are presumed to be employable.

2. Termination and Resignation

a. Termination from employment of any member of the assistance unit, because of their own faults or habits, (defined in Section 4.7) within 30 days prior to the date of interview may result in denial of assistance.

b. Resignation by any member of the assistance unit within 30 days prior to the date of interview may result in denial of benefits.

3. Maximum Assistance. Employable applicants may receive assistance no more than one time per program in a 12-month period.

4. Work Search

a. Except as provided in Subsection B below, all persons determined to be employable must participate in a work search as required by the

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Division. Completion of a work search is required but does not guarantee approval of the application for assistance.

- b. The following persons are not required to participate in a work search:
 - 1. Persons 60 years of age or older;
 - 2. Caretakers of children less than one year of age, for whom no adequate child care arrangements can be made;
 - 3. Caretakers of family members who are ill or otherwise unable to care for themselves. The Division may request medical documentation of illness from the relevant family member's treating physician;
 - 4. Persons participating in a job-training program such as Vocational Rehabilitation, Job Opportunities In Nevada (JOIN), or other similar programs.
 - 5. Persons employed or receiving State unemployment benefits at the time of the initial interview.

B. Appeals of Public Assistance Agency Determinations. Persons appealing decisions of the Nevada Employment Security Division or other recognized employee representatives may apply for assistance pursuant to 4.4.A of these Guidelines and Standards during the pendency of that appeal.

C. Disability

- 1. Persons claiming mental/physical disability may be requested to provide the Division with a current disability statement from a treating physician. The Division may, at its own expense, request an independent medical, psychological and/or vocational evaluation prior to determination of disability and allowance of benefits.
- 2. Persons claiming disability status may be referred to State Vocational Rehabilitation for an evaluation to determine whether they may be retrained or aided toward becoming employable.
- 3. Refusal to cooperate with or to pursue assistance from Social Security or Vocational Rehabilitation when reasonably requested by the Division may result in denial of the application.

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D. Public Assistance Applicants

1. Persons applying for or awaiting approval of Temporary Assistance for Needy Families (TANF) or other public assistance may be eligible to receive assistance.
2. Persons currently receiving TANF are not eligible to receive Carson City General Assistance.
3. Failure to cooperate with any public assistance agency may result in denial of the application.

4.5 Eligibility Criteria

- A. Financial Criteria Eligibility is determined based upon the residency of the persons comprising the assistance unit and the assistance unit's gross income 30 days prior to the date of the initial interview as described in Section 4.5.A.1 of these Guidelines and Standards. The total value of the assistance unit's liquid assets may be considered. The assistance unit's gross income, value of assets, and current situation must meet grant specific requirements. The gross income may not exceed the amounts detailed in Table 4.5.A, below:

TABLE 4.5.

ELIGIBILITY TABLE	
Persons in the Assistance Unit	Maximum Benefit
1.....	\$ 438.00
2.....	\$ 588.00
3.....	\$ 738.00
4.....	\$ 888.00
5.....	\$ 1,038.00
6.....	\$ 1,188.00

For each additional person in the assistance unit, add \$ 150

1. **Gross Income.** Gross income is the assistance unit's income of any kind, which is not otherwise excluded pursuant to Article III Section 2, Excluded Income, of CCHS Policies and Procedures. Gross income includes but is not limited to:

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- a. Assistance from public assistance agencies – Income from state, federal, or other public assistance agencies including but not limited to Temporary Assistance for Needy Families (TANF) and Social Security. Members of the assistance unit receiving benefits from these or other similar agencies that have had their benefits reduced by those agencies due to an overpayment, as the result of the assistance unit's own faults, will be determined as having had the total benefit of the program.
 - b. Lump sum payments will be included in the calculation of gross income and include annuities, cash settlements or other similar monies. Recurrent and non-recurrent lump sum payments will be counted as gross income up to 12 months prior to the date of application and prorated forward for a period of 12 months from the date received.
2. **Assets.** Assets include all personal and real property interests owned by any member of the assistance unit, wherever found, with the following exceptions:
- a. Clothing, personal items, and tools and equipment necessary to employment;
 - b. One vehicle per licensed driver of the assistance unit, not to exceed two vehicles;
 - c. Cash, stocks, bonds, IRA's or any similar monetary instruments or funds, not to exceed \$ 150. An additional \$ 75 per member of the assistance unit will also be exempted. Life insurance cash surrender value may not exceed \$1,500 per person;
 - d. Any burial plot or plans purchased prior to the date of application;
 - e. The fair market value of one personal residence that is actually occupied by the members of the assistance unit; and
 - f. Real property listed for sale at the date of application, only upon verification by the Division that bona fide efforts to sell are occurring.

B. Non-Financial Criteria

1. **Residency.** All members of the assistance unit must reside in Carson City as defined in NRS 428.020.

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4.6 Distribution of Assistance

- A. The Division will attempt to render a decision concerning eligibility within 10 business days from the date application is received.
- B. Once eligibility is determined, assistance is distributed according to the size of the assistance unit. The benefit amount will be reduced by the assistance unit's gross income.
- C. Assistance is payable directly to the vendor (i.e., landlord, utility company, etc.). No cash assistance is provided.

4.7 Denial of Benefits

- A. **Denial of Assistance.** In addition to any reasons described in the sections above, applications for General Assistance may be denied when any member of the assistance unit:
 - 1. Fail to meet the eligibility criteria;
 - 2. Voluntarily terminates other means of financial support of whatever kind within 30 days prior to the date of interview;
 - 3. Voluntarily withdraws or cancels the application;
 - 4. Fail to provide all information necessary to the determination of eligibility;
 - 5. Misrepresents information necessary to the determination of eligibility;
 - 6. Fails to maintain contact with the Division as reasonably requested;
 - 7. Has qualified to receive monetary assistance from a public assistance agency, but due to the applicant's acts or omissions, has not received assistance;
 - 8. Fails to cooperate with the reasonable requests of the Division;
 - 9. Has received the maximum assistance allowed by these Guidelines and Standards;
 - 10. Refuses to pursue a prior resource;
 - 11. Has excess income;
 - 12. Has excess assets;
 - 13. Does not reside in Carson City;

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- 14. Is terminated from employment due to their own fault or habit;
- 15. Unreasonably fails to accept employment; and/or
- 16. Is approved for a prior resource.

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SECTION 5 - BURIAL OR CREMATION

- 5.1 Program Description** The Division may direct that a deceased indigent be buried or cremated at City expense. Friends or relatives of the deceased may also seek City assistance with the expenses of final arrangements.
- 5.2 Eligibility Criteria** Eligibility for assistance with burial or cremation arrangements will be established pursuant to the Health Care Assistance Program criteria, except that the deceased must have been a Carson City resident at the time of death. If the assets and resources of the deceased or responsible relative exceed City eligibility guidelines, but the available liquid assets are not sufficient to pay full funeral expenses prior to disposition, the Division may consider paying the costs and may secure an agreement that the responsible relative reimburse the City.
- 5.3 Authorized Rates** Refer to Burial/Cremation Policies and Procedures.
- 5.4 Other Charges** No charges in addition to the authorized rates set forth herein are eligible for City reimbursement unless Division approval is obtained prior to such efforts being undertaken. Any payments made by a third party towards the fees will void City assistance for cremation.
- 5.5 Payment** Itemized statements of charges for services provided must be submitted to the Division. Charges in excess of authorized rates are not considered for payment.
- 5.6 Veterans** If the deceased is a veteran, the Veteran's Administration death benefit may be a prior resource. If a death benefit is not available, the authorized rates for burial or cremation may be paid by the Division. Eligible veterans may be buried or inurned at the Fernley National Cemetery upon certification by the Veteran's Administration.
- 5.7 Indian Burials** Indian funeral arrangements are the responsibility of the Inter-Tribal Council. Indian Health Service will provide burials.
- 5.8 Deceased Patients of Northern Nevada Adult Mental Health Services (NNAMHS).** The NNAMHS provides burials for their indigent patients pursuant to NRS 433.544. This responsibility includes NNAMHS patients at Renown Regional Medical Center for medical treatment.
- 5.9 Nonresident Burials/Cremation** Burial or cremation expenses for nonresidents of Carson City may not be accepted or paid unless the decedent's county of last residence agrees to reimburse Carson City for such expense.

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5.85.10 Reimbursement The Division will offset against any amounts payable for burial or cremation, any death benefit payments which may be applied for by the decedent's survivors.

5.95.11 Carson City Residents Who Expire **Carson City residents whose benefits expire in another Nevada County or out of State** may qualify for Carson City payment of burial or cremation services. Reimbursement for the cost of burial or cremation will be at the Carson City rates, or county of expiration, whichever is less, as outlined in the CCHS Policies and Procedures.

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SECTION 6 - CONFIDENTIALITY

- 6.1 Client Files and Applications** All Division client files and applications for assistance are confidential and may not be published, released, or otherwise disclosed.
- 6.2 Request for Information** The Division will require that a request for confidential information be in writing and state a specified purpose as outlined in Carson City Human Services Policies and Procedures Manual.

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SECTION 7 - APPEALS

7.1 Case Review Any applicant for Health Care Assistance or General Assistance, who is dissatisfied with the decision of the Division, will be given the opportunity to appeal that decision. The applicant will be informed of the procedure to follow for filing a written request for a case review.

7.2 Appeals Procedure

- A. Decisions made by the Division may only be appealed pursuant to this section and NRS 428.093. In the event this section conflicts with or contradicts the provisions of NRS 428.093, the provisions of NRS 428.093 will apply. The provisions of NRS Chapter 233B, the "Nevada Administrative Procedures Act," are not applicable to appeals of Division decisions made pursuant to these Guidelines and Standards.
- B. Applicants denied assistance may appeal that decision by submitting a written request for appeal to the Division within 30 business days from the date of the denial letter.
- C. Upon receipt of the request for appeal, the Division will conduct a review to determine the propriety of the decision denying the application.
- D. Any employee or other representative of the City who investigated or made the initial decision to deny assistance will not participate in any decision made pursuant to the review. A copy of the review decision must be in writing, set forth the factual basis for the decision and the applicable Guidelines and Standards, and must be served personally or by certified mail to the address listed on the application or last known address, within 10 business days of the decision.
- E. An applicant may, within 30 days after the date on the written notice of decision, send a written petition in writing to the Director of Carson City Health and Human Services to review the decision. The Director will consult with the Carson City District Attorney and issue a final decision within 10 business days of receipt of the petition challenging the decision. A copy of the final decision must be in writing, set forth the factual basis for the decision and the applicable guidelines and standards, and must be served personally or by certified mail to the address listed on application or last known address.

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- F.** An aggrieved party may appeal the final decision of the Division to the Board of Supervisors.
- G.** The aggrieved party may appeal the decision of the Board of Supervisors to the court system in the same manner as a civil case.

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SECTION 8 - FRAUD - ASSISTANCE PROGRAMS

- 8.1 Penalty** Any person who makes a false statement or a misrepresentation of information in order to qualify for assistance with the intent that the false statement or misrepresentation be relied upon in granting assistance, is guilty of a misdemeanor.
- 8.2 Divestiture** If it appears that an applicant or responsible relative has conveyed property within 60 months prior to the date of application for assistance or at any time after such date, the Division will determine whether such conveyance was for fair and adequate consideration. Any asset conveyed by an applicant or by a recipient of City assistance will be valued at the current fair market value and that figure will be used to compute a period of ineligibility. Transferring an asset for less than fair and adequate consideration is grounds for denial of assistance. The City may also in such cases proceed against the applicant or responsible relative to recover expenses incurred by the City.

Carson City Health and Human Services
Human Services Division
Guidelines & Standards

SECTION 9 - VERIFICATION FOR ASSISTANCE PROGRAMS

- 9.1 **Verification of Information** Information submitted as proof of eligibility for the assistance programs will be subject to verification. The applicant will be informed of items to be verified.
- 9.2 **Non-cooperation** Failure to provide or refusal to consent to such verification will constitute non-cooperation and will render the applicant ineligible for assistance.

Carson City Human Services

Carson City Human Services

- Health Care Assistance Program
- General Assistance
- Burial or Cremation
- Sexual Assault Fund
- Woman, Infants, and Children (WIC)
- Aging and Disability Resource Center
- Workforce Program
- Housing Programs
- Community Access to Medications Program (CAMP)

Health Care Assistance Program (HCAP)

ELIGIBILITY

- In-Patient Hospital Care
- Pre-Authorized Medical Treatment
 - Must have physician statement verifying it is life threatening without treatment
- Emergency Medical Treatment
 - Includes emergency prescriptions
- Alternative Living Arrangements
 - Adult Group care, assisted living and extended care
- Indigent Accident Fund
- State Supplemental Fund

- Income
- Assets
- Resident of Carson City at the time of service
- No prior resources
 - Affordable Healthcare Act allows residents to obtain health insurance which will be considered a prior resource
- Cooperation
- Verification
- Responsible Relatives

INCOME

MEDICAL HARDSHIP

Not currently in the guidelines

- Household is defined as spouse, registered domestic partner, and minor children
- All income for the household is counted
- Income guideline defined in NRS 428
 - \$438 household of one; \$588 household of two; \$738 household of three; \$888 household of four (add \$150 per person)
- Income deductions:
 - Childcare costs if both parents are working or one parent is incapacitated due to medical disability and is not able to care for a child
 - Federally approved fees paid to a representative payee
 - Medicare Part B premium

- Optional – counties can choose to offer medical hardship
 - Lyon County, Douglas County, Washoe County offer medical hardship.
 - Humboldt County and Churchill County do not. Nye County does not but offers a higher income guideline.
 - No other counties responded to inquiry.
- Inpatient only
 - Most often will be submitted to NACO for the Supplemental Fund
- Exceeds \$25,000 and cannot be paid from household's excess income within 60 month period
- Can combine 4 months of hospital bills for the \$25,000 minimum

MEDICAL HARDSHIP

Example:

\$ 1,000 monthly gross income

- \$ 438 standard of need for a household of one

\$ 562

60 months

\$33,720

If the hospital bill is over \$33,720, the person is eligible; if it is under, the person is not eligible for assistance under medical hardship

Carson City would pay the Medicaid rate of \$1,429.00 per day would not exceed \$25,000.00

ASSETS

- Cash reserves and/or liquid assets with a quick sale or cash value not to exceed \$2,000.
- Cash value of life insurance policies
- Vehicles
- Burial Plots/Plans
- Real Property

REAL PROPERTY

- Real property sold in the last 60 months
 - Must show spend down of proceeds
- Long Term Care
 - No living spouse - property must be put up for sale at fair market value; once sold, proceeds go toward care until depleted
 - No exceptions made for adult children to retain the real property

VEHICLES

- Value determined by Kelley Blue Book
- Up to two vehicles per household; not to exceed one vehicle per licensed adult member of the household
- May be given an opportunity to sell and use proceeds to pay ancillary medical bills
- Includes recreational vehicles

GENERAL ASSISTANCE

- Emergency rental assistance
- Emergency utility assistance
 - Before General Assistance is approved:
 - Must use prior resources such as SAFE and SHARE
 - Apply for Energy Assistance Program
 - Must meet income guidelines as defined in NRS 428
 - Must have a valid plan on how the following month's rent/utilities will be paid
 - Maximum amount is \$275.00
 - Only one time in a twelve month period

BURIAL OR CREMATION

- No prior resources such as life insurance or burial plan/insurance
- Review assets and available cash of the deceased person
- Authorized rate is \$550
 - If in another county and a Carson City resident, pay Carson City authorized rate or authorized rate for the county of expiration whichever is lower
- Additional payments made to the mortuary voids Carson City's authorization for assistance
- County can determine if cremations or burials or both
 - Currently a burial can be approved if there is a religious belief
 - Rate of payment is the same

Additional Sections to Guidelines and Standards

- Confidentiality
- Appeals
 - Case Manager
 - Division Manager
 - Department Director
 - Board of Supervisors
 - Court as a civil case
- Fraud
- Verification

PROACTIVE APPROACH

- CAMP Grant- when an emergency prescription is approved for assistance the case manager begins the process of assisting the applicant in applying for prescription assistance programs through NeedyMeds
- Aging Disability Resource Center (ADRC) grant – by providing residents with resources and information before there is a crisis can keep our senior residents living in his/her own homes and long term planning.
- We have provided three public computers and have partnered with the Ramirez Group who provides certified application counselors to assist residents with the Silver State Exchange
- CCHS staff is trained to assist with Access Nevada for residents to apply for Medicaid

WORKFORCE PROGRAM

- If applicant is not working they are required to attend a Workforce Strategies Class held every Wednesday and/or make an appointment with Workforce Case Manager before general assistance is issued
- Person may be referred for budgeting assistance

Community Services Block Grant (CSBG) funds
 are used to provide Financial Guidance Center and
 Home Management classes with budgeting classes
 and one-on-one help.

HOUSING PROGRAMS

- Prevent homelessness
- Rehouse homeless into permanent housing
 - Medical related criteria
- Two programs that can assist for a six month period
 - Work with case manager on case plan to break barriers preventing stabilization
 - Work with Workforce Program to increase wages if applicable
 - Connect with long term resources
 - Budgeting classes and resources

State and federal grants that maintain the
 use of general funds for rent.
 • The Housing Trust Fund
 • Welfare to Work - Welfare to Work
 • Emergency Rental Assistance
 • Section 8111 Grant