

Children, Adults and Families

Karen House, SS Medical Program Manager  
Children, Adults and Families Division

Carolyn Ross, Field Services Managers  
Seniors and People with Disabilities

**Number:** SS-IM-08-002

**Issue Date:** 01/04/2008

**Authorized Signature**

**Topic:** Medical Benefits

**Subject:** Training for OHP Standard Reservation List

**Applies to (check all that apply):**

- |                                     |                               |                                     |   |
|-------------------------------------|-------------------------------|-------------------------------------|---|
| <input type="checkbox"/>            | All DHS employees             | <input type="checkbox"/>            | County Mental Health Directors                    |
| <input checked="" type="checkbox"/> | Area Agencies on Aging        | <input type="checkbox"/>            | Health Services                                   |
| <input type="checkbox"/>            | Children, Adults and Families | <input checked="" type="checkbox"/> | Seniors and People with Disabilities              |
| <input type="checkbox"/>            | County DD Program Managers    | <input checked="" type="checkbox"/> | Other (please specify): CAF SSP transmittal group |

**Message:** The Department of Human Services has scheduled OHP Standard Reservation List trainings in January and February 2008. The trainings will be Video-conference (VCON) sessions and Netlinks given by medical analysts and trainers, and will be geared towards DHS/AAA front-line staff and eligibility workers.

DMAP will send interested DHS partners and community stakeholders a separate training announcement and invitation to attend the VCON presentations. The invitation will encourage them to attend at their local DHS/AAA office.

**VCON trainings** will be offered on January 15, January 16, January 17, January 23, January 29, January 31, February 6, February 12 and February 13. Additional dates may be added as needed.

A follow-up email will be sent to DHS/AAA branch offices requesting they contact Judy Kidney with the VCON date they would like to attend and their site location.

**Netlink trainings** will be offered on January 14, January 24, January 30, February 5 and February 14. Additional trainings may be added as needed. Please sign up for a Netlink training at <https://dhslearn.hr.state.or.us>

The VCONs and Netlinks will cover the same training material and will include:

- The process for getting on the Reservation List and the random selection process,
- Who will have access to the reservation list database,
- How OHP Standard Reservation List applications will be processed and the
- Role of front-line staff and eligibility workers in assisting clients with the Reservation List process.

**Questions?**

If you have any questions about the scheduled trainings, please contact:

Heidi Wormwood 503-947-2316

Annette Aylett 503-945-6088

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	See above		
<b>Phone:</b>		<b>Fax:</b>	
<b>E-mail:</b>			

## OHP Standard Reservation List Overview

The OHP Standard Reservation List is for citizens and non-citizens who would otherwise be denied because OHP-OPU (usually called OHP Standard) is closed to new applicants. The ongoing policy allowing clients to transition into OHP Standard from other programs (as per 461-135-1102) has not changed; those clients do not need a reservation number.

Any client requesting an *Oregon Health Plan Application* (OHP 7210), *Application for Services (Food Stamps, Cash, Child Care, Medical, Domestic Violence)* (DHS 415F) or *Application Form* (SDS 539A) application must be provided an application if they ask for one, even if they have been placed on the reservation list.

Situation	Steps to Take
<p>DHS/AAA staff and DMAP outreach workers ensure that any adult applying for medical benefits is given information about the Reservation List and how to add him or herself to the list.</p>	<ul style="list-style-type: none"> <li>• Ensure that information about the OHP Standard Reservation List process is available to all equally.</li> <li>• Display posters; provide OHP 3203 reservation request forms; answer questions about the process; make a phone available at walk-in offices for individuals to call the 1-800 OHP Standard Reservation List Phone Bank number; update phone systems to provide the 1-800 number.</li> <li>• Include the OHP 3203 OHP Standard Reservation list request form with all applications.</li> <li>• Explain that everyone has the right to apply for medical benefits.</li> <li>• Give an application to anyone expressing interest in DHS medical.</li> <li>• Provide a copy of the OHP 3205 flyer with each application.</li> <li>• Explain that only OHP Standard is closed. Other medical programs have different eligibility requirements and they could qualify for another medical program.</li> </ul>
<p>DHS/AAA staff and DMAP outreach workers ensure that any adult applying for medical benefits understands their options in applying for medical benefits.</p>	

Situation	Steps to Take
<p>Requesting an OHP Standard Reservation.</p> <ul style="list-style-type: none"> <li>Any individual may request a reservation for themselves or for someone else in their household, except that DHS/AAA staff may not request reservations for their clients.</li> <li>DMAP Outreach workers, health practitioners, community advocates and other members of the public may request reservation numbers.</li> </ul>	<p>Requests may be made by:</p> <ul style="list-style-type: none"> <li>Going to the OHP Standard Reservation List Web site at <a href="http://www.oregon.gov/DHS/open">www.oregon.gov/DHS/open</a>. The site will have a link to an e-mail address to e-mail reservation requests and another link to an on-line web entry form. Requests entered by the public on the public Web site will be downloaded directly to the OHP Standard Reservation List database. The site will also have the OHP 3203 reservation list request form available for printing.</li> <li>Calling the OHP Standard Reservation List Phone Bank at 1 800-699-9075 Monday through Friday from 7:00 AM to 7:00 PM. In Salem: 503-378-2666 TTY: 503-373-7800.</li> <li>Submitting an OHP 3203 reservation list request form. A supply of the OHP 3203 will be distributed to each DHS/AAA office. The OHP 3203 will be on the DHS forms server, too. The OHP 3203 request form may be left at any DHS/AAA office or mailed directly to the OHP Standard Reservation List Phone Bank.</li> </ul>
<p>What to tell people who ask about the OHP Standard Reservation List.</p>	<ul style="list-style-type: none"> <li>The Reservation List will be open from January 28 through February 29, including the February 18 holiday.</li> <li>Confirmation postcards will be mailed every Wednesday to people who are added to the Reservation List during the prior week.</li> <li>After the Reservation List closes, a limited number of reservations will be randomly selected. If selected, they will be mailed OHP 7210Rs. Not everyone on the Reservation List will be sent an OHP 7210R. Those <u>not</u> randomly pulled will <u>not</u> receive notification that they have not been selected.</li> <li>If mailed an OHP 7210R, it must be returned within 30 days.</li> </ul>

**Steps to Take**

**Situation**

DHS/AAA and DMAP outreach workers assist the OHP Standard Reservation List requester.

- Determine if the requester needs a translated version or alternate format.
- Assist the requester in completing the request.
- Fax reservation request forms (OHP 3203) to the Reservation List staff at: 503-373-7866 or 503-378-6295.
- Provide a date stamped application to anyone who requests one.

The OHP 3203 written reservation request form is dropped off at a DHS/AAA office.

- Date stamp the OHP 3203, however, the request must be received at 5503 before the reservation list closes. The date stamp at 5503 determines if the request was received before the list closed.
- Scan and e-mail the request to Reservation, Standard.
- Fax to 503-373-7866 or 503-378-6295.
- Sending the form via shuttle is not recommended. Forms must be received at 5503 prior to the reservation list close date. The date stamped on the reservation list request form does not preserve the right to be added to the reservation list.

OHP Standard Reservation List staff process the reservation list request.

- Adds the request to the DHS only OHP Reservation List Web site which is linked to the reservation list database. A number will automatically be assigned when a new record is added.
- Sends a notice of incomplete request for written requests that do not include name, address and DOB.
- Sends a notice to children requesting a reservation to refer them to the OHP application center.
- If successfully added, a confirmation postcard is automatically mailed.

Situation	Steps to Take
<p>Once a reservation request has been added, persons on the list need to report address changes (even after the list closes).</p>	<ul style="list-style-type: none"> <li>• Requesters may call or e-mail the Reservation List staff or notify their local DHS/AAA office of changes, including address changes.</li> <li>• The DHS/AAA office sends an e-mail to the Reservation List Phone Bank staff. Include the requester's name, reservation number (or prime number) and new address.</li> </ul>
<p>Once the Reservation List is closed, OHP Standard Reservations are randomly selected.</p>	<ul style="list-style-type: none"> <li>• DMAP determines how many and when reservation numbers may be randomly selected based on available funding.</li> <li>• Sends randomly selected application file to the OHP Mail Center.</li> </ul>
<p>OHP 7210R applications are mailed.</p>	<ul style="list-style-type: none"> <li>• Mails OHP 7210R "OHP Standard Reservation List Application – OHP Application" to the randomly selected clients.</li> <li>• A date of request (DOR) is established when the application is mailed. The DOR is added to the reservation record.</li> <li>• Application is imaged.</li> </ul>
<p>Applicant returns OHP 7210R to branch 5503.</p>	
<p>5503 eligibility workers process the OHP 7210R application.</p>	<ul style="list-style-type: none"> <li>• 5503 will process the OHP 7210R for MAA/MAF.</li> <li>• If the applicant is age 60 years and above, 5503 forwards the OHP 7210R to the appropriate SPD/AAA office.</li> <li>• If there is a companion case, 5503 will send the companion case DHS/AAA office an e-mail notification that an OHP 7210R application has been received and is available on imaging.</li> <li>• If necessary, 5503 completes OSIPM- Presumptive referral for approved or denied OHP-OPU applicants who indicate they are disabled.</li> </ul>

Situation	Steps to Take
<p>If the OHP 7210R is dropped off at a local DHS/AAA office.</p>	<ul style="list-style-type: none"> <li>• Date stamp any OHP 7210R dropped off at the office, narrate that it has been received and forward to 5503.</li> <li>• SPD/AAA offices should not send applications to 5503 if there is anyone age 60 years old and above applying for medical. If age 60 or older, forward to the appropriate SPD/AAA office.</li> </ul>
<p>OHP 7210R applicant has children or spouse on OHP already.</p>	<p>If an OHP 7210R applicant is part of already certified OHP household</p> <ul style="list-style-type: none"> <li>• a completed <u>OHP 7210R is still required for the adult applicants who have been randomly selected.</u></li> <li>• DHS/AAA cannot use an existing application for the children to determine OHP Standard eligibility for their parents.</li> </ul> <p><b>NOTE:</b> <i>This is the only situation for SSP medical when an existing application cannot be used.</i></p>
<p>OHP 7210R applicant leaves OHP 7210R at their local DHS/AAA office.</p>	<p>If an applicant leaves the 7210R at the local DHS/AAA office, forward the application to 5503, but first screen the application:</p> <ul style="list-style-type: none"> <li>• The SPD/AAA office screens for any applicant age 60 years and above.</li> </ul>
<p>OHP 7210R Applicant Has an Emergent Medical Need</p>	<p>When an applicant comes into the local DHS/AAA with an emergent need, follow the local procedure for emergent need medical requests. If sending to 5503, first screen for any applicant age 60 years and above. If age 60 or older, forward to the appropriate SPD/AAA office.</p>

## OHP Standard Reservation List Guide for Reception Staff

Situation	Steps to Take
<p>What to tell everyone requesting medical, including people asking about the reservation list.</p>	<p>Everyone has the right to apply for medical benefits.</p> <ul style="list-style-type: none"> <li>• Give them an application to establish a date of request if they are interested in applying for medical benefits.</li> <li>• Each application provided from a DHS/AAA office must include a copy of the OHP reservation list request form (OHP 3203).</li> <li>• Only OHP Standard is closed. Other medical programs have different eligibility requirements; they could qualify for another medical program.</li> </ul>
<p>Letting people know how to request an OHP Standard reservation.</p> <p>The reservation list will be open from January 28, 2008 through February 29, 2008, including the February 18 holiday.</p>	<p>Any adult applying for medical benefits must be given information about the reservation list and how to add him or herself to the list. Requesters may go on-line to <a href="http://www.oregon.gov/DHS/open">www.oregon.gov/DHS/open</a> and complete a request electronically on-line or by e-mail.</p> <ul style="list-style-type: none"> <li>• How to complete the OHP Standard reservation list request form (OHP 3203).</li> <li>• How the OHP 3203 may be mailed to 5503 or dropped off at a DHS/AAA office.</li> <li>• How requesters can call the OHP Standard Reservation List Phone Bank: 1 800-699-9075 Monday through Friday from 7:00 AM to 7:00 PM. In Salem: 503-378-2666 TTY: 503-373-7800</li> </ul> <p><b>NOTE:</b> <i>The department is encouraging requesters to use the electronic on-line process to request OHP Standard reservations.</i></p>

Situation	Steps to Take
<p>What to do with the written request if dropped off at the office.</p>	<p>Date stamp the written request form (OHP 3203). The form must be received at 5503 before the reservation list closes February 29, 2008. The date stamp at 5503 determines if the request was received before the list closed.</p> <ul style="list-style-type: none"> <li>• Scan and e-mail the request to Reservation, Standard.</li> <li>• Fax to 503-373-7866 or 503-378-6295.</li> <li>• Sending the form via shuttle is <u>not</u> recommended. Forms must be received at 5503 prior to the reservation list close date. The date stamped on the reservation list request form does not preserve the right to be added to the reservation list.</li> </ul>
<p>What to tell people who ask about the OHP Standard reservation list.</p>	<p>People interested in applying for OHP Standard should add their name to the reservation list beginning January 28, 2008.</p> <ul style="list-style-type: none"> <li>• The reservation list will be open from January 28 through February 29.</li> <li>• Confirmation postcards will be mailed Wednesdays to people who are added to the reservation list during the prior week.</li> <li>• After the reservation list closes, a limited number of reservations will be randomly selected. They will be mailed OHP 7210Rs.</li> <li>• Not everyone on the reservation list will be sent an OHP 7210R. Those <u>not</u> randomly pulled will <u>not</u> receive notification that they have not been selected.</li> <li>• The OHP 7210R must be returned within 30 days.</li> </ul>
<p>Who can share a reservation number?</p>	<p>The following persons can share a reservation number.</p> <ul style="list-style-type: none"> <li>• Any adult in the OHP filing group when the reservation was added or when the 7210R was submitted.</li> <li>• Any child in the OHP filing group who has become an adult (turned 19) since the reservation was added.</li> </ul>

Situation	Steps to Take
<p>Reservation list requester reports an address change</p>	<p>When a reservation list requester reports an address change, look at the OHP Reservation List database to determine if an OHP 7210R application has already been mailed.</p> <ul style="list-style-type: none"> <li>• If the requester reports an address change after the OHP 7210R was mailed, follow the process for the replacement of the OHP 7210R.</li> <li>• If the OHP 7210R hasn't been mailed, send an e-mail to the Reservation List Phone Bank staff at reservation, standard in GroupWise or standard.reservation@state.or.us. Include the requester's name, reservation number (or prime number) and new address.</li> </ul>
<p>Applicant Needs a Replacement OHP 7210R</p>	<p>An OHP 7210R applicant may request a replacement OHP 7210R</p> <ul style="list-style-type: none"> <li>• by calling the OHP Application Center at 1 800-359-9517, or</li> <li>• by requesting a 7210R from a DHS/AAA office by phone or in person.</li> </ul> <p>If an applicant requests a replacement OHP 7210R at a local office:</p> <ul style="list-style-type: none"> <li>• Look up the person in the OHP reservation list database.</li> <li>• Write the reservation # and original DOR on a new OHP 7210R.</li> <li>• Give the OHP 7210R to the applicant.</li> <li>• Narrate in TRACS/ACCESS if there is an existing case narrative.</li> </ul> <p>NOTE: Usually the completed OHP 7210R application must be returned within 30 days of the DOR for the applicant to be considered for OHP Standard. However, disabled clients may request an ADA accommodation. If requested, the eligibility worker consults with an SSP medical program analyst, who makes the ADA accommodation decision.</p>

Situation	Steps to Take
<p>What to do with OHP 7210Rs dropped off at the office.</p>	<p>Date stamp any OHP 7210R dropped off at the office, narrate that it has been received and forward to 5503. 5503 will process the OHP 7210R for MAA/MAF.</p> <ul style="list-style-type: none"> <li>• SPD/AAA offices should not send applications to 5503 if there is anyone age 60 years old and above applying for medical.</li> </ul>
<p>OHP 7210R Applicant Has Children or Spouse on OHP</p>	<p>If an OHP 7210R applicant is part of an already certified OHP household</p> <ul style="list-style-type: none"> <li>• a completed OHP 7210R is still required for <u>the adult applicants who have been randomly selected.</u></li> <li>• DHS/AAA <b>cannot</b> use an existing application for the children to determine OHP Standard eligibility for their parents.</li> </ul> <p><b>NOTE:</b> <i>This is the only situation for SSP medical when an existing application cannot be used.</i></p>
<p>OHP 7210R Applicant Has an Emergent Medical Need</p>	<p>When an applicant states they have an emergent medical need, follow local procedure for emergent medical requests.</p> <ul style="list-style-type: none"> <li>• SPD/AAA offices should not send applications to 5503 if there is anyone age 60 years old and above applying for medical.</li> </ul>

## **OHP Standard Reservation List Training Packet For DHS/AAA Self-Study or in-Office Training**

The OHP Standard Reservation List Training Packet has been created for individual self-study or in-office training. It includes an informational handout, examples, questions and answers and a Test Your Knowledge activity. Completing this self-study packet will take an individual approximately 30-45 minutes or require 45 minutes or more to deliver as in-office training.

### **Options for use of the Training Packet for In-Office Training**

If the packet is used as an in-office training, here are some options to consider for the delivery of this mini-training:

- Review the informational handout as a large group.
- Remove the answers from the examples and go over as a large group.
- Remove the answers from the examples. Have small groups work some straightforward examples before going over them as a large group. As a large group, work the ones that seem more likely to be confusing or not be completed successfully by the small groups.
- Have participants complete the Test Your Knowledge Activity individually. After they have completed the activity, give instructions for small groups to compare their answers and attempt to resolve any differences. (This provides an opportunity for participants to teach each other as well as increases motivation to complete the activity.)

Afterwards, pass out the answer keys and have small groups check their work and mark any they have differences on or questions about. Then go over any areas of differences or confusion as a large group. Another option is to review the entire answer key as a large group after small groups have compared answers and resolved their differences as much as possible.

- Consider scheduling a 15-30 minute speaker-phone appointment with a medical analyst during the last portion of the planned training time. This speaker phone appointment can be used for participants to ask unanswered questions from the training or simply have further dialogue with a medical analyst about the changes. Contact the medical analysts by GroupWise or by phone to schedule a speaker phone appointment: Joyce Clarkson 503-945-6106, Michelle Mack 503-947-5129, or Carol Berg at 503-945-6072. Please schedule as early as possible for availability.

## **Other Training and Resources Provided**

**Video Conferencing** Training Sessions on the OHP Standard Reservation List are planned for January 15, January 16, January 17, January 23, January 29, January 31, February 6, February 12, and February 13. These Video Conferencing (VCON) Sessions will include the same information as the OHP Standard Reservation training packet but are another option for participants to learn about the program through a PowerPoint presentation by the analysts. There will be an opportunity to ask questions as well as hear other questions and answers from around the state. Additional VCON sessions may be added as needed.

***Note:** The January and February video conference trainings will be available to DMAP outreach workers and community stakeholders. If interested in attending, they will be told to contact their local DHS/AAA office.*

OHP Standard Reservation List **Netlinks** will be offered on January 14, January 24, January 30, February 5 and February 14. Additional Netlinks may be added as needed. The information presented in these Netlinks will be the same as in this self-study packet, but is another training option for staff. The Netlink format allows individuals to take the training from their own workstations and be able to interact with the instructor and other participants.

**Worker Guide** –A joint SPD/SSP worker guide will be available via transmittal as well as in the Family Services Manual when the OHP Reservation List opens.

**User Guide-** An Oregon Health Plan Standard Reservation List User Guide will be available to DHS/AAA staff and partners to help navigate the OHP Standard Reservation List website.

**Client Materials-** The department will begin an active outreach informational campaign throughout the state from **January 1** through January 27 to raise awareness of the reservation list. The Reservation List will open January 28. DMAP will distribute materials which will include posters and flyers for

DHS/AAA offices, outreach and community partner facilities. DMAP will also distribute The *OHP Standard Reservation List Request form* (OHP 3203), sample reservation list confirmation postcards and an informational form about the OHP Reservation List application (OHP 7210R).

Flyers will be mailed to all open or pended Medical, FS, TANF and ERDC cases.

DMAP will implement an OHP Standard Reservation List Web Site at [www.oregon.gov/DHS/open](http://www.oregon.gov/DHS/open) that will include frequently asked questions about the reservation list process and enable the public to request a reservation on-line.

## **OHP Standard Reservation List Glossary**

**AAA:** Area Agency on Aging

**ACCESS:** Main database used by SPD to update medical information in the CM system, produce reports, track services for clients receiving in-home or facility care and maintain narratives.

**ADA:** Americans with Disabilities Act. Requires that state and local governments give people with disabilities meaningful opportunity to benefit from all of their programs, services and activities.

**CAF:** Children, Adults and Families. The program area at Central Office in Salem which includes child welfare (former SCF) and self-sufficiency (former AFS) disciplines.

**CAWEM:** Citizen/Alien-Waived Emergent Medical. The CAWEM Medicaid benefit package covers emergent medical needs for clients who are not eligible for other medical programs solely because they do not meet citizenship and/or alien status requirements.

**CM:** Client Maintenance computer system. Medical cases are entered in the CM Client Maintenance System of the DHS mainframe computer.

**CSU:** Client Services Unit. CSU provides general information about OHP medical and dental benefits and can coach clients on how to resolve problems involving access or quality of medical benefits. CSU is part of DMAP (Division of Medical Assistance Programs).

**DHS:** Department of Human Services

**DMAP:** Division of Medical Assistance Programs

**ERDC:** Employment Related Day Care. Helps low-income families pay the cost of child care.

**FS:** Food Stamps. Helps low-income households maintain proper nutrition by giving them the means to purchase food.

**MAA:** Medical Assistance Assumed. The Medical Assistance Assumed program provides medical assistance to families who are eligible for the Pre-TANF program or ongoing TANF benefits.

**MAF:** Medical Assistance to Families. The Medical Assistance to Families program provides medical assistance to people who are ineligible for MAA but are eligible for Medicaid using ADC program standards and methodologies that were in effect as of July 16, 1996.

**OHP-OPU:** Oregon Health Plan - Adults. Medical coverage for non-pregnant adults age 19 and above, who qualify under the 100 percent income standard.

**OSIPM:** Oregon Supplemental Income Program Medical. Medical coverage for elderly and disabled individuals. When used alone, OSIPM refers to all OSIP-related medical programs.

**SPD:** Seniors and People with Disabilities

**SSP:** Self Sufficiency Program

**TANF:** Temporary Assistance to Needy Families. This is a program which provides cash benefits to one and two-parent when children in those families are deprived of parental support because of continued absence, death, incapacity, or unemployment.

**TRACS:** Computer program used by SSP staff to enter narratives regarding clients redeterminations, changes, phone calls, etc.

## OHP Standard Reservation List

OHP-OPU Standard (OHP Standard) provides medical benefits for non-pregnant adults. In July of 2004, OHP Standard was closed to new applicants. At this time, the OHP Standard population has dropped to a level that allows adding some new eligible persons.

To open OHP Standard in an equitable way and keep enrollment at a sustainable number, the reservation list will open January 28, 2008 and remain open through February 29, 2008. The reservation list is for persons who would otherwise be denied because OHP Standard is closed. A designated number of applications will be sent out periodically until OHP Standard reaches a limit determined by the Division of Medical Assistance Programs (DMAP)

The policy for clients transitioning from other DHS/AAA medical, for example from OSIPM to OHP-OPU or from MAA to OHP-OPU hasn't changed. Clients transitioning from other programs are still considered for OHP-OPU.

**It is important to remember everyone has the right to apply for medical.** Anyone who is interested in applying for medical benefits should be given an application to establish a date of request (DOR). Only OHP Standard is closed. There are other medical programs with different eligibility requirements. They could qualify for another medical program.

### **How will our clients, DHS/AAA partners and the Public learn about the Reservation List?**

The department will implement an active information campaign throughout the state to raise awareness of the Reservation List and set the stage for reopening OHP Standard enrollment. The department will:

- Distribute informational posters and *OHP Standard reservation list request forms* (OHP 3203) to DHS/AAA offices, medical providers, client advocate representatives and other interested parties.
- Issue press releases.
- Post information about the OHP Standard reservation list to the Web at [www.oregon.gov/DHS/open](http://www.oregon.gov/DHS/open).
- Mail an informational flyer (OHP 3205) to all open or pended medical clients as well those clients on an open FS, TANF, or ERDC cases.
- Distribute the informational flyer to DHS/AAA offices and community partners as a hand-out for anyone interested in learning more about the reservation list.

### **What do we tell people who ask about OHP Standard?**

- The Reservation List will be open January 28, 2008 and remain open through February 29, 2008.
- People interested in applying for OHP Standard should add their name to the Reservation List.
- Postcards will be mailed Wednesdays to people who are added to the Reservation List.
- After the Reservation List closes, a limited number of names will be randomly pulled and mailed OHP 7210Rs.
- Not everyone on the Reservation List will be sent an OHP 7210R. Those not randomly pulled will not receive notification.
- The OHP 7210R must be returned within 30 days.
- DHS will determine if anyone on the OHP 7210R is eligible, and then send an approval/denial notice.

### **How does an individual get on the Reservation List?**

- Individuals may request a reservation electronically via the public OHP Standard Reservation List Web site at [www.oregon.gov/DHS/open](http://www.oregon.gov/DHS/open) by completing an online form that is electronically submitted directly to the Reservation List.
- Another option for getting on the Reservation List is to call the reservation line at 1-800-699-9075 (TTY 503-373-7800) Monday through Friday from 7:00AM to 7:00PM. The reservation line is operated by the OHP Statewide Processing Center (5503). Interpreting/Translating for languages other than English will be available from phone bank staff or through the phone company. After a short screening, the Reservation List Phone Bank updates the Reservation List Web site. A database linked to the Web site assigns a reservation number and triggers the mailing of a confirmation postcard which will include the assigned reservation number.
- The reservation line will begin accepting messages on January 28, 2008. If all the phone lines are busy or it is after hours, callers will hear a message encouraging them to apply using the Web site or to leave a message. The reservation line will be open on President's Day, February 18.
- Individuals may request a reservation by completing an ***OHP Standard Reservation List Request Form (OHP 3203)***. The 3203 will be translated into Spanish, Russian, Vietnamese and Somali. The completed form can be either mailed or faxed to the OHP Statewide Processing Center (5503), or dropped off at a DHS/AAA office.

- Everyone has a right to know about the Reservation List. Any adult applying for medical benefits must be given information about the OHP Standard Reservation List, including how to complete the *OHP Standard reservation list request form* (OHP 3203) and other options available for adding their name to the Reservation List.
- Persons who add their name to the Reservation List need to know they have not applied for any medical benefits and they have not qualified for any kind of OHP coverage. A reservation list request does not guarantee the requester will receive an application or medical benefits. Not everyone on the Reservation List will be sent an application. Other programs have different eligibility requirements. The requester could qualify for another medical program.

#### **How will the department determine who will be mailed an OHP 7210R?**

- To ensure equity, the department will randomly select reservation numbers. The number of reservations selected will be predetermined by the Division of Medical Assistance Programs (DMAP). DHS will mail the OHP 7210R to individuals on the list whose reservation number has been selected.
- The OHP 7210R will be identical to the OHP 7210, except it will have a cover page with the date of request (DOR) and the reservation number.
- The DOR on the OHP 7210R is the date the OHP 7210R is mailed. The applicant's DOR will also display on the Reservation List Web site and database.

#### **How will the OHP 7210R be Processed?**

- The OHP 7210R Packet includes a return envelope to send the completed application to the OHP Statewide Processing Center (5503). ***The applicant must return the completed OHP 7210R within 30 days from the date of request.*** If the OHP 7210R is not returned within the 30-day time period, the OHP DOR is not preserved and the reservation is voided.  
***Remember: Review for other DHS medical program eligibility as long as the OHP 7210R is submitted within 45 days from the DOR.***
- Staff at 5503 will screen for applicants 60 and above and transfer the OHP 7210R to the appropriate SPD/AAA office.
- Applicants who may be eligible for OSIPM-Presumptive will be referred to the appropriate SPD/AAA office using the existing referral process.

- 5503 staff will refer OHP 7210R applications for individuals age 60 and above to the appropriate SPD/AAA office. For all other OHP 7210R applicants, 5503 staff will determine eligibility, including MAA/MAF.
- Staff at 5503 will contact the DHS/AAA office with a companion case via an e-mail to a designated office e-mail address. The DHS/AAA office can then view the OHP 7210R and supporting documents on imaging and determine if any action is needed on a companion case.

#### **How will ADA accommodations be provided?**

- Clients that have a documented disability who do not request a reservation while the Reservation List is open or who did not submit their OHP 7210R within the 30 day time frame, may be eligible for an ADA accommodation.
- Follow the current policy for medical program ADA accommodations and contact a CAF SSP medical policy analyst. CAF SSP medical policy analysts will determine if the person qualifies for an ADA accommodation.

#### **What is the DHS OHP Standard Reservation List Database and who can access it?**

- The Database assigns the reservation number, stores the reservation request, and is used for the random selection.
- DHS/AAA offices will have “read only” access to the database. DHS/AAA office staff will be able to view the client’s reservation list number, the client’s date of request (if an OHP 7210R has been mailed to them) and what address the OHP 7210R was mailed to.
- Only core users at 5503 and Client Services Unit (CSU; formerly called CASU) will have the authority to enter information in the Reservation List Website. Address changes or corrections will be made by core users only.

#### **What new CM system coding will be involved?**

- When an OHP 7210R is received in a DHS/AAA office within 30 days of the DOR, the reservation number must be added to each adult (age 19 and older) applicant’s need/resource line on CMUP.
- If there is not an existing case on the CM system, a pending CM case must be created to allow the worker to enter the reservation number on the system. The new need/resource code is **LST**.

Example: N/R   LST   C   \_\_\_   Reservation #

- The new LST need/resource code, followed by the applicant's reservation number, is what allows the CM system to recognize that this is a new OHP Standard client from the Reservation List and allows the worker to open medical benefits for them. The LST need/resource code also allows DMAP to track what actions occur on reservation list requesters, e.g., how many open on OHP Standard or MAA.

#### **What Notices do Eligibility Workers Send?**

- If an OHP 7210R has been submitted within 30 days from the DOR and the applicant is not eligible, send both a denial notice explaining why they are not eligible (e.g., over income, over resources) as well as the 462A/462C/462S notice. If the OHP 7210R is submitted after the 30 days from the DOR, send only the 462A/462C/462S notice.
- If an OHP-OPU applicant submits an OHP 7210 instead of a OHP 7210R because they are not on the Reservation List, treat them as “no program available.” Send only a 462A/462C/462S denial notice.

***Remember:*** Clients transitioning from other DHS/AAA medical could still be eligible for OHP-OPU, following our current policy. ***The Reservation List and the OHP 7210R are for persons that would otherwise be denied because OHP-Standard is closed to new applicants.***

## **Commonly Asked Questions and Answers Regarding the OHP Standard Reservation List**

1. **Question:** Who can request an OHP Standard reservation?  
**Answer:** A person can request a reservation number for him/herself or a request can be made through another person such as family members and friends, health practitioners, DMAP (Division of Medical Assistance Program) outreach workers, community advocates and other members of the public.  
**Eligibility workers may not add/request reservations for a current client due to possible legal problems if a staff member made a reservation for one client but not all clients. However, DHS/AAA staff should assist a person with the process to complete their request if needed.**
2. **Question:** When the Reservation Phone Bank does a short screening of the OHP Standard reservation list request, what does the short screening entail?  
**Answer:** The Reservation List Phone Bank screens for residency by asking for the requester's residential address. The Reservation List Phone Bank also requires their full name, date of birth, and mailing address. Requesters may also volunteer their SSN and phone number.
3. **Question:** How many people will be able to become eligible for OHP-OPU using the reservation list?  
**Answer:** A fixed number of OHP 7210Rs will be sent out on a periodic basis until the numbers for OHP-OPU reach a sustainable population as determined by DMAP.
4. **Question:** Can ineligible non-citizens interested in OHP-OPU CAWEM get on the list?  
**Answer:** Yes.
5. **Question:** What is the process when a OHP 7210R applicant receives the OHP 7210R in the mail but calls to report they lost it?  
**Answer:** The process is to look up the person in the OHP Reservation List database, write their reservation number as displayed on the database as well as their *original* date of request on an **OHP 7210R** and provide it to the applicant. Carefully narrate the situation.

*The applicant must still complete and submit the OHP 7210R within 30 days of the DOR in order to be considered for OHP-OPU, unless they are eligible for an ADA accommodation as determined by an SSP medical policy analyst.*

6. **Question:** An OHP 7210R is mailed to an applicant who has an ongoing case for their children. Does the applicant need to complete and return the OHP 7210R?

**Answer:** No. **A completed OHP 7210R is required.** The worker cannot use the existing application and simply pend for information needed to determine OHP-OPU eligibility.

This is the **only** situation for SSP medical when an existing application cannot be used and a new OHP 7210R is required.

7. **Question:** What if a client states they have an emergent medical need and brings their OHP 7210R into a DHS/AAA office?

**Answer:** Follow local office procedure for handling emergent medical requests. Depending on local procedure, the office could process the OHP 7210R or send it to the OHP Statewide Processing Center (5503).

Prior to sending the OHP 7210R to 5503, the local SPD/AAA office screens for applicant's who are age 60 and above. Branch 5503 staff will determine eligibility for MAA/MAF.

8. **Question:** If an applicant waits until the 30<sup>th</sup> day from their date of request and doesn't have time to get their OHP 7210R to the OHP Statewide Processing Center (5503) by mail, can they bring their OHP 7210R to a DHS/AAA office?

**Answer:** Yes. The office stamps the date of receipt on the OHP 7210R and narrates its receipt if the applicant has an existing TRACS or ACCESS case. In addition, the local SSP office screens for applicants who are age 60 and above. Branch 5503 staff will determine eligibility for MAA/MAF.

9. **Question:** If a client submits an OHP 7210R and is over-income, do I send the client a denial notice and a 462A?  
**Answer:** Yes. As long as the OHP 7210R was submitted within 30 days from the DOR, send both a denial notice explaining why they aren't eligible (e.g. over-income) and a 462A/462C/462S notice. If the OHP 7210R was submitted after the 30<sup>th</sup> day and the client is ineligible for any DHS medical program, send only the 462A/462C/462S notice. *Remember to review for other medical programs if the 7210R was submitted within 45 days from the DOR.*
10. **Question:** In addition to the 462A/462C/462S, do we send a denial notice to non-pregnant adults who apply for OHP on a regular OHP 7210?  
**Answer:** No. If not on the Reservation List, do not review for OHP Standard eligibility. Send only the 462A/462C/462S.
11. **Question:** If an OHP 7210R applicant is found eligible for MAA or MAF, does the worker still need to include the LST need resource to indicate that they were on the Reservation List?  
**Answer:** Yes. The LST need/resource item is added to any adult determined eligible for any medical program using the OHP 7210R. The department wants to learn how many OHP 7210R applicants submit their applications and are approved or denied in order to determine future mailings.
12. **Question:** If a person turns in the OHP 7210R after 30 days from the DOR, do I still need to put the LST need/resource item online?  
**Answer:** Yes. The LST need/resource item must be put on each adult OHP 7210R applicant in all circumstances, whether it is on an open, denied or pended case.
13. **Question:** What if a person is sent an OHP 7210R and doesn't return it within 30 days?  
**Answer:** They lose their original DOR, unless they request and are eligible for an ADA accommodation. Review for other DHS medical program eligibility as long as the OHP 7210R is submitted within 45 days from the DOR.

14. **Question:** If a person submits an OHP 7210R for themselves, and their children are currently receiving OHP, do I only review eligibility for the OHP Standard applicant only?

**Answer:** No. If a medical OHP 7210R is received, determine eligibility for the entire case and, if eligible, recertify the entire case and start the OHP Standard applicant's medical coverage. This follows our current policy.

If the potential OHP Standard client is not eligible, send the client a denial notice and a 462A/462C/462S and allow the children's existing OHP certification to continue.

15. **Question:** If I get an OHP 7210R for the parent and the children's certification is expiring soon, can I use the OHP 7210R for the entire family?

**Answer:** Yes, you can use the OHP 7210R to review eligibility for the whole family. The OHP 7210R can be used as you would the OHP 7210.

16. **Question:** Can the same reservation number be used on two different CM cases?

**Answer:** Yes. The reservation number applies to anyone in the filing group when the reservation was made and anyone who is in the filing group when the OHP 7210R is submitted.

For example, if Bob and Nancy are assigned a reservation number and Bob moves out and informs the Reservation List Phone Bank of his new address, both Bob and Nancy will be mailed OHP 7210Rs based on the same Reservation List number.

If Bob remarries before the OHP 7210R is submitted, his new wife would also have the same reservation number.

Also, if Bob and Nancy have a child in their filing group when the reservation was made who turns age 19 before the OHP 7210R is submitted, their 19 year old would have the same reservation number.

However, the 19 year old would need to complete and submit their own OHP 7210R to be reviewed for OHP Standard eligibility.

17. **Question:** What happens if an address on the OHP Reservation List is no longer valid and the OHP 7210R is sent to the incorrect address?

**Answer:** The client can contact the OHP Standard Reservation List Phone Bank or contact a DHS/AAA office. The replacement OHP 7210R should include the original DOR and reservation number displayed on the reservation list database.

18. **Question:** How does the DHS/AAA office notify the OHP Standard Reservation List Phone Bank of changes, including a change of address?

**Answer:** The DHS/AAA office notifies the OHP Standard Reservation List Phone Bank of changes, including address changes, by sending an e-mail to [standard.reservation@state.or.us](mailto:standard.reservation@state.or.us) or to reservation,standard in GroupWise. The e-mail should include the requesters full name, reservation number (or prime number) and the change.

## **Dates of Request and the OHP 7210R Examples**

**Scenario A:** Trillium has picked up an OHP 7210 to fill out for her two children with a date of request of March 3. She is on the OHP Standard Reservation List and receives an OHP 7210R with a DOR of March 13. Trillium comes to the office on March 20 stating she has been in a minor car accident and would like her medical coverage as soon as possible. The worker processes her OHP 7210R and finds the children eligible for OHP-OPC and Trillium for OHP-OPU. What are the medical start dates for Trillium and her children?

**Trillium's medical start date is March 13 and the children's, March 3. We cannot begin OHP-OPU eligibility prior to the DOR (date of request) on the OHP 7210R. The worker also adds an LST need/resource item to Trillium.**

**Scenario B:** Rogue turns in the recertification for his two children on March 20 and also turns in his OHP 7210R which has a March 5 DOR. He states he needs to see a doctor as soon as possible in order to get medication for seizures to keep his full-time job. The worker processes his OHP 7210R the same day and finds the children eligible to be recertified for OHP-OPC and Rogue eligible for OHP-OPU. What steps does the worker take?

**Rogue's medical start date is March 5. The worker uses a COMPUTE action to recertify the children's medical for April and adds Rogue's medical start date of March 5. The worker also adds an LST need/resource item to Rogue.**

**Scenario C:** Creedence comes into the office with an OHP 7210R asking for it to be processed immediately due to his need to order a prescription related to his mental health. Creedence is able to work but needs his prescription filled to keep his job. The worker decides to process the OHP 7210R at the local office and finds that Creedence is currently listed as an in-grant code of NO on a case with his two children who are receiving OHP-OPC. The OHP-OPC is three months into the certification period. What steps does the worker take?

**The worker first determines eligibility for the entire case and if eligible, recertifies the entire case, adding the LST need/resource item for Creedence only. If the entire group isn't eligible using Creedence's OHP 7210R DOR, the worker sends Creedence a denial notice and a DHS 462A and allows the children's existing OHP certification to continue.**

**Scenario D:** Charity brings her OHP 7210R to the office asking for it to be processed as soon as possible as she needs treatment for a bad case of hives. The worker processes the OHP 7210R and finds that Charity and her two children are eligible for MAA.

What steps does the worker take?

**The worker opens MAA for the family and adds the LST need/resource to Charity on CMUP for tracking purposes.**

**Scenario E:** Patience comes to the office with her OHP 7210R requesting that it be processed as soon as possible as she is diabetic and needs her insulin shots. The worker decides to process the OHP 7210R locally and discovers in the narrative that Patience has been referred for a presumptive eligibility determination. The worker finds Patience eligible for OHP-OPU. What steps does the worker take?

**The worker opens an OHP-OPU case for Patience, adding the LST need/resource, while the decision is made for the presumptive medical determination.**

If Patience had not already had a presumptive referral and had stated on her OHP 7210R she was disabled what would the worker have done?

**The worker would open Patience on OHP-OPU, adding the LST need/resource, and have made a presumptive medical referral.**

**Scenario F:** Leticia, Brian, and their children turn in their OHP 7210 to recertify their children's OHP-OPC on March 24. Neither parent is currently receiving medical. Leticia also attaches an OHP 7210R for herself with a date of request of March 7. Brian is an ineligible non-citizen. He was not added to the Reservation List because they separated for a short time and Leticia only added her name to the list at that time because Brian was not in the household.

The family's income is the same as the last certification and they have no resources. The worker processes the OHP 7210R on April 4.

What steps does the worker take? Can both Brian and Leticia be considered for OHP-OPU?

**The worker determines there is no MAA/MAF eligibility and recertifies the children with an effective date of April 1. The worker also starts Leticia on OHP-OPU and Brian on OPU-CAWEM as of March 7. Even though Brian wasn't on the reservation list, he is part of Leticia's OHP filing group and can be considered for OHP-OPU CAWEM. The worker adds the LST need/resource to both Leticia and Brian using the same reservation number.**

**Scenario G:** Clarence turns in his recertification for his two children. The worker notices in the narrative that Clarence had previously submitted an *OHP Standard reservation list request form* and looks up Clarence on the reservation list database. The worker discovers that Clarence is listed on the database with a date of request within the last 30 days. Clarence is not disabled. What steps does the worker take regarding Clarence's OHP 7210R application?

**The worker goes to the reservation list database and looks up Clarence's reservation and date of request. The worker provides Clarence with an OHP 7210R with his DOR and reservation number and pends him to complete and return the OHP 7210R within 30 days of the DOR on the Reservation List. The worker narrates the situation in TRACS/ACCESS.**

What if the date of request is 40 days old?

**Clarence is not disabled and does not qualify for an ADA accommodation. Clarence may not be considered for OHP Standard as he did not contact the branch or turn in his OHP 7210R within 30 days of his date of request. The worker must add the LST need/resource item to Clarence and review for other medical program eligibility as the application is good for 45 days.**

## **OHP Standard Reservation List Test Your Knowledge**

1. T or F Any DHS/AAA staff member may place a client on the reservation list at the client's request.
2. T or F An ineligible non-citizen on the Reservation List may receive an OHP 7210R and if eligible, receive OHP-OPU CAWEM.
3. T or F If an applicant turns in their OHP 7210R after 30 days from their date of request, they will automatically be reactivated on the list.
4. T or F Clients are instructed to send their OHP 7210R to the OHP Statewide Central Processing Center (5503) but they may also turn it into any DHS/AAA office.
5. T or F 5503 only determines eligibility for OHP 7210R applications that do not have companion cases.
6. T or F When asked about applying for OHP-OPU benefits, DHS/AAA staff members should refer them to the reservation list phone number or provide a reservation list request as well as be careful to provide an application to anyone who wants to request benefits.
7. The date of request for a OHP 7210R applicant is
  - a. the date the client calls to put themselves on the list.
  - b. the date the client turns their OHP 7210R into a DHS/AAA office.
  - c. the date the OHP 7210R is mailed—the same date that is printed on the sticker on the OHP 7210R and is listed as the DOR on the reservation list.
8. If a client loses their OHP 7210R, they may
  - a. call the Reservation List 800 number to receive another copy.
  - b. contact a DHS/AAA office.
  - c. contact the OHP application center.
  - d. b & c.

9. What information does the online DHS OHP Standard Reservation database provide about a client who has been sent an OHP 7210R?
  - a. the client's reservation list number
  - b. the client's date of request
  - c. address the OHP 7210R was mailed to
  - d. both a and b
  - e. a, b, and c
  
10. If a DHS/AAA worker provides the client with a replacement for their OHP 7210R, they must look up the clients name on the reservation list database and
  - a. write the client's reservation list number and DOR on any medical application and narrate.
  - b. write the client's reservation list number and DOR on an OHP 7210R application and narrate.
  - c. pend the client for any missing information in order to determine eligibility.
  
11. When should a worker add the LST need/resource and reservation number to the client's CMUP screen?
  - a. as soon as the client submits their pending items
  - b. when an OHP 7210R applicant is pended, approved or denied (whichever is earliest).
  - c. not until a client becomes eligible for OHP Standard
  
12. Theresa's children are currently on OHP-CHP. She is listed on the case but not receiving medical. Theresa calls the office stating she has received her OHP 7210R and wants to know what she needs to do next.
  - a. Theresa must complete and return the OHP 7210R within 30 days of the DOR (the date the OHP 7210R was mailed) in order to be reviewed for potential OHP-OPU eligibility.
  - b. Since Theresa has a current application, the worker sends a pend notice for any needed information and works the current application to determine Theresa's eligibility.
  - c. The worker sends Theresa's current application to the OHP Statewide Processing Center (5503) to determine her OHP-OPU eligibility.

13. Harmony comes to a Self-sufficiency office to turn in her OHP 7210R for herself and her child. She has no income due to a recent job loss and has no resources. She does not have a medical emergency, but indicates she is disabled. The worker
  - a. date stamps the OHP 7210R and sends it to 5503.
  - b. date stamps the OHP 7210R and sends it to the local SPD/AAA office.
  - c. lets Harmony know that she needs to send the OHP 7210R to 5503 directly.
  
14. T or F Ineligible non-citizens interested in OHP-OPU CAWEM can get on the reservation list.

## **OHP Standard Reservation List Test Your Knowledge Answer Key**

1. T or **F** Any DHS/AAA staff member may place a client on the reservation list at the client's request.
2. **T** or F An ineligible non-citizen on the Reservation List may receive an OHP 7210R and if eligible, receive OHP-OPU CAWEM.
3. T or **F** If an applicant turns in their OHP 7210R after 30 days from their date of request, they will automatically be reactivated on the list.
4. **T** or F Clients are instructed to send their OHP 7210R to the OHP Statewide Processing Center (5503) but they may also turn it into any DHS/AAA office.
5. T or **F** 5503 only determines eligibility for OHP 7210R applications that do not have companion cases.
6. T or **F** When asked about applying for OHP-OPU benefits, DHS/AAA staff members should refer them to the reservation list phone number or provide a reservation list request as well as be careful to provide an application to anyone who wants to request benefits.
7. The date of request for a OHP 7210R applicant is
  - a. the date the client calls to put themselves on the list.
  - b. the date the client turns their OHP 7210R into a DHS/AAA office.
  - c. the date the OHP 7210R is mailed—the same date that is printed on the sticker on the OHP 7210R and is listed as the DOR on the reservation list.**
8. If a client loses their OHP 7210R, they may
  - a. call the Reservation List 800 number to receive another copy.
  - b. contact a DHS/AAA office.
  - c. contact the OHP application center.
  - d. b & c.**

9. What information does the online DHS OHP Standard Reservation database provide about a client who has been sent an OHP 7210R?
- the client's reservation list number
  - the client's date of request
  - address the OHP 7210R was mailed to
  - both a and b
  - a, b, and c**
10. If a DHS/AAA worker provides the client with a replacement for their OHP 7210R, they must look up the clients name on the reservation list database and
- write the client's reservation list number and DOR on any medical application and narrate.
  - write the client's reservation list number and DOR on an OHP 7210R application and narrate.**
  - pend the client for any missing information in order to determine eligibility.
11. When should a worker add the LST need/resource and reservation number to the client's CMUP screen?
- as soon as the client submits their pending items
  - when an OHP 7210R applicant is pended, approved or denied (whichever is earliest).**
  - not until a client becomes eligible for OHP Standard
12. Theresa's children are currently on OHP-CHP. She is listed on the case but not receiving medical. Theresa calls the office stating she has received her OHP 7210R and wants to know what she needs to do next.
- Theresa must complete and return the OHP 7210R within 30 days of the DOR (the date the OHP 7210R was mailed) in order to be reviewed for potential OHP-OPU eligibility.**
  - Since Theresa has a current application, the worker sends a pend notice for any needed information and works the current application to determine Theresa's eligibility.
  - The worker sends Theresa's current application to the OHP Statewide Processing Center (5503) to determine her OHP-OPU eligibility.

14. Harmony comes to a Self-sufficiency office to turn in her OHP 7210R for herself and her child. She has no income due to a recent job loss and has no resources. She does not have a medical emergency, but indicates she is disabled. The worker
- a. **date stamps the OHP 7210R and sends it to 5503.**
  - b. date stamps the OHP 7210R and sends it to the local SPD/AAA office.
  - c. lets Harmony know that she needs to send the OHP 7210R to 5503 directly.
14. T or F Ineligible non-citizens interested in OPU CAWEM can get on the reservation list.



## OHP Standard Reservation List

### This Training will Cover



- How people will know about the OHP Standard Reservation List.
- The process for getting on the Reservation List and the random selection process.
- Who will have access to the reservation list database.
- How applications will be processed.
- What reception staff and eligibility workers will need to know.

### OHP Standard Reservation List Glossary

- AAA: Area Agency on Aging
- ACCESS: Main database used by SPD to update medical information in the CM system, produce reports, track services for clients receiving in-home or facility care and maintain narratives.
- ADA: Americans with Disabilities Act. Requires that state and local governments give people with disabilities meaningful opportunity to benefit from all of their programs, services and activities.
- CAF: Children, Adults and Families. The program area at Central Office in Salem which includes child welfare (former SCF) and self-sufficiency (former AFS) disciplines.
- CAWEM: Citizen/Alien-Waived Emergent Medical. The CAWEM Medicaid benefit package covers emergent medical needs for clients who are not eligible for other medical programs solely because they do not meet citizenship and/or alien status requirements.
- CM: Client Maintenance computer system. Medical cases are entered in the CM Client Maintenance System of the DHS mainframe computer.
- CSU: Client Services Unit. CSU provides general information about OHP medical and dental benefits and can coach clients on how to resolve problems involving access or quality of medical benefits. CSU is part of DMAP (Division of Medical Assistance Programs).
- DHS: Department of Human Services
- DMAP: Division of Medical Assistance Programs

### Glossary continued

- ERDC: Employment Related Day Care. Helps low-income families pay the cost of child care.
- FS: Food Stamps. Helps low-income households maintain proper nutrition by giving them the means to purchase food.
- MAA: Medical Assistance Assumed. The Medical Assistance Assumed program provides medical assistance to families who are eligible for the Pre-TANF program or ongoing TANF benefits.
- MAF: Medical Assistance to Families. The Medical Assistance to Families program provides medical assistance to people who are ineligible for MAA but are eligible for Medicaid using ADC program standards and methodologies that were in effect as of July 16, 1996.
- OHP-OPU: Oregon Health Plan - Adults. Medical coverage for non-pregnant adults age 19 and above, who qualify under the 100 percent income standard.
- OSIPM: Oregon Supplemental Income Program Medical. Medical coverage for elderly and disabled individuals. When used alone, OSIPM refers to all OSIP-related medical programs.
- SPD: Seniors and People with Disabilities
- SSP: Self Sufficiency Program
- TANE: Temporary Assistance to Needy Families. This is a program which provides cash benefits to one and two-parent when children in those families are deprived of parental support because of continued absence, death, incapacity, or unemployment.
- TRACS: Computer program used by SSP staff to enter narratives regarding clients redeterminations, changes, phone calls, etc.

### OHP Standard Reservation List Overview

OHP-OPU (OHP Standard) provides medical benefits for non-pregnant adults. In July of 2004, OHP Standard closed to new applicants.

At this time, the OHP Standard population has dropped to a level that allows adding some new eligible persons.

### OHP Standard Reservation List Overview

To open OHP Standard in an equitable way and keep enrollment at a sustainable number, the reservation list is being implemented January 28.

The reservation list is for persons who would otherwise be denied because OHP Standard is closed.

A designated number of applications will be sent out periodically until OHP Standard reaches a limit determined by the Division of Medical Assistance Programs (DMAP).

## Remember

Clients transitioning from other DHS medical programs may still be eligible for OHP Standard following our current policy.



7

## Non-citizens

The reservation list is for citizens and non-citizens, including those who may be eligible for CAWEM.

8

## How will the public know about the Reservation List?

DHS has begun an active outreach and awareness campaign throughout the state.

- Posters, flyers, and request forms to DHS/AAA offices and outreach and community partner facilities.
- Press releases
- OHP Web page
- Flyers (OHP 3205) mailed to all open or pending medical, FS, TANF and ERDC cases.



9

## Who can request an OHP Standard reservation?

A person can request a reservation number for him/herself or a request can be made through:

- Family members and friends
- Health practitioners
- DMAP Outreach workers
- Community advocates and
- Other members of the public



10

## Reservation List Request Period

The OHP Standard Reservation List will be open from January 28, 2008 through February 29, 2008.

Persons interested in getting their name on the Reservation List should do so during this time period.



11

## How does a person get on the list?

- Request electronically via the public OHP Standard Reservation List Web Site at [www.oregon.gov/DHS/open](http://www.oregon.gov/DHS/open)  
OR
- Call the Reservation List Phone Bank 1-800-699-9075 or 503-373-7800 (TTY) Monday through Friday from 7:00 AM to 7:00 PM.  
OR
- Complete an *OHP Standard reservation list request form* (OHP 3203) and submit by
  - Mail to OHP Standard, PO Box 14520, Salem, OR 97309-5044
  - Fax to 503-373-7866 or 503-378-6295
  - Dropping it off at a DHS office.

12

### Language and Alternate Formats

- Phone bank screeners are available for interpreting/translating languages other than English.
- Client materials available in English, Spanish, Russian, Vietnamese and Somali.
- Materials available in other formats Braille, audio tape, large print, computer disk, oral presentation.

13

### Can DHS/AAA staff request a reservation for a current client?

No.

To ensure equity, DHS/AAA staff may not request an OHP Standard reservation for their clients.

However, DHS/AAA staff should assist a person with the process to complete their request.

14

### What information is required to get on the OHP Standard Reservation List?

- ✓ Full name
- ✓ Date of birth
- ✓ Mailing address
- ✓ Phone number (voluntary)
- ✓ SSN (voluntary)

15

### The DHS OHP Standard Reservation List Database

The database will

- Assign the reservation number.
- Store the reservation request.
- Allow us to edit reservations for address or other changes.
- Be used for the random selection process.



16

### How will OHP Standard reservation list requests be entered in the DHS database?

- ✓ Requests entered on the public OHP Standard Reservation List Web Site will download automatically to the DHS database.
- ✓ All other requests will be manually entered by OHP Standard Reservation List Phone Bank staff at 5503 using the DHS only Web Site.

17

### Who can access the DHS Reservation List database?

- Only Phone Bank staff at the OHP Statewide Processing Center (5503) and Client Services Unit (CSU) will have authority to enter information in the DHS database.
- DHS/AAA staff will have “read only” access. Information available to read only staff includes
  - Reservation list number
  - Name
  - Address
  - If an application was mailed, the date it was sent.

18

## Random Selection

- Once the OHP Standard Reservation List is closed, reservation numbers will be randomly selected from the database.
- The number of reservations randomly selected will be predetermined by DMAP.
- DHS will mail an OHP 7210R application to those people whose reservation numbers are selected.

19

## The Date of Request

- The date the OHP 7210R is mailed will be the date of request (DOR). The DOR will be printed on the original OHP 7210R mailed to the client, as well as on the reservation list database.
- If determined to be eligible for OHP Standard, the client's benefits will potentially start on the DOR.

20

## Application Time Frames

- Applicants must return the completed OHP 7210R within 30 days of the DOR.
- If not returned within the 30-day time period the DOR is not preserved, and the reservation is voided.

21

## How will ADA accommodations be provided?

Accommodations may be made for persons with a documented disability who

- did not get their name on the reservation list before it closed
- or
- did not return their OHP 7210R within the 30 days.

Contact an SSP medical policy analyst who will determine if a person qualifies for an ADA accommodation.



22

## Application Process

The majority of OHP 7210Rs will be processed by 5503.

- If the applicant is 60 and above, 5503 will forward the application to the appropriate SPD/AAA office.
- If disabled, 5503 will complete an OSIPM-Presumptive referral. The referral will be made even if the applicant is eligible for OHP Standard.
- If a companion case exists, 5503 will process the OHP 7210R and send an e-mail to a designated DHS/AAA office e-mail address.
- If you receive an email from 5503, view the OHP 7210R and supporting documents on imaging and determine if any action is needed on the companion case.

23



## What do Reception Staff and Eligibility Workers Need to Know?



24

### Everyone has the right to apply for medical benefits

- Give anyone interested in applying for medical benefits an application to establish a date of request.
- Only OHP Standard is closed. Other medical programs have different eligibility requirements. They could qualify for another medical program.

25

### Everyone has the Right to Know about the Reservation List

Any adult applying for medical benefits must be given information about the OHP Standard Reservation List, including

- how to complete the *OHP Standard reservation list request form* (OHP 3203) and
- other options available for adding their name to the Reservation List.
- the OHP 3203 reservation list request form.

26

### The Reservation List is not an Application

Persons who add their name to the Reservation List need to know

- they have not applied for any medical benefits.
- they have not qualified for any kind of OHP coverage.



27

### What do we tell people who ask about OHP Standard?

- The Reservation List will open January 28, 2008 and close February 29, 2008.
- People interested in applying for OHP Standard should add their name to the Reservation List.
- Postcards will be mailed every Wednesday to people who are added to the Reservation List.
- After the Reservation List closes, a limited number of reservation numbers will be randomly pulled and OHP 7210Rs mailed.

28

### What do we tell people who ask about OHP Standard?

- Not everyone on the Reservation List will be sent an OHP 7210R. Those not randomly pulled will not receive notification.
- The OHP 7210R must be returned within 30 days.
- DHS/AAA will determine if anyone on the OHP 7210R is eligible, and then send an approval/denial notice.

29

### Who can share the same reservation number?

- Any adult in the OHP filing group when the reservation was added or when the OHP 7210R is submitted.
- Any adult in the OHP filing group who *leaves* the household after the reservation was added.
- Any adult in the OHP filing group who *enters* the household after the reservation was added.
- Any child in the OHP filing group who has become an adult (turned 19) since the reservation was added.

30

### Replacing the OHP 7210R

An applicant may request a replacement OHP 7210R

- By calling the OHP Application Center at 1-800-359-9517
- or
- By requesting one from a DHS/AAA office by phone or in person.



31

### Replacing the OHP 7210R at a DHS/AAA Office

- Look up the person in the OHP Standard Reservation List database.
- Write the reservation # and original DOR on a new OHP 7210R.
- Give the OHP 7210R to the applicant and remind them to return it within 30 days of the *original* DOR.
- Narrate in TRACS or ACCESS.

32

### Reservation List Requester Reports an Address Change

If a reservation list requester needs to update their address:

- Send an email to 5503 at *reservation, standard* in GroupWise or to [standard.reservation@state.or.us](mailto:standard.reservation@state.or.us)
- Include
  - Requesters full name
  - Reservation number, prime number or SSN
  - New address

33

### Processing the OHP 7210R When There is a Companion Case

If a companion case exists, 5503 will notify the DHS/AAA office by e-mail.

When notified that an OHP 7210R has been received by 5503, the DHS/AAA office will

- View the OHP 7210R and supporting documents on imaging.
- Determine if any action is needed on a companion case.

34

### OHP 7210R Applicant Has Already Turned in an Application for Another Program

Can DHS/AAA use an existing application to determine OHP Standard eligibility?

**No. A completed OHP 7210R is required.**

For example, John and Sue have children receiving OHP-OPC. John and Sue's reservation number was selected and they were mailed an OHP 7210R. John and Sue must turn in a completed OHP 7210R for the OHP Standard eligibility decision.

35

### Can applicants turn the OHP 7210R into a DHS/AAA office?

Yes. The DHS/AAA office date stamps the OHP 7210R. If the applicant already has an existing TRACS or ACCESS case narrative, narrate the receipt of the OHP 7210R before sending it to 5503.

- SPD/AAA offices must screen for applicants age 60 and above before sending the application to 5503.

NOTE: 5503 will process for MAA/MAF.

36

### The OHP 7210R Application Can Be Used Just Like the OHP 7210 for non-Standard applicants

If a worker gets an OHP 7210R for an adult, and their children are not currently receiving medical benefits, can they use the OHP 7210R for the adult(s) and children?

Yes, you can use the OHP 7210R to review eligibility for the whole family.



### Applicant Has an Emergent Medical Need

What if an applicant states they have an emergent medical need and brings their OHP 7210R to a DHS/AAA office?

- Follow office procedure for emergent medical requests. The office can process the application or send it to 5503.
- SPD/AAA offices must screen for applicants age 60 and above before sending the application to 5503.



### What More do Eligibility Workers Need to Know?



### Using the Same Reservation List Number for Two Different CM Cases

The reservation number applies to anyone in the filing group when the reservation was made and any new additions to the filing group since then.

#### Example #1:

Bob and Nancy are assigned a reservation number, Bob moves out and informs the Reservation List Phone Bank of his new address. Both Bob and Nancy will each be mailed an OHP 7210R if selected.

### Using the Same Reservation List Number for Two Different CM Cases

#### Example #2:

Rita requests OHP-OPU for herself. She has an 18-year old son, Barney, who lives with her. When Rita turns in her OHP 7210R, Barney is now 19 and her husband, Dan, has moved back in with her. Dan, Rita and Barney can all use the same reservation number.

**Note:** Barney will need to be provided with a separate OHP 7210R.

### What notices do eligibility workers send applicants not on the Reservation List

If the OHP Standard applicant is not transitioning in from another medical program,

- confirm they have not been randomly selected from the Reservation List  
and
- send only a 462A/462C/462S denial notice for "no program available."

### OHP 7210R Applicant When Someone in the OHP Filing Group is Already Receiving OHP Medical

Follow the existing process:

- Determine eligibility for the entire case.
- If everyone is eligible for OHP, recertify the entire case and begin the OHP Standard applicant's medical coverage.
- If the OHP Standard applicant is not eligible, send a denial notice stating specifically why **and** a 462A/462C/462S notice. Allow the rest of the family to continue their OHP certification.

43

### What notices do eligibility workers send to OHP 7210R applicants who are not eligible for OHP Standard?

- If the OHP 7210R was turned in by the 30<sup>th</sup> day from the DOR, send a denial notice with the specific reason why **and** the 462A/462C/462S notice.
- If not turned in by the 30<sup>th</sup> day, the OHP DOR is not preserved. Send the 462A/462C/462S notice.
- Remember to review for other DHS medical program eligibility if the OHP 7210R is submitted within 45 days from the DOR.

44

### Floating Budget Month

Remember...

Float the budget month to any month within 45 days of the date of request if needed.

**Example:**

Cecily turns in her OHP 7210R which has a date of request of November 26.

If Cecily is not eligible with a budget month of November, the worker can float the budget month to December, and if not eligible in December, float the budget month into January.

45

### What new coding will be involved?

When an OHP 7210R is received

- ✓ If no current CM system case exists, create a pending case.
- ✓ Enter the reservation number on each OHP Standard applicant.

**Example:** N/R LST C \_\_\_\_\_ Reservation #

This coding tells the system to recognize that this is a reservation list applicant. If the client is eligible, the LST allows the worker to open medical benefits.

46

### Coding for Denied Cases

If the OHP 7210R applicant is denied, does the worker still put an LST code on the N/R line?

**Yes.**

The LST code must be put on each OHP 7210R adult applicant.



47

### Coding for OHP 7210R Applicants Who are Eligible for Medical, but Not OHP Standard Medical

If an OHP 7210R applicant is found eligible for another medical program (MAA, MAF, OSIPM, etc.), do I still put the LST code on the N/R Line?

**Yes.**

An LST N/R code with their reservation number must be put on each OHP 7210R adult applicant.

48

### Scenario A:

Trillium picks up a DHS 415F to fill out for her two children with a DOR of March 3. She is on the OHP Standard Reservation List and receives an OHP 7210R with a DOR of March 13. Trillium comes to the office on March 20 to turn in the applications stating she has been in a minor car accident and would like medical coverage as soon as possible. The worker finds the children eligible for OHP-OPC and Trillium eligible for OHP-OPU.

What are the medical start dates for Trillium and her children?

49

### Scenario A Answer



The children's medical start date is March 3 and Trillium's start date is March 13.

We cannot begin OHP-OPU eligibility prior to the DOR on the OHP 7210R. The worker must add an LST N/R item to Trillium.

50

### Scenario B

Rogue turns in the recertification for his two children on March 20 and also turns in his OHP 7210R which has a March 5 DOR. He states he has a need to see a doctor as soon as possible in order to get medication for seizures to keep his full-time job. The worker processes his OHP 7210R and finds the children eligible to be recertified for OHP-OPC and Rogue eligible for OHP-OPU.

What steps does the worker take?

51

### Scenario B Answer

- The worker uses a compute (COMP) action to recertify the case for April.
- Rogue's medical start date is March 5.
- The worker adds an LST N/R item to Rogue.

52

### Scenario C

Creedence comes into the office with an OHP 7210R asking it to be processed immediately so he can get a prescription related to his mental health in order to keep his job. The worker decides to process the OHP 7210R at the local office and finds that Creedence is currently listed as an in-grant code of NO on a case with his two children who are receiving OHP-OPC. The OHP-OPC is three months into the certification period.

What steps does the worker take?



53

### Scenario C Answer

The worker first determines eligibility for the entire case and if eligible, recertifies the entire case, adding the LST N/R item for Creedence only.

If the entire case is not eligible using Creedence's OHP 7210R DOR, the worker sends Creedence a denial notice and a DHS 462A and allows the children's existing OHP certification to continue.

54

### Scenario D

Charity brings her OHP 7210R to the office asking for it to be processed as soon as possible as she needs treatment for a bad case of hives. The worker processes the application and finds that Charity and her two children are eligible for MAA.

What action does the worker take?

55

### Scenario D Answer

The worker opens MAA for the family and adds the LST N/R item to Charity for tracking purposes.



56

### Scenario E

Patience comes to the office with her OHP 7210R requesting that it be processed as soon as possible as she is diabetic and needs her insulin shots. The worker decides to process the application locally and discovers in the narrative that Patience has been referred for a presumptive eligibility determination. The worker finds Patience eligible for OHP-OPU.

What action does the worker take?

57

### Scenario E Answer

The worker opens an OHP-OPU case for Patience, adding the LST N/R, while the decision is made for the presumptive medical determination.

What if Patience had not already had a presumptive referral and had stated on her application she was disabled?

The worker would have opened OHP-OPU for Patience, adding the LST N/R and made an OSIPM-Presumptive referral.

58

### Scenario F

Leticia, Brian, and their children turn in their OHP 7210 to recertify their children's OHP-OPC on March 24. Neither parent is currently receiving medical. Leticia also attaches an OHP 7210R for herself with a date of request of March 7. Brian is an ineligible non-citizen. He was not added to the Reservation List because when Leticia added her name to the list he was not living in the household. The family's income is the same as the last certification and they have no resources. The worker processes the application on April 4.

What steps does the worker take? Can both Brian and Leticia be considered for OHP-OPU?

59

### Scenario F Answer

- The worker recertifies the children with an effective date of April 1.
- Starts Leticia on OHP-OPU and Brian on OHP-OPU CAWEM as of March 7.
- The worker adds the LST N/R to both Brian and Leticia using the same reservation number.

**Even though Brian was not on the Reservation List, he is part of Leticia's OHP filing group and can be considered for OHP-OPU CAWEM.**

60

### Scenario G Part I



Clarence turns in his recertification for his two children. The worker notices in the narrative that Clarence had previously submitted an *OHP Standard reservation list request form* and looks up Clarence on the reservation list database. The worker discovers that Clarence is listed on the database with a date of request within the last 30 days. Clarence is not disabled.

What steps does the worker take regarding Clarence's OHP 7210R application?

61

### Scenario G Part I Answer

- Provides Clarence with an OHP 7210R with his DOR and reservation number.
- Pends him to complete and return the OHP 7210R within 30 days of the DOR on the Reservation List.
- Narrates the situation in TRACS/ACCESS.

62

### Scenario G Part II



What if Clarence's request was 40 days old?

Clarence is not disabled and does not qualify for an ADA accommodation. Since it is beyond 30 days from his DOR, his reservation is voided for OHP Standard.

- Add the LST N/R code to Clarence and
- review for other medical program eligibility as the medical application is good for 45 days.

63

### OHP Standard Reservation List Resources available



- Worker Guide
- User Guide
- OHP quick reference guide
- Reception Staff guide
- Updated Family Services Manual
- DHS website: [www.oregon.gov/DHS/open](http://www.oregon.gov/DHS/open)
- SSP Medical Web page  
[www.dhs.state.or.us/training/caf\\_ss\\_medical/](http://www.dhs.state.or.us/training/caf_ss_medical/)

64

### Medical Resources

- SSP Medical Policy Analysts
  - Joyce Clarkson 503-945-6106
  - Michelle Mack 503-947-5219
  - Carol Berg 503-945-6072
- SPD Policy Analyst
  - Michael Avery 503-945-6410
  - Jennifer DeJong 503-945-5856
- CAF SSP Medical Trainers
  - Annette Aylett 503-945-6088
  - Heidi Wormwood 503-947-2316
  - Pam Prichard 503-947-5159

65