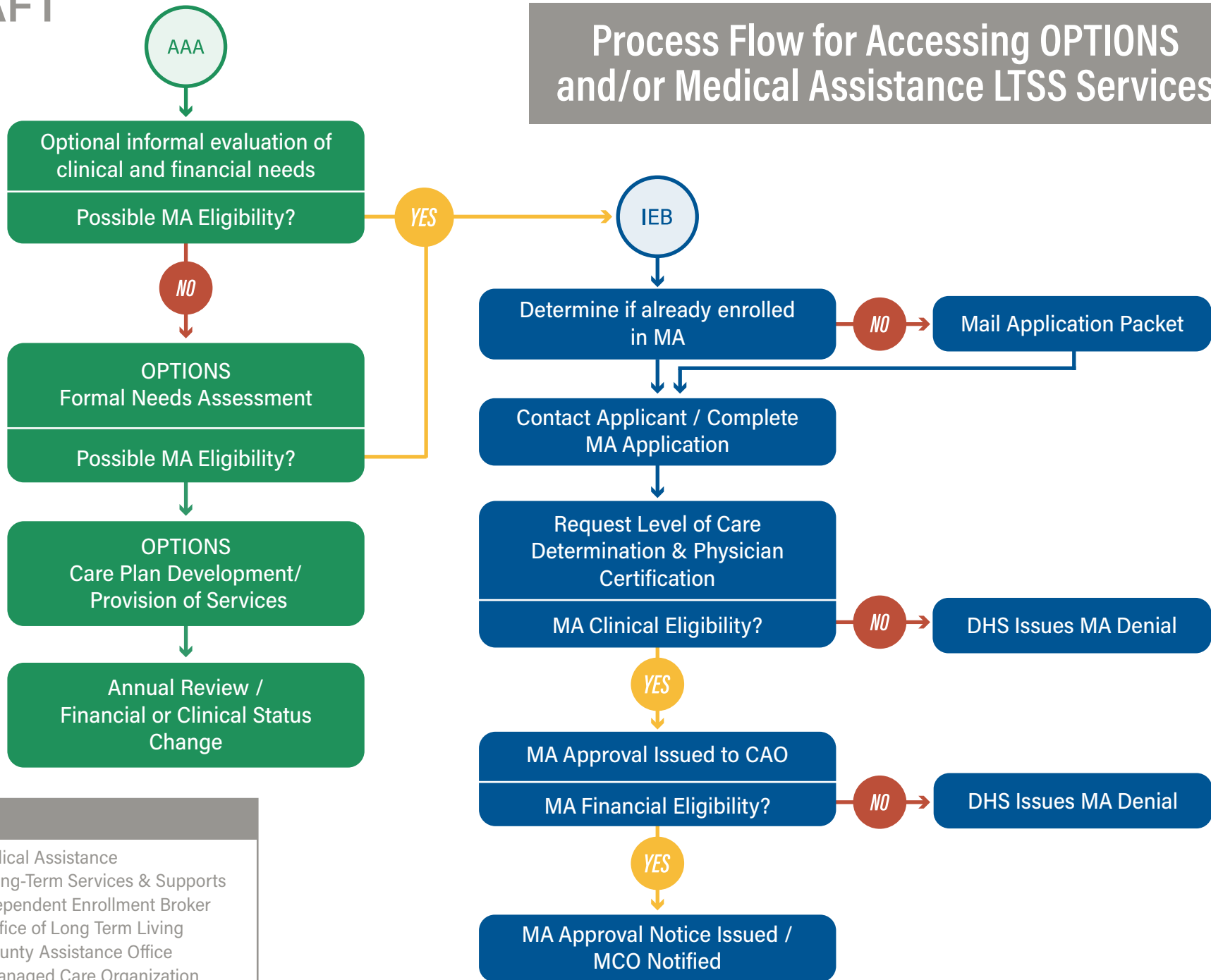


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Process Flow for Accessing OPTIONS and/or Medical Assistance LTSS Services



KEY

- MA - Medical Assistance
- LTSS - Long-Term Services & Supports
- IEB - Independent Enrollment Broker
- OLTL - Office of Long Term Living
- CAO - County Assistance Office
- MCO - Managed Care Organization