

# Oregon Senior Referral Agency Association Conference 2018

## Oregon's Long Term Care Referral Agency Registry

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Aging and People with Disabilities  
Department of Human Services  
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# House Bill 2661

- HB 2661, passed in the 2017 Legislature, created the first referral agent registry in the nation
- Long term care referral agents register with the Department of Human Services (DHS)
- Effective July 1, 2018

# House Bill 2661 Rule Advisory Committee (RAC)

- DHS formed a rule advisory committee (RAC), which met six times from October 2017 through March 2018.
- Committee membership included referral agents, consumer advocates, and providers.
- Two subcommittees for application form and sample disclosure statement.

# HB 2661 – Registration

- Referral Agents: any individual or entity that receives compensation from a facility for a long term care referral.
- Registration with DHS starting July 1, 2018.
- Registration fee - \$750 initial, \$500 renewal every two years



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# HB 2661 - Requirements

- Registration requirements include:
  - Individual Responsible for Registration
  - Disclosure Statement
  - Proof of Insurance
  - Background Checks
  - Registration Fee



# Registration Timeline

- DHS issues notice of filing after application is submitted
- DHS issues a certificate of registration 60 days after filing
- 30-day process for any application that needs correction



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# Registered Referral Agents

- Provide disclosure statement
- Client records – client access and record retention
- Website information for facility complaints
- Prohibited activities:
  - Client information
  - Facilities with ownership interest
  - Client written notice of ceasing services



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# Disclosure Statement – a Closer Look

- Disclosure statement elements:
  - Description of services
  - Contact information
  - Privacy policy
  - Whether services are only to contracted facilities
  - Payment of referral fees
- Orally, and in writing.



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# Administrative Sanctions

- Non-compliance of administrative rules, or for abuse
- Actions: denial, suspension, revocation or refusal to renew a registration
- Civil penalties, not to exceed \$5,000
- Appeal rights



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# Communication Plan

## Outreach to consumers and agents

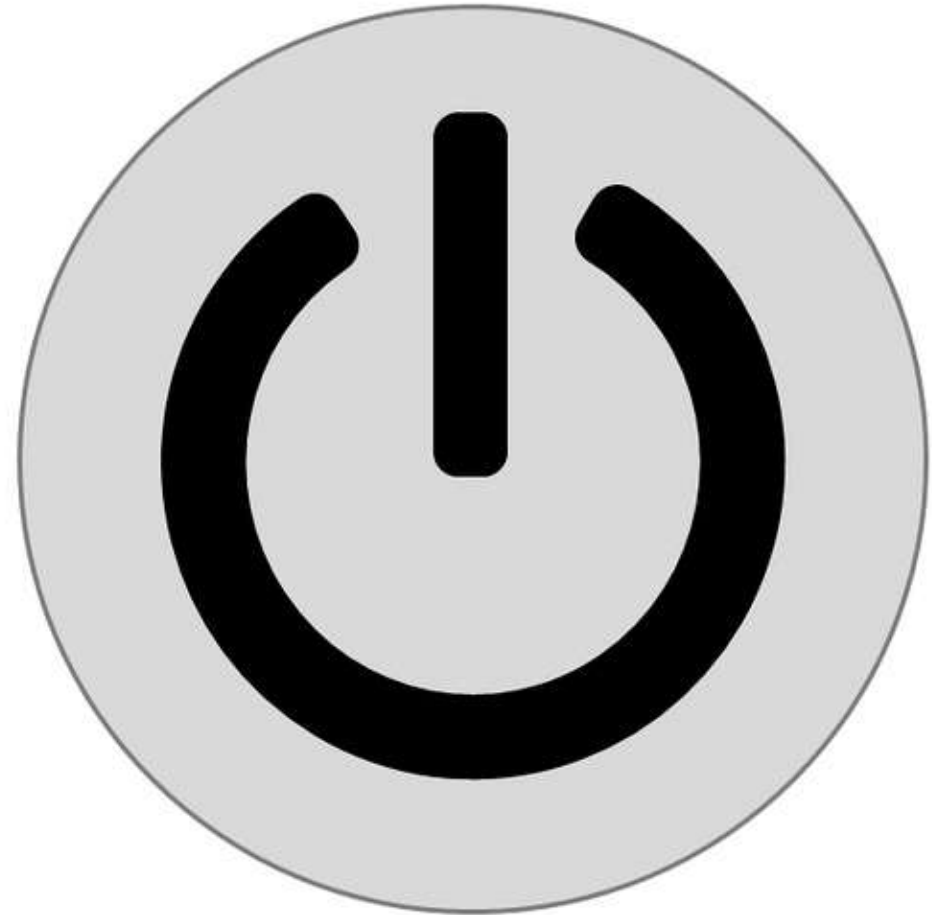
- Website
  - Application
  - Link to rules
  - FAQ
- Press release, social media
- Educational brochure



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# Transition Period

- July 1, 2018 effective date
- Applications
- Registration reviews
- Disclosure statement reviews.
- Background Checks



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# HB 2661 and OAR 411-058

- HB 2661:
  - <https://olis.leg.state.or.us/liz/2017R1/Downloads/MeasureDocument/HB2661>
- OAR 411-058:
  - <http://www.dhs.state.or.us/policy/spd/rules/notice/FINAL%20411-058%20Notice%203-2018.pdf>

# Contact Information

## Long Term Care Referral Agent Policy Analyst:

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# Thank You!



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