

Background: Robert 1st MA Redetermination Application, SSA Letter, and receipt for a payment towards his burial fund were uploaded into LTSS under 'Financial Documents' on 1/7/25. They ended my services and said I never complied or submitted the application, but my worker did. I received a letter in the mail, and I asked and was supported to appeal it.

There apparently was a hearing scheduled but I was never given notice, so I missed it. (We found out the letter was returned to the state stating it was not my address. I live in rural Maryland in a small town of Mount Savage; sometimes we get our mail, sometimes we don't – all delivery is processed through Baltimore so once they took the local post office processing away and sent it downstate, it has been problematic since).

The systems that housed the MA application documents added a new tab and the platform changed a little. So my CCS uploaded the MA Redetermination Application to the 'MA Redetermination' tab in LTSS Client Attachments in April 2025 after being advised that all applications should be under that tab instead of the 'Financial Documents' tab. EDD (Dejuan Gaskins) acknowledged the paperwork in the system on 4/29/25 but I received a termination of enrollment letter from EDD in September 2025 due to being over the asset limit. A 2nd MA Redetermination Application was uploaded into LTSS on 9/22/25 (under MA Application), along with my bank statement (under Financial Documents) showing that I was under the asset limit. (It remains extremely embarrassing sharing with others how little money I really do have) and I am not one to want hand outs or pity.

I do want to discuss the experience I had during a hearing due to my MA Financial Redetermination Application (MD MA and Waiver Services) ending, by MDH Representative, Sheena Munholland.

I went through my county legal aid, the other legal aid advisors down state and it was suggested I contact Disability Rights Maryland. I was lucky because I was able to speak with and consult with a bright attorney and she helped me through the hearing prep and what to expect. I had a script ready to go. It didn't go well, the other person from EDD Sheena told me that she couldn't see my documents in LTSS, and that my CCS didn't know how or where to upload documents into LTSS (Long Term Support Services) platform, and I was asked why I didn't have representation.

I was also informed that the scope of the hearing that I appealed was for the application not being received. I had tried to provide an explanation for why an updated application was completed but was told by Sheena that there wasn't an appeal pertaining to my resource issue (assets over 2K), therefore, I wasn't allowed to discuss it and it was past 90 days so I couldn't appeal it. I repeatedly told Sheena Munholland that I "didn't understand this process" and went as far as feeling the need to state that I was "slow in school" and didn't know what I needed to do.

I deferred Chris Garrity and my support staff, Shannon Price, for help often during the hearing. Finally, the judge who was present, Erin Cancienne, came across as kind to me, and postponed the hearing so that I could get my affairs in order.

I had a hearing scheduled for tomorrow. I was lucky to get DRM and the assistance of one of their attorney's, but not everyone is lucky enough to have this happen. In fact, if the attorney had not taken my case on, I fully believe I would not have been given my Medical Assistance

back. The attorney put in a motion that she was assisting me and then the very next day my Medicaid was reinstated as well as my waiver services.

I had been kicked out of the waiver (which affects my support service provider) who has not been getting paid for assisting me all these months. Do you know how it feels to be such a burden to society? After I paid my copay to Medicare (which my medical assistance used to do) I only had \$37.00 for the month to spend. How could I pay for an attorney? Many people don't understand real poverty. They say to use the resources and I have, but I was going to slip through the cracks if The Arc stopped providing support to me. I would have had to move into a nursing home and forgotten. Please ensure there are safeguards in place so that people can obtain their position in the waiver and some extra assistance be given to people who may not understand all the processes and how all the systems work together.

It was clear that Ms. Munholland did not understand the platform LTSS has in place because the program not only date stamps the upload of the application and supporting documents it also time stamps them as well.

I followed the protocol. Please note all the hands and agencies that are involved with this process and ALL of the many ways in which things can fall short. The result is nothing short of devastating to me if I lose my services. Please create a more participant friendly way to ensure we can remain connected in our communities with our benefits. My hope if by me testifying today, someone hearing this will relate and know to keep trying. Maybe some of the officials will see me and say, wow, he seems like a good, salt of the earth fella, who isn't trying to lie or cheat anyone. I'm just plain old Bob from Mount Savage that has been volunteering with the Lions club and the local volunteer fire company.

Could you please prioritize and find a way to protect the people using DDA services because, it's embarrassing to say but I don't understand everything happening. I trust the people closest to me that I know but I want others to have it easier than me and not have to experience this. It is not a quick ordeal and has been since 1/7/of 2025 – so over a year.

My hearing conversation with Sheena caused me a great deal of anxiety and frustration. Following the hearing, I was terribly upset, and experienced physical and emotional symptoms from the distress. The CCS also completed an urgent in-person wellness check with me the following day to check on me. The attorney has calmed my nerves and the state sent out a letter stating everything is all back on track. I wanted to make you aware.

My next steps is getting support to write to all of my doctors who are waiting for me to pay the Medicaid 20% portion and straighten out my medical bills, go to social services and update them of my change to correct my SNAP benefits; write a thank you letter to Shauna M. and the board for graciously continuing my supports or I would have had to move to a nursing home, and going to social security so they can straighten out my check and have the Medicaid pay for my 20% or Medicare and its premium.

This involves many people and programs and protection MUST be in place for people like me who really don't know where to start to resolve it all.

Thank you for listening to my statement and I would be incredibly happy to help you all in any way, as others are happy to assist me.