



Dear Long-Term Services and Supports Provider,

The Department of Health Care Policy & Financing (the Department) understands that many Long-Term Services and Supports (LTSS) providers are experiencing an increase in claim denials due to delays in financial eligibility determinations and in functional eligibility assessments. While we work to understand the full scope of the issues, we know delays may be caused by case management issues, county eligibility issues, or technical system issues. We understand the significant impact this has on providers and realize that many are unable to carry the unpaid claims balance within existing resources. We are deeply concerned about these negative impacts on providers and members.

**The Department is offering short-term advances to LTSS providers who demonstrate the greatest need to help alleviate the financial burden.** These provisional payments are meant to mitigate the major financial stressors that some LTSS providers are experiencing, which are threatening their solvency or ability to provide service continuity. **The deadline to apply is March 8, 2024.** Visit the [LTSS Provisional Provider Payments \(3Ps\) web page](#) for more information about the eligibility criteria and the application process.

We greatly appreciate your dedication and commitment to providing quality LTSS and for your partnership through this time of transition. We hope that this provisional payment program will help you overcome the challenges you are facing and support service continuity.

Thank you for your partnership,

Department of Health Care Policy & Financing

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