STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

OFFICE OF THE COMMISSIONER

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June 25, 2026

The Honorable Sharon Carson
Senate President

The Honorable Sherman Packard
Speaker of the House

The Honorable David Rochefort, Chairman
Senate Health and Human Services Committee

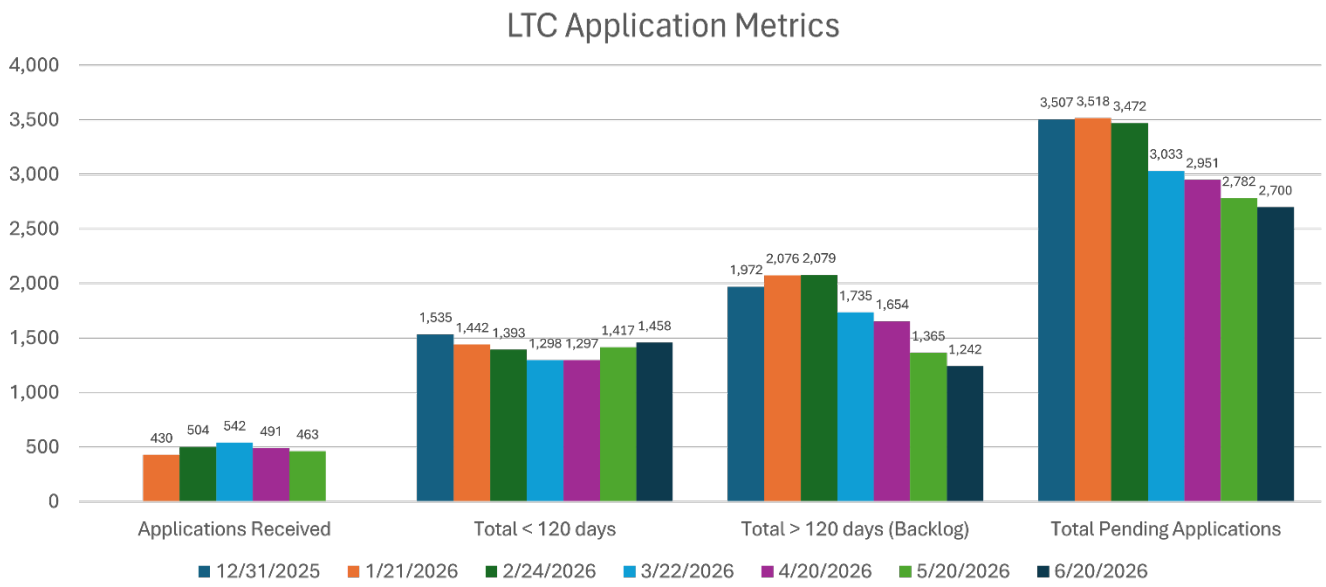
The Honorable Wayne MacDonald, Chairman
House Health and Human Services and Elderly Affairs Committee

107 North Main Street
Concord, NH 03301

Dear Senators and Representatives:

House Bill 2 Chapter 141:423 of the 2025 legislative session directed the Department of Health and Human Services (Department) to report by January 1, 2026, on the status of the backlog in Medicaid long-term care (LTC) eligibility determinations and provide an updated report every six months until the Department reports that there is no further backlog. This is the Departments second report.

The Department defines the eligibility application "backlog" as applications for LTC for which a determination of eligibility has not been made by the Department within 120 days of receipt of the application. This backlog can cause delays in determining whether applicants qualify for services such as nursing facility care, home and community-based services through the 1915(c) Home and Community-Based Services Waivers including Choices for Independence, Acquired Brain Disorder, and Developmental Disabilities. As of June 20, 2026, the Department has approximately 2,700 applications for LTC at various stages of the process and the eligibility determination has not yet been made. Of these applications, 1,242 are over 120 days since receipt and considered "backlogged." This is a 37% decrease since the January 1, 2026, report.



House Bill 2 Chapter 141:423 also directed the Department of Health and Human Services to enter into a contract to provide staffing support to assist with the backlog. Through a competitive procurement process the Department entered into a contract with Public Consulting Group (PCG) on December 17, 2025. House Bill 2 Chapter 141:423 further required the contractor to develop a plan for the efficient processing of applications, this report is attached.

The Department is committed to making the process of eligibility determinations more effective and efficient. As part of the Department's 2025-2027 Roadmap, DHHS Roadmap 2025-2027 | New Hampshire Department of Health and Human Services, the Department has identified the application processing for Medicaid Long Term Care (LTC) as a priority area to strengthen. This initiative, "Making Eligibility Easier" (Commitment 3, Initiative 1) is an actionable plan to refine, update and adjust cross-divisional business processes to issue LTC eligibility determinations in a timely manner. A plan was developed with input from department staff and stakeholders with an anticipated outcome that eligibility determinations will be made consistently within 120 days of receiving an application. There is consistency between the recommendations made by PCG and Making Eligibility Easier on how to strengthen the application process for LTC.

Since the launch of Making Eligibility Easier in July 2025, the Department has made significant progress, including, but not limited to:

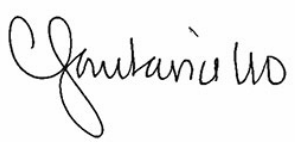
- Updated financial lookback guidance to reduce the number of months of bank statements that applicants need to provide and staff need to review from sixty months to sixteen months.
    - This policy change has had significant impact on the timeliness of staff review of documents from over 120 days to 47 days since January 1, 2026, when the updated guidance went into effect.
- Developed a LTC lookback calculator tool to demonstrate how far back documents may be needed to determine eligibility, making it a more transparent process.
- Updated the Medical Eligibility Assessment (MEA) to focus only on eligibility requirements per RSA 151-E:3, reducing the assessment from fourteen to three pages, effective July 1, 2026.

- Updated the MEA redetermination process to utilize data to drive decisions, including service authorizations, utilizations, and case manager attestations effective July 1, 2026, pending approval from the Center for Medicare & Medicaid Services.
- With stakeholder engagement, a long-term care application checklist was developed for staff, applicants, and providers to assist with the application process.
- Contract approved with PCG to reduce the application backlog. PCG began participating in eligibility reviews on February 20, 2026. To date, PCG has made eligibility recommendations for 992 applications.
- As part of the contract with PCG, on-site application support is occurring in 39 Nursing Facilities.
- Updated guidance documents to support provider partners (Aging and Disability Resource Centers, Nursing Facilities, Area Agencies, and Case Managers/Service Coordinators) to assist applicants with the application process.
- In March 2026 the Department made improvements with its data analytics to drive decision making in the processing of LTC applications.
- Completed six (6) Information Technology changes to the New HEIGHTS system to improve workflow with additional changes scheduled for the remainder of the year.

The advances made by the Department since July 1, 2025, with support from both Department staff and our contractors, have proved impactful. The Department has received positive feedback from nursing facilities, hospitals, other partner agencies, and stakeholders. We remain committed and focused to this continuous process improvement during the remainder of this biennium as evidenced within the DHHS Roadmap 2025-2027.and look forward to continuing to share our progress on this important initiative.

If you have any questions, please contact me at Christine.L.Santaniello@dhhs.nh.gov or (603) 931-0344. Thank you.

Sincerely,



Christine L. Santaniello
Associate Commissioner