

NEW YORK STATE OFFICE FOR THE AGING

2 Empire State Plaza, Albany, NY 12223-1251

Andrew M. Cuomo, Governor

An Equal Opportunity Employer

Greg Olsen, Acting Director

PROGRAM INSTRUCTION	Number 18-PI-25
	Supersedes
	Expiration Date

DATE: October 31, 2018

TO: Long Term Care Ombudsman Regional Coordinators

SUBJECT: Communications with enforcement agencies

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ACTION REQUESTED: Regional Long-Term Care Ombudsman Programs (Regional Programs) are directed to refer any enforcement agency (e.g. NYS Attorney General’s Office, Office of Medicaid Inspector General, U.S. Attorney’s Office) seeking information about a facility or facilities to the Office of the New York State Long-Term Care Ombudsman (the State Office).

RESPONSE DUE DATE: N/A

PURPOSE: The purpose of this Program Instruction is to inform the Regional Programs of the protocol to be followed when a Regional Program is contacted by an enforcement agency seeking information about a facility or facilities.

BACKGROUND: The Regional Long-Term Care Ombudsman Programs have experienced an increase in requests for information about facilities from enforcement agencies. As a result of these increased requests for information, the following protocol is being implemented by the New York State Long-Term Care Ombudsman. If a Regional Program is contacted by an enforcement agency, the Regional Program must either refer the enforcement agency to the State Office directly or obtain the contact information of the individual from the enforcement agency that contacted the Regional Program and send that individual’s contact information to the State Office so that the State Office can contact that individual.

Should a Regional Coordinator need assistance with dealing with an outside agency that does not fall within the purview of this Program Instruction or if there are questions regarding the procedure to be followed, he or she should contact his or her Assistant State Ombudsman for Assistance.

PROGRAMS AFFECTED:

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| <input type="checkbox"/> Title III-D | <input type="checkbox"/> Title III-E | <input type="checkbox"/> CSE | <input type="checkbox"/> WIN | <input type="checkbox"/> Energy |
| <input type="checkbox"/> EISEP | <input type="checkbox"/> NSIP | <input type="checkbox"/> Title V | <input type="checkbox"/> HIICAP | <input checked="" type="checkbox"/> LTCOP |
| <input type="checkbox"/> NY Connects | <input type="checkbox"/> Other: | | | |
- Title III-B Title III-C-1 Title III-C-2

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