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**Department of Human Services**
Division of Aging Services
Office of Community Choice Options

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# Policy Guidance: Phase II, LTC-2 Portal Implementation

| *Date: 8/19/2025* | *Effective Date: 8/19/2025* | *Policy Reference:* *LTC-2, Notification from Nursing Facility, Portal Processes* |
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**Background:**

The DoAS-Salesforce LTC-2 NF (Nursing Facility) Portal, Phase I was implemented November 2022. All required NFs were actively operating in the portal by November 2023. Beginning September 2, 2025, the DoAS will be implementing Phase II in an upgraded Salesforce application. This Policy Guidance provides direction to all NFs during this implementation. Also refer to the Phase II Implementation Timeline document previously distributed for a full understanding of specific dates and expected activities.

The following dates reflect various needs for shutting down current portal processing.

- **8/15/2025**, Close of business: Ability for all NFs to submit any LTC-2B via the LTC-2 Portal will be halted.
- **8/22/2025**, Close of business: The LTC-2 (NF) Portal will be shut down for transition to the production environment.
- **8/25 – 9/1/2025**: Production environment testing; Current portal data transitioned to production.
- **9/2/2025**, Start of business day: Phase II implementation occurs.
  - All active Nursing Facilities begin use of the NEW LTC-2 (NF) *Portal (No exceptions)*

The remainder of this document will discuss special handling of specific needs during any black-out period and expectations for the Phase II implementation planned for 9/2/2025.

## LTC-2B Considerations During Portal Transition

Beginning close of business on 8/15/2025, all NF/SCNF/Billing Agent users will have no ability to submit any LTC-2B request via the portal for residents in need of an onsite OCCO Clinical Assessment. Although, OCCO will continue to have access to process and update current LTC-2Bs until 8/22/2025, close of business when the current portal is shut down. During this time period, the following should be considered:

- Special Care Nursing Facilities (SCNF) facilities will resume submission of the LTC-2B beginning 9/2/2025.
  - SCNF users will not have access to the LTC-2E, NF Clinical Screen.
- Beginning 9/2/2025, for any NF resident for which Medicaid eligibility is not yet established no LTC-2B is shall be submitted unless an appropriate "REQUEST TYPE" is identified:
  - Out of State Admission with OCCO Authorization
  - Change in Level of Care (NF to SCNF)
  - Hospice eligibility
  - Hospice Revoked
  - MCO or PACE Disenrollment *(Temporary until LTC-2C available in Phase III)*

- Any LTC-2B submitted from 9/2 through 9/12/2025 will be considered for back dating to 8/13/2025 when applicable.
- For any urgent LTC-2B request for an onsite OCCO Clinical Eligibility Assessment prior to Phase II implementation, direct outreach via email to the respective OCCO Regional Office is required.
    - **Include the following detail:**
        - Date of Admission
        - Provider #
        - Reason for Emergent Request: SCNF, Hospice; Hospice Revoked or other urgent request reason.
        - Resident Demographics, including First/Last name, Social Security # and Date of Birth
        - PASRR Level I and Level II Outcomes where applicable.
            - Include a copy of PASRR documents if Positive.
        - Representative Contact Information, including First/Last Name, Telephone #
        - **NOTE:** Following Phase II implementation, any urgent LTC-2B requested shall be submitted through the portal for documentation and historical purposes.
    - **Northern Regional Office of Community Choice Options (NRO OCCO):**
        - COUNTIES: Bergen, Essex, Hudson, Hunterdon, Middlesex, Morris, Passaic, Somerset, Sussex, Union and Warren
        - EMAIL: csmiddlesexltcfo@dhs.nj.gov; csessexltcfo@dhs.nj.gov
    - **Southern Regional Office of Community Choice Options (SRO OCCO):**
        - COUNTIES: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Mercer, Monmouth, Ocean and Salem
        - EMAIL: csatlanticltcfo@dhs.nj.gov

## LTC-2E, NF Clinical Screen Considerations

- All Nursing Facility providers must have onsite staff to conduct the LTC-2E, NF Clinical Screen process.
    - Portal access must be requested via submission of the SF-2, Portal User Access Request form, fully completed with required signatures and submitted to the DoAS-NFPortalRegistration@dhs.nj.gov email.
    - Billing Agent users will have "VIEW ONLY" rights to the LTC-2E, NF Clinical Screen.
- For NF residents seeking Medicaid eligibility, the NF user must be prepared to implement the LTC-2E, NF Clinical Screen starting 9/2/2025 when Phase II of the LTC-2 (NF) Portal goes LIVE.
    - Use of the BLANK LTC-2E, NF Clinical Screen should be considered to ensure readiness to begin submission of the LTC-2E, NF Clinical Screen beginning 9/2/25.
- Any LTC-2E submitted from 9/2 through 9/12/2025 will be considered for back dating to 8/13/2025 dependent on request type.

## Portal Support and Processing Questions

- The NF Portal Support team's role is to process all Salesforce request forms and provide assistance with access to the LTC-2 Portal, including password resets.
  - NF Portal Support Team EMAIL: DoAS-NFPortal.Registration@dhs.nj.gov
- Early into our implementation, all navigation issues or processing questions should be directed to Deanna Freundlich or Mark Mangum. After the first 60 days of implementation, all navigation concerns shall then be reported to the NF Portal Support team.
  - Deanna.Freundlich@dhs.nj.gov; Mark.Mangum@dhs.nj.gov
  - DoAS-NFPortal.Registration@dhs.nj.gov

**NOTE:** Additional details may be added to this Policy Guidance as necessary if needs arise.