

Short Version of

Client Profile of Needs Categories: CMS NPR DATA ISSUES (Section 5 of the NPR) – Updated 8/00

1. **ADL**
Meal prep/cooking, shopping, personal care, housekeeping, assist with meds. /communication, chores, ERS, general elderly services
2. **TRANSPORTATION**
Medical, general, escort
3. **NON-COVERED HEALTH**
Dental, vision, hearing, assistive devices
4. **HOUSING**
Landlord/ tenant disputes, repair/modification, utilities, rent subsidy, alternative housing, weatherization, property tax, relocation, eviction, general property, neighbor disputes
5. **SOCIAL SECURITY**
Eligibility, benefits food stamps, disability, Social Security income, SSI, income maintenance, general assistance, appeal
6. **MEDICARE**
Eligibility, benefits of Part A & B, DME, DRGs, home health, hospice, limited care benefits, premium payments, preventive service coverage, SNF, lab services, MSNs, ambulance service, fraud, appeal/quality of care
7. **MEDICAID**
Eligibility, regular Medicaid, QMB, SLMB, QI 1 & 2, nursing home Medicaid, CCAD, CBA, in-home family support services, other TDHS programs, MHMR programs, appeal
8. **MANAGED CARE PLANS/MEDICARE + CHOICE/PFFS/HMOs – enrollment, eligibility, dis-enrollment, plan comparisons/benefit change, claims/billing, appeal/quality of care/grievance**
9. **MEDIGAP/SUPPLEMENTAL INSURANCE/SELECT-enrollment, eligibility, billing/claims, plan comparisons/benefit change**
10. **LONG-TERM-CARE INSURANCE-providing advocacy in costs of such coverage, eligibility based on client's desire to protect resources, understanding terminology, and standards set for policy publication.**
11. **OTHER TYPES OF INSURANCE**
Non health policies (such as auto, fire), individual and group health insurance, other health policies, COBRA, workers compensation, individual/group health policies
12. **SURROGATE DECISIONS**
Advanced directives, money management, guardianship, probate matters, custody, divorce
13. **INDIVIDUAL RIGHTS**
Age discrimination, disability discrimination, abuse, neglect, exploitation, dispute, immigration issues, civil rights, employment and labor issues
14. **CONSUMER ISSUES**
Bankruptcy, collections, financial counseling, bill reduction, fraud
15. **INSTITUTIONAL/FACILITY CARE**
Acute/hospital, nursing home care, mental health facility
16. **VETERANS ADMINISTRATION-eligibility, benefits, including medications, and referral resources**
17. **MEDICATIONS/INDIGENT DRUG PROGRAM-eligibility and manufacturer's guidelines.**
18. **FRAUD/SCAMS/UNFAIR SALES**
19. **OTHER RETIREMENT-Teacher, Railroad, state, county or city retirement plans, and private and corporate retirement plans.**
20. **CLIENT REPRESENTATION-APPEALS OR HEARINGS**