

**Memorandum of Understanding  
Between  
Arkansas Department of Human Services,  
Division of County Operations  
And  
Area Agency on Aging of Southwest Arkansas, Inc.**

**Purpose**

The Arkansas Department of Human Services, Division of County Operations, hereinafter DCO and Area Agency on Aging of Southwest Arkansas, Inc., hereinafter AAA, agree that adults with chronic illnesses, who may be served by the Arkansas Medicaid program should:

- Have access to an unbiased assessment of their service needs.
- be informed of available service options to address their needs.
- have their eligibility for services determined as expeditiously as possible.
- have maximum choice with regard to method (s) of service delivery and selection and direction of service provider (s).
- have access to high quality services.
- be served in the most integrated manner in the least restrictive setting possible.

**Scope of Agreement**

**The DCO agrees to:**

- Provide training to AAA personnel regarding services and eligibility criteria established and/or administered by the DCO on an on-going basis.
- Refer individuals to the AAA for assessment, case management and/or service delivery as deemed appropriate by the DCO personnel, with the consent of the client.
- Work with the AAA Case Managers and Aging and Disability Resource Center to expedite medical and financial eligibility determination for Medicaid waiver services for adults.
- Consult with the AAA personnel and administration to address system(s) quality and effectiveness.
- Provide the AAA with appropriate application forms for Medically Needy, Waiver, Long Term Care and Medicare Supplement programs

- Receive applications from the AAA by fax and register them in the appropriate Medicaid category. The register number will be entered on the application form and faxed back to the AAA within one workday. The date of application will be the date the faxed application is received in the DHS office.
- Determine eligibility within five (5) to ten (10) working days of receiving all required information necessary to determine eligibility.

**The AAA agrees to:**

- Participate in training regarding services and eligibility criteria established and/or administered by the DCO on an on-going basis.
- accept referrals of adult individuals made by DCO for the purposes of assessment of needs, case management and/or service delivery consistent with the AAA capacity to do so.
- assist applicants in completion of the appropriate application form and within one workday fax the first page of the application form to the local DHS office for registration to protect the applicants eligibility dates. DHS will fax the registration number back to the AAA. This register number will be entered on the original application form and it will then be mailed to the DHS office within one workday.
- to work with the DCO personnel and administration to expedite medical and financial eligibility determination for Medicaid waiver services for adults by assisting the applicant in providing all necessary information required by DCO.
- to consult with the DCO personnel and administration to address system(s) quality and effectiveness.

This memorandum of understanding may be modified at any time upon the written agreement of the principals. This memorandum of understanding shall be considered in force unless terminated by either of the principals giving thirty (30) days written notice and specifying the date thereof.

In witness whereof, the principals hereto have caused this memorandum of understanding to be signed by their duly authorized representatives.

David Sneed  
For the AAA  
July 27, 2005  
Date

Roberta Fooks  
For the DCO  
July 25, 2005  
Date