

## What is the issue?

- ❖ Older adults and people with disabilities face barriers and challenges when accessing long-term services and supports. Inefficiencies in the access system can be costly if people don't get timely and accurate information about helpful community supports. They may enter nursing facilities prematurely, costing the state money as Medicaid is the primary payer of long-term nursing facility care.
- ❖ Due to the complexity of Medicaid eligibility determinations, and increasing aging and disability populations, the volume of Medicaid applications and re-certifications may place a heavy burden on the Medicaid enrollment and eligibility workforce. This demand leads to eligibility workers needing to focus on eligibility determinations and may not allow time for the Medicaid eligibility staff to provide additional support to individuals that are applying for Medicaid and/or needing home and community-based services.
- ❖ Delays of needed home and community-based services result in unnecessary and costly institutional care and increase the risk of inappropriate terminations of eligible individuals.

## What is No Wrong Door (NWD)?

- ❖ [No Wrong Door Systems](#), an initiative launched by the Administration for Community Living (ACL), the Centers for Medicare & Medicaid Services (CMS), and their federal partners and advanced by states, are coordinated networks of state and local agencies that provide information on and streamlined access to public and private long-term services and supports.
- ❖ NWD Systems help coordinate key players and stakeholders to support increasing access to Medicaid home and community-based programs as well as offer individuals and families information and connection to private pay community supports to prevent or delay Medicaid enrollment.

## How does NWD benefit state Medicaid programs?

- ❖ NWD System partners (e.g., area agencies on aging, aging and disability resource centers, centers for independent living) help reduce the workload of Medicaid eligibility staff.
  - ❖ Pre-screening support results in more appropriate Medicaid applications.
  - ❖ Application assistance results in more complete Medicaid applications.
    - ❖ Thirty-six states reported assisting individuals with applications for Medicaid LTSS Programs, serving 1,436,793 individuals total between April 2020 and September 2022.
- ❖ Through person-centered counseling, NWD Systems can help delay and prevent reliance on Medicaid, connecting people to non-Medicaid services as well as providing information on Medicaid home and community-based services as an alternative to nursing homes and other costly institutional settings.
- ❖ [CMS/ACL NWD Medicaid Administrative Claiming \(MAC\) Guidance](#) provides a roadmap for establishing the MAC infrastructure to be reimbursed for NWD functions such as providing Medicaid information and counseling and support with applications.



The screenshot shows the Medicaid.gov website. The header includes the Medicaid.gov logo with the tagline 'Keeping America Healthy', a search bar, and a link to 'FAQs'. The navigation menu contains: Federal Policy Guidance, Resources for States, Medicaid, CHIP, Basic Health Program, State Overviews, and About Us. The breadcrumb trail reads: Home > Medicaid > Financial Management > Medicaid Administrative Claiming > No Wrong Door. The main content area features a sidebar with links for 'Medicaid Administrative Claiming', 'LTC Ombudsman Programs', 'No Wrong Door', and 'Translation and Interpretation'. The main heading is 'No Wrong Door System and Medicaid Administrative Claiming Reimbursement Guidance'.

