

The date of application is the date that the client or his representative contacts the local office by phone, fax, mail, e-mail or in person to inquire about making an application.

If a face-to-face interview is requested, the appointment must be scheduled within 10 calendar days of the date of the contact. The appointment may be scheduled after 10 calendar days only at the request of the client or his representative. Case management agencies who chose to represent clients have been instructed by BMS to request an application within 7 days of the date the medical approval is received.

- Instructing the individual that HCB services will only be paid on or after the HCB approval date.
- Complete a redetermination of eligibility once a year and no interview is required. Medical necessity must be verified annually at redetermination with a copy of the last page of a PAS completed within the past 12 months unless the case is in current hearing status or the individual was granted an extension by the Office of Home and Community-based Services. Once the redetermination is complete, the same criteria and procedures used for applications is used. Medicaid eligibility is established and the medical eligibility for services is monitored by BMS.

The Worker receives an alert in RAPIDS when a redetermination is due.

Information about Waiver Services, such as self-directed and personal options, is found on the Bureau of Senior Services website at [www.wvseniorservices.gov](http://www.wvseniorservices.gov). A listing of case management agencies by county is also found on this site.