



LTC Troubleshooting



Module Learning Objectives:

After completing this module, you will be able to:

- Understand how to troubleshoot dates, critical fields, income and eligibility results on a LTC case
- Verify spousal diversion
- Verify spend down
- Review and verify eligibility results



Troubleshooting to Success

Verify

1. Verify the problem

– Recognize that there is an issue

Define

2. Define the problem

– Verify you understand all aspects of the problem

Identify

3. Identify the root cause

– Understand what is causing the problem to occur

Resolve

4. Resolve the problem

– Decide on the best solution to resolve the problem



NEXT STOP

