

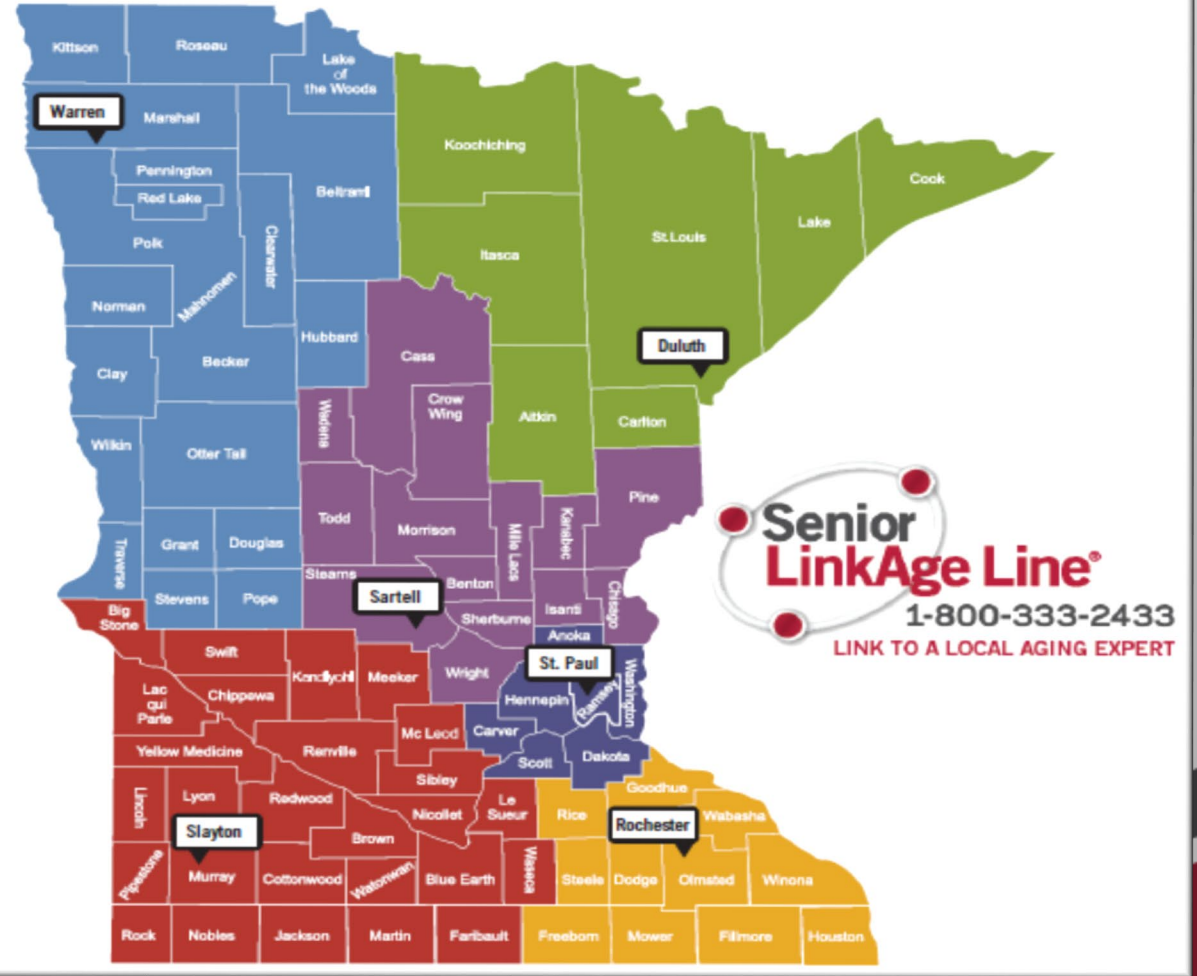
Senior LinkAge Line® and MDS Section Q

Darci Buttke, MPP

MN Board on Aging/Department of Human Services

Senior LinkAge Line®

Senior LinkAge Line® Contact Center Locations



Four Ways to Connect:



Phone



Internet/Chat



In person/Face-to-face



Print

Senior LinkAge Line® 1-800-333-2433

- Care Transitions
 - Hospital to home
 - Hospital to nursing home
 - Home to assisted living
 - Nursing home to home
- Health Insurance Counseling
 - Medicare
 - Long-Term Care Insurance
- Applying for help Paying for Prescriptions
- Application and Forms Assistance
- Caregiver Planning and Support
- Health Care Fraud and Abuse

MDS Section Q

Who can be a Local Contact Agency?

Each state Medicaid agency is responsible for selecting and contracting with the organizations that it chooses to serve as LCAs. CMS lists several organizations that can potentially serve as LCAs, including Aging and Disability Resource Centers, Area Agencies on Aging, Centers for Independent Living, and others.

Senior LinkAge Line Protocol

- Public Pay (Medicaid or Managed Care with Care Coordinator)
 - Referrals sent to case worker or managed care coordinator
- Private Pay
 - Senior LinkAge Line makes contact over the phone
 - Reviews questions
 - Provides resources as applicable
 - If more in-depth assistance needed, referral made to SLL Community Living Specialist who will meet with consumer in-person

How to make a referral

- Accessible a few different ways
- Providers encouraged to bookmark site
 - www.seniorlinkageline.com
 - www.mnaging.org
 - <https://mnhelpreferral.revation.com/>
- Phone call to Senior LinkAge Line: 1-800-333-2433
 - Online referral is preferred

More Information

- Return to Community and MDS Section Q Referrals to Senior LinkAge Line
 - [DHS Bulletin 18-25-03](#)
- Required Activity: Admission to Medicaid-Certified Nursing Facilities and 90-day Redetermination
 - [DHS Bulletin 17-25-06](#)

Darci Buttke, MPP

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Darci.Buttke@state.mn.us