

Select originating cluster

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Manager

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Authorized Signature

Number: SS-IM-08-019

Issue Date: 04/16/2008

Topic: Medical Benefits

Subject: OHP Standard Reservation List OHP 7210R Q & A

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 |

Message: Listed below are a few frequently asked OHP Standard Reservation List questions and answers:

Question: Our branch didn't receive any 7210Rs, so we've been giving people the OHP 7210. How can we get a 7210R application?

Answer: Please print the OHP 7210R from the forms server until you can get OHP 7210R application packets.

DMAP has a new phone number for ordering OHP application packets. To order OHP 7210 or 7210R application packets, call the OCE mailroom at 503-378-2758.

DMAP is developing a new form for ordering OHP 7210/7210R application packets. The new DMAP 6630 application packet order form information will be included in an upcoming DMAP transmittal.

Question: How can we tell if someone has been randomly selected?

Answer: A copy of the Reservation List Database User Guide is attached. It provides step-by-step instructions for accessing reservation data.

In the reservation list database screens, click on the reservation number and then select the reservation information tab. If they have been selected, it will display the date it was selected and it will display the date of request.

NOTE: An asterisk next to the reservation number does not automatically mean the requester has been randomly selected.

Reminder: Please add the LST need/resource item to any OHP 7210R applicant who submits their application timely (within 45 days from the date of request).

Add the LST need/resource:

- even if the OHP 7210R applicant is already receiving medical from another DHS medical program
- when approving the OHP 7210R application for any DHS medical program (even if it is not OPU medical)
- when an OHP 7210R applicant is pended (please add a pended CM case if necessary)
- when an OHP 7210R applicant is denied

Questions?

Send questions to SSP-Policy, Medical in GroupWise or:

Joyce Clarkson 503 945-6106 joyce.clarkson@state.or.us
Michelle Mack 503 947-5129 michelle.mack@state.or.us
Carol Berg 503 945-6072 carol.berg@state.or.us

If you have any questions about this information, contact:

Contact(s):	see above		
Phone:		Fax:	
E-mail:			



Oregon Health Plan Standard Reservation List

This guide is divided into four separate sections

Section 1 - Basic User

Section 2 - Core User

Section 3 – Public Web site

Section 4 – Resource & Reference Guides for Staff

User Guide

Revision

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Introduction

OHP-OPU (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, a reservation list process will be implemented January 28, 2008. 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).

What do we tell people who ask about the OHP Standard reservation list process?

- People interested in applying for OHP Standard should add their name to the Reservation List.
- The OHP Standard Reservation List database will capture reservation information and be used to maintain reservation requester's name, date of birth and mailing address.
- Postcards will be mailed Wednesdays to requesters 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 by completing an online form that is electronically submitted directly to the Reservation List.
- The OHP Standard Reservation List Web site also has a link to allow individuals to e-mail their request.
- Requests may be submitted in writing using the reservation list request form (OHP 3203).

- 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. 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.

Who has access to the OHP Standard Reservation List Database (Web site)?

There are three levels of access to the OHP Standard Reservation List database: basic users, core users and the public.

Basic Users:

- DHS/AAA office staff comprises the basic users of the database. They have read only access to the database in order to confirm the assigned reservation number and check reservation status, including confirming who has been mailed an OHP 7210R reservation list application, to what address it was mailed and the date of request.

Core Users:

- The OHP Standard Reservation List Phone Bank and Client Services Unit are the core users of the database. Core users enter requests from phone calls, reservation list request forms as well as e-mails and faxed requests.
- Only core users have the ability to add, modify or inactive reservation requests.
- DHS/AAA office staff will be given read only access to the database.
- DHS will determine if anyone on the OHP 7210R is eligible, and then send an approval/denial notice.

Public Users:

- The public may add requests directly to the OHP Standard Reservation List database via the public OHP Standard Reservation List Web site at www.oregon.gov/DHS/open by completing an online form.

SECTION 1

Basic User - Field Offices (SSP/SPD/AAA)

How do I access the OHP Standard Reservation List Web site?

1) Go directly to the site from the following link

<https://apps.dhs.state.or.us/cfm/ohpRes/index.cfm>

You may either click or paste this address onto your Internet browser.

Security and Login

This Web site is confidential; access is controlled by login and password. Use your RACF as your login. For your password, use your RACF spelled backwards. **For example:** For user HW00001 they would use *Login: hw00001* and *Password: 10000wh*.

This is the login screen for the OHP Standard Reservation List:

The image shows a login form titled "My Login Screen". It has a purple header bar with the title. Below the header, there are two input fields: "User Name:" and "Password:". Below the password field are two buttons: "Login" and "Clear Form". At the bottom of the form area, there is a message: "Please Enter Your User Name and Password." The form has a yellow background.

[Send Comments to Webmaster](#)

When you're through using the Web site, log out. Logging out will preserve confidentiality and maintain security.

THE WEB SITE

The Home Page

After you log into the Web site, the site will take you to the Home Page.

This is what the Home Page looks like:



Enter search criteria:

Reservation Number:

First Name:

Last Name:

Date of Birth: (mm/dd/yyyy)

Prime number:

SSN: *No Dashes*

[Send Comments to Webmaster](#)

The Menu Bar

The menu bar located at the top of the Web site will help you get to the areas you need within the OHP Standard Reservation List.



The top menu bar
(menu items)

Enter search criteria:

Reservation Number:

First Name:

Last Name:

Date of Birth: (mm/dd/yyyy)

Prime number:

SSN: *No Dashes*

[Send Comments to Webmaster](#)

From the top menu bar, you will be able to access the following:

- Start Search (How to search for a reservation?) (Page 11)
- Log Out

The following sections within this user guide will display a picture of the different areas of the website and briefly explain what you will be able to do in those areas.

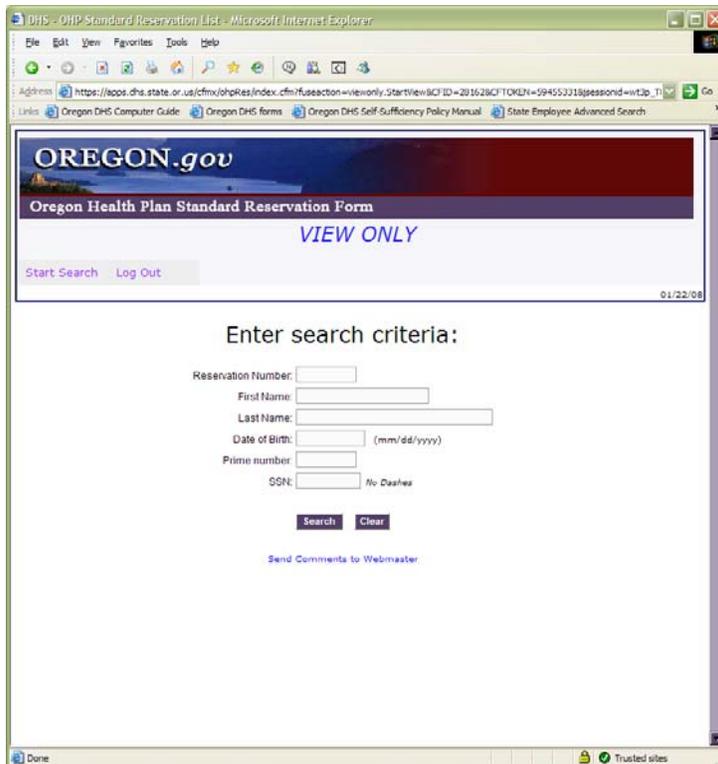
RESERVATIONS

Start Search (How to Search for a Reservation?)

[Start Search](#)

To search for a reservation, after you login, your home page will default to search for a reservation screen. You may also click on the 'Start Search' link located at the top, with your left mouse button to select.

This is what the 'Start Search' screen looks like:



The screenshot shows a web browser window titled "DHS - OHP Standard Reservation List - Microsoft Internet Explorer". The address bar shows a URL from "https://oos.dhs.state.or.us/cfmv/ohpRes/index.cfm?fuseaction=viewonly.StartView&CFID=201628CF70K2H=594553318&sessionid=ivt2p_11". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The page content features the "OREGON.gov" logo and the title "Oregon Health Plan Standard Reservation Form" with a "VIEW ONLY" status. Navigation links for "Start Search" and "Log Out" are visible. The main section is titled "Enter search criteria:" and contains several input fields: "Reservation Number", "First Name", "Last Name", "Date of Birth" (with a "(mm/dd/yyyy)" format hint), "Prime number", and "SSN" (with a "No Dashes" note). Below the fields are "Search" and "Clear" buttons, and a link to "Send Comments to Webmaster". The browser's status bar at the bottom shows "Done" and "Trusted sites".

From this window, you may enter as much or as little data as needed for searches. For specific searches, type in as much information as possible to locate the record you need (first, last name, and DOB and/or Reservation Number). For an exhaustive search, type in as little information as possible to widen your search (last name only, first name only, or first 3 digits of a last names, etc).

An example on how to search for a reservation:

1) After I click on 'Find a Reservation' it will take me to the following window. I type in the first 3 initials of a last name, **STA**

Enter search criteria:

Reservation Number:

First Name:

Last Name:

Date of Birth: (mm/dd/yyyy)

Prime number:

SSN: *No Dashes*

2) Then, I clicked on Search. This is what the results screen displays for the first 3 digits of a last name, **STA**.

Reservation Number	Last name	First name	Date of Birth	Prime	Worker RACF ID
284	STATEWORKER	JOHN	06/19/1985		HW07084
362	STANDARD	OHP	06/19/1985		HW00009
386	STANLEY	ADAMS	08/19/1983	XPF7148B	HW07084
416	STANDARD	OPU	12/19/1978	AJ99785B	HW07084
417	STAR	PATRICK	01/01/1984		HW08829



3) From here, to view reservation details, you may select the record you want to view by clicking with your left mouse button on the Reservation Number (red arrow). I chose John State Worker with the date of birth 6/19/85 by clicking on the Reservation Number 284.

4) This is what will display, after I click on the Reservation Number.

Edit Information for Reservation Number 284.
Active Reservation

View Person 1 | View Person 2 | View Person 3 | **Reservation Information**

Prime number:

Last Name: STATEWORKER

First Name: JOHN

Middle Initial:

Title (Sr, Jr):

Date of Birth: 06/19/1985

SSN: Do not enter dashes

Gender: Male

Mailing Address: 4074 WINEMA PLACE NE BLDG 53

City: SALEM

State: Oregon

Zip Code: 97305

Language: Other

Alternate Format: Audio

Phone Number: Do not enter dashes

Email Address:

Comments:

400 chars left.

Save Clear

From here, you may click on any of these tabs to **VIEW** details on the other adults sharing the same Reservation Number.

5) If you click on the **Reservation Information** tab, it will display the following:

Edit Information for Reservation Number 284.
Active Reservation

View Person 1 | View Person 2 | View Person 3 | **Reservation Information**

Requested by: ,

Reservation Created: 12/04/2007 by HW07084

Activate Flag: Active Reservation

Inactive Reason:

Deactivated:

Reactivated: 12/04/2007

Confirmation Post Card:

Random Selection Date:

Date of Request:

Last Change Date: 12/24/2007 by HW00003

Comments:

400 chars left.

Save Clear

** See the following page for an explanation of the fields under Reservation Information.*

*What do the fields under the **Reservation Information** Tab mean?*

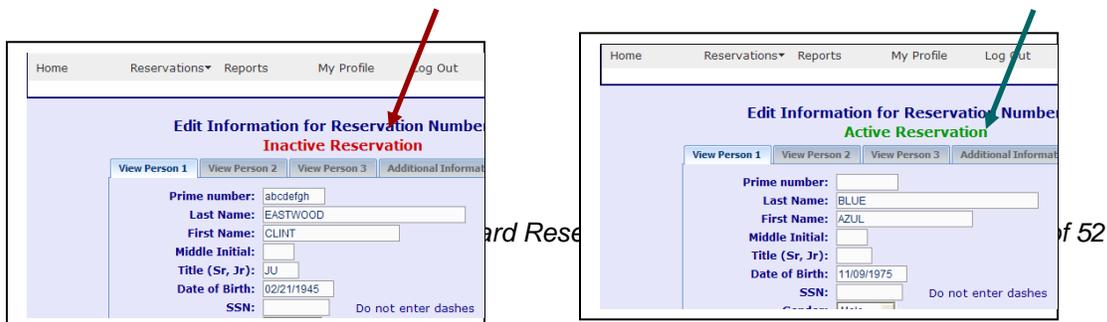
After an entry is saved on the database through the internal and public Web sites, DHS/AAA office staff will be able to view additional record details by selecting the record you want to display.

Field Name	What it means?
Requested by	Displays the name of the caller submitting the information for the person(s) on the reservation.
Reservation Added	Displays the RACF & date when a new request was added to the database through the OHP Standard Reservation Web site (public and internal sites)
Active Flag	Indicates if a reservation is active or deactivated
Deactivated Reason	Displays the reason why the entry became deactivated. * See below for a definition of the inactive reasons.
Deactivated	Indicates the date the record was deactivated
Reactivated	Indicates the date the record was reactivated
Confirmation Post Card	Displays the date the file is created for the confirmation post card.
Random Selection Date	Displays the date the reservation was randomly selected to be mailed an OHP 7210R application
Date of Request	Displays the OHP 7210R applicant's date of request
Last Change Date	Displays the RACF and the date of the most recent update on the record

What are the deactivated reasons?

Deactivation Reason	What they mean?
Active Med Case	The requester currently has an open medical case through DHS
Application Sent	The requester was randomly selected & sent an application (7210R) to apply for standard medical
Withdrawn	The requester requested removal from the list
Closing List	DMAP requested everyone on the Reservation List to become deactivated
Moved/Return Mail	Mail was returned and attempts at contact were unsuccessful
Duplicate	There are more than one record (entry) saved on the database
Other	Other reasons that do not fit the criteria above

You will also know if a record had been **Deactivated** because it will display the following message. This record is an **Active Reservation**.



And any record with a * means it is a deactivated record.

Reservation Number	Last name	First name	Date of Birth	Prime	Worker RACF ID
39629 *	TEST	TEST	05/19/1938		HW07084
28486 *	TEST	TEST	09/10/1940		HPUBLIC
28496 *	TEST	TEST	09/09/1946	test	HPUBLIC
87627 *	TEST	TEST	04/04/1947		HW07084
48504 *	TEST	TEST	02/02/1950		HPUBLIC

To determine why a record was deactivated, you will need to select the record by clicking on the reservation number. For this example, I selected reservation number 87627. It displays the following:

Information for Reservation Number 87627.
Deactivated Reservation [Click to ReActivate](#)

View Person 1 | View Person 2 | View Person 3 | **Reservation Information**

Prime number:

Last Name:

First Name:

Middle Initial:

Title (Sr, Jr):

Date of Birth:

SSN: Do not enter dashes

Gender:

Mailing Address:

City:

State:

Zip Code:

Language:

Alternate Format:

Phone Number: Do not enter dashes

Email Address:

Comments: 400 chars left.

From this window, click on the Reservation Information tab to see why a record was

Information for Reservation Number 87627.

Deactivated Reservation [Click to ReActivate](#)

[View Person 1](#) [View Person 2](#) [View Person 3](#) **Reservation Information**

Requested by:
Reservation Added: 3/16/2008 by HW07084
Activate Flag: Deactivated Reservation
Deactivated Reason: Active Med Case
Deactivated: 3/16/2008
Reactivated:
Confirmation Post Card:
Random Selection Date:
Date of Request:
Last Change Date: 3/16/2008 by HW88888

This record was deactivated because this individual already had an active .. .

SECTION 2

Core User (5503 & CSU)

How do I access the OHP Standard Reservation List Web site?

1) Go directly to the site from the following link

<https://apps.dhs.state.or.us/cfm/ohpRes/index.cfm>

You may either click or paste this address onto your Internet browser.

Security and Login

This Web site is confidential; access is controlled by login and password. CSU and 5503 staff will use your RACF as your login. The password for 5503 staff is their RACF spelled backwards (**For example:** For user HW00001 they would use *Login: hw00001* and *Password: 10000wh*). Once you are logged into the Web site for the first time, you will be required to change your password.

The image shows a screenshot of the 'User Login Screen'. The screen has a purple header with the text 'User Login Screen' and a small icon. Below the header, there are two input fields: 'User Name:' and 'Password:'. Below the 'Password:' field are two buttons: 'Login' and 'Clear Form'. At the bottom of the screen, there is a message: 'Please Enter Your User Name and Password.'

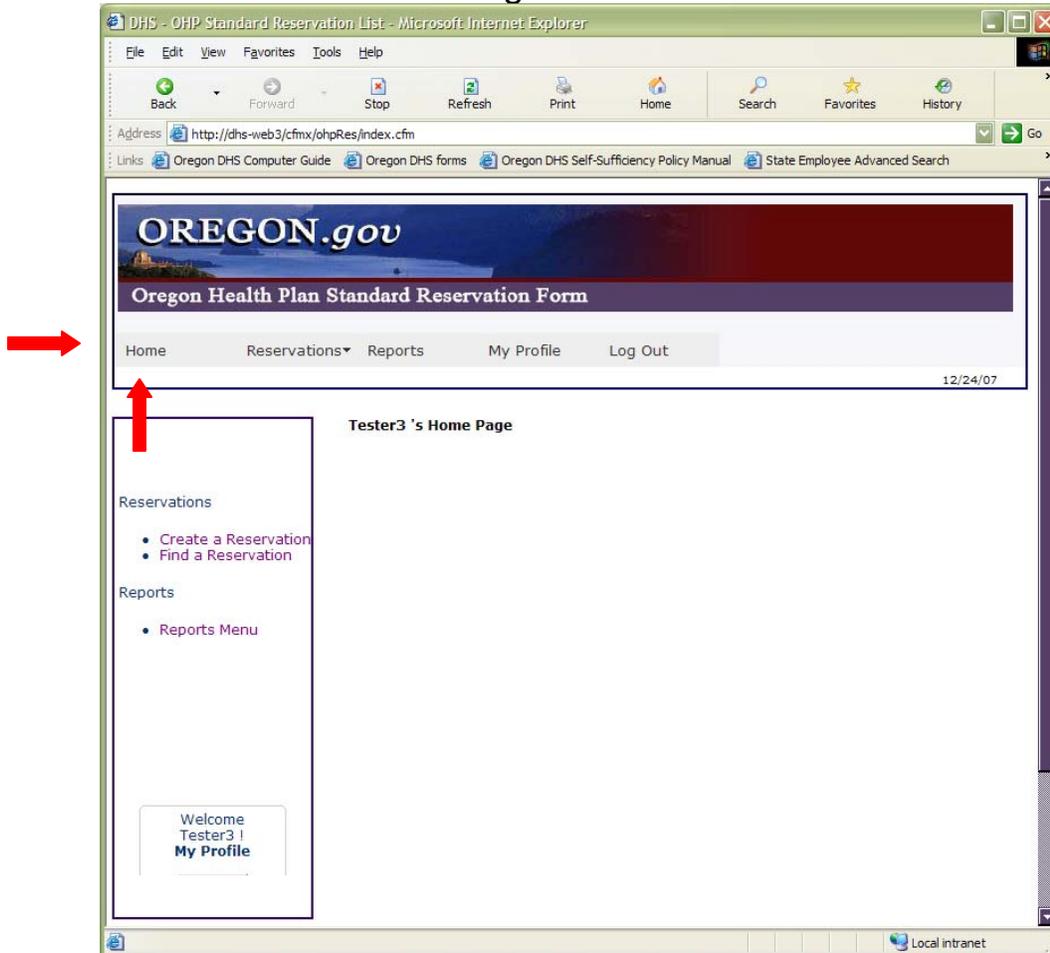
When you're done using the Web site, log out. Logging out will preserve confidentiality and maintain security.

THE WEB SITE

The Home Page

After you log into the Web site, the site will take you to the Home Page.

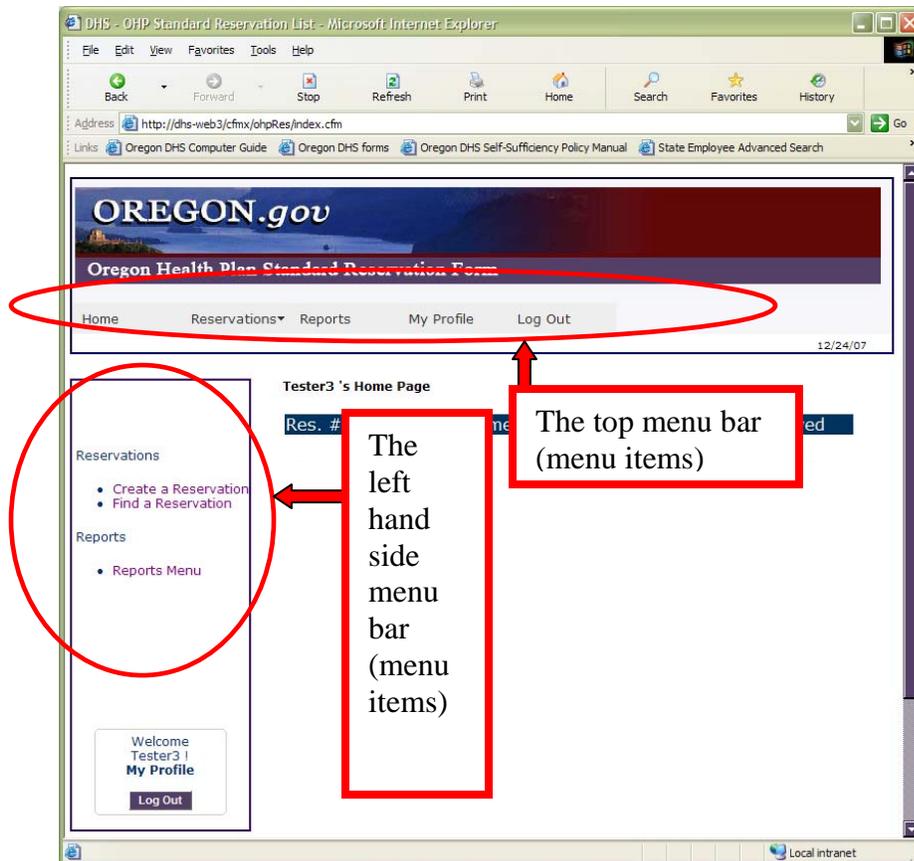
This is what the Home Page looks like:



You may get to the Home Page from most places on the OHP Standard Reservation List Web site by clicking with your left mouse button on the button (red arrows) on the top of the menu bar immediately under the Oregon.Gov logo.

The Menu Bar

The menu bar at the Web site will help you get to the areas you need within the OHP Standard Reservation List. The menu bars are located at the top and on the left hand side of the Web site (circled in red).



The menu bars located at the top and on the left hand side are essentially the same. From these menus, you will be able to access the following:

- The Home Page (Page 15)
- My Profile (Page 16)
- Create a Reservation (Page 19)
- Find a Reservation (Page 25)
- Reports Menu (No Prime Number Report) (Page 30)

The following sections within this user guide will display a picture of the different areas of the Web site and briefly explain what you will be able to do in those areas.

My Profile

You will need to go to 'My Profile', the first time you login to the OHP Standard Reservation Web site to change your password.

To change your password, you will need to do the following:

1) Click on **My Profile** from your Home Page and it will take you to the following screen:

The screenshot shows the 'My Profile Screen' with a purple header. Below the header, there is a yellow background area. At the top of this area, it says 'How Many Days to Display on Today Screen:' followed by a dropdown menu showing '2 days'. Below this are two buttons: 'Update Profile' and 'Clear Form'. In the center, it says 'Please select one of the menu options.' Below that, it says 'Change Your Password:'. There are two input fields: 'New Password:' and 'Confirm New Password:'. A green arrow points to the 'New Password' field, and a yellow arrow points to the 'Confirm New Password' field. At the bottom of this section are two buttons: 'Reset Password' and 'Clear Form'.

2) Type your new password in the New Password Field (green arrow)

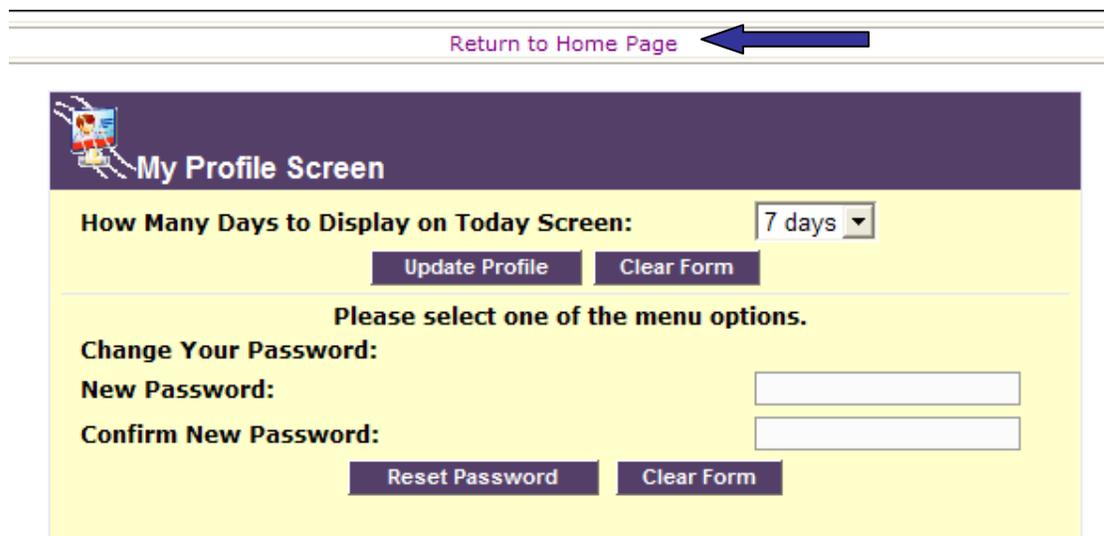
3) Re-type your new password in the Confirm New Password Field (yellow arrow)

4) Click on the Reset Password button with your left mouse button.

5) If you typed your password correctly in both fields, you will receive a message indicating it was updated.



6) To return to the Home Page from this screen, you will need to click on the **Return to Profile Screen** link at the bottom (red arrow above). And it will take you back to the 'My Profile' screen.



7) To go back to your Home Page from this screen, click on the link **Return to Home Page** link at the top of the window (blue arrow above).

Please Note: If you do not type the same password in both fields, you will receive the following error message.



If you received this error message, click on the OK button and retype your new password in both fields. Your password in both fields must be the same, in order to successfully change your password.

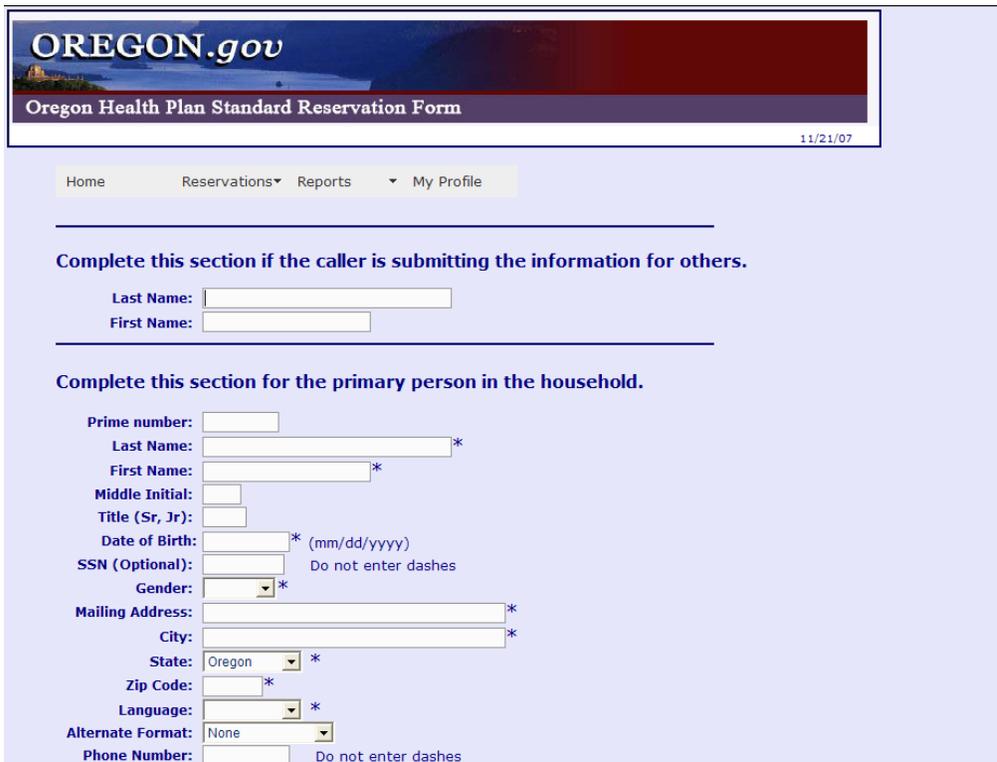
RESERVATIONS

Create a Reservation



To add a reservation, click on the 'Create a Reservation' link on the menu bar located on the left hand side **OR** select it by placing your mouse over the Reservations area on the top menu bar, a drop down menu bar will appear, then scroll to 'Create a Reservation' and click with your left mouse button to select.

This is what the entry form to add a request to the database looks like:



OREGON.gov
Oregon Health Plan Standard Reservation Form
11/21/07

Home Reservations Reports My Profile

Complete this section if the caller is submitting the information for others.

Last Name:
First Name:

Complete this section for the primary person in the household.

Prime number:
Last Name: *
First Name: *
Middle Initial:
Title (Sr, Jr):
Date of Birth: * (mm/dd/yyyy)
SSN (Optional): Do not enter dashes
Gender: *
Mailing Address: *
City: *
State: Oregon*
Zip Code: *
Language: *
Alternate Format: None
Phone Number: Do not enter dashes

Note: The entry fields will not allow special characters (#, @, etc) with the exception of the email address field.

Tip: You may copy and paste text from CM, CI, or FCAS to the website and vice versa.

As you scroll down on the entry form, you will see additional fields to add other adults in the household.

This is what the bottom portion of the entry form looks like:

Email Address:

*** Required Fields**

Other adults in the household to be added to the reservation list.

Prime number:

Last Name:

First Name:

Middle Initial:

Title (Sr, Jr):

Date of Birth: (mm/dd/yyyy)

SSN (Optional): Do not enter dashes

Gender:

Prime number:

Last Name:

First Name:

Middle Initial:

Title (Sr, Jr):

Date of Birth: (mm/dd/yyyy)

SSN (Optional): Do not enter dashes

Gender:

COMMENTS

Comments: 400
chars left.

What fields are required to save to the database through the Web site?

- | | | |
|--|--|-----------------------------------|
| <input type="checkbox"/> Last Name | <input type="checkbox"/> Gender | <input type="checkbox"/> State |
| <input type="checkbox"/> First Name | <input type="checkbox"/> Mailing Address | <input type="checkbox"/> Zip Code |
| <input type="checkbox"/> Date of Birth | <input type="checkbox"/> City | <input type="checkbox"/> Language |

On the database, any field that has a star * next to it indicates a mandatory field. The following fields are required to save to the database through the Web site. All required fields are noted under the First Primary Person. However, if you add a first and last name to a

second or third person on the entry form, it will require you to add a date of birth and gender.

What happens if the required fields are not completed?

If a required field(s) is(are) not filled out, there will be an edit preventing the entry to save on the Web site to the database. The following will occur if required fields are not completed.

1) An error message will display to indicate what field(s) still needs to be completed.



2) And, the required fields that are missing information will highlight in yellow.

Complete this section for the primary person in the household.

Last Name: *

First Name: *

Middle Initial:

Title (Sr, Jr):

Date of Birth: * (mm/dd/yyyy)

SSN (Optional): Do not enter dashes

Gender: *

Mailing Address: *

City: *

State: *

Zip Code: *

Language: *

Alternate Format:

Phone Number: Do not enter dashes

Email Address:

The color in the required field changed from white to yellow.

Tip: Try not to add a space after typing a name in the first name field. Otherwise, you may get an error message and it will not allow you to save until the space is deleted.

3) Any field highlighted in yellow, need to be completed before the entry can save to the database.

What will display after a new entry is saved?

After 5503/CSU users save an entry onto the Web site (database), it will display the reservation number:

The screenshot shows the Oregon Health Plan Standard Reservation Form interface. At the top, the OREGON.gov logo is displayed. Below it, the title "Oregon Health Plan Standard Reservation Form" is visible. A navigation bar contains buttons for "Home", "Reservations", "Reports", "My Profile", and "Log Out". The "Reservations" button is circled in red. A blue box highlights the "Home" button. A success message states: "The pepper household has successfully been added to the OHP Standard Reservation List." Below this, it says "The Reservation List Number is 387." A tip box explains that clicking on the reservation number (387) returns to the record for editing. A callout box points to the reservation number, stating: "This is where the Reservation Number will display, upon saving the entry to the database." The date "12/24/07" is shown in the bottom right corner.

From this window, you may:

- 1) Enter a new reservation
- 2) Go back to your Home Page
- 3) Search for a reservation
- 4) Or go to Reports, My Profile, or Log Out

To enter a new reservation from this window, place mouse button on Reservations (circled in red) until drops down menu appears and then select, 'Create a Reservation' by pressing with your left mouse button.

To go to your Home Page from this window, place your mouse button on the Home button (blue box) and press your left mouse button to select.

To search for a reservation from this window, place mouse button on Reservations (circled in red) until drops down menu appears and then select, 'Find a Reservation' with your left mouse button.

What will display on my Home Page after I save an entry to the database?

After you save an entry on the database, your entry will appear on your personal Home Page. This could serve the purpose of allowing you to easily locate the records you had saved earlier for editing.

From the Home Page, you would be able to view entries completed within the last two days (default is 2 days). Your Home Page could display them up to 7 days. You may change how long you would like your entries to appear on your Home Page under 'My Profile'.



The screenshot displays "Jane Doe's Home Page". On the left is a sidebar with navigation links: Reservations (with sub-links "Create a Reservation" and "Find a Reservation"), Reports (with sub-link "Reports Menu"), and a "Welcome Jane Doe's My Profile" section with a "Log Out" button. The main content area shows a table of reservation entries:

Res. #	Requestor's Name	Birth Date	Received
191	EASTWOOD, CLINT	02/21/1945	11/14/2007
362	STANDARD, OHP	06/19/1985	12/18/2007

Two red arrows point from a red-bordered text box below to the "Res. #" and "Received" columns of the table. The text box contains the following text:

An example of the entries you have completed within the last 2 to 7 days. From here, you may select one of your entries to edit or view details by clicking on the Reservation Number.

Note: For entries that no longer appear on your Home Page, you would need to search under 'Find a Reservation' to locate them. You could easily locate entries you have entered to the database by searching by your RACF under Find a Reservation.

To change the default settings for more than 2 days, do the following:

- 1) Click on 'My Profile' from the top Menu Bar
- 2) Your profile screen will display
- 3) Next to 'How Many Days to Display on Today Screen' you may click on the drop down arrow to display the different number of days you would like entries to display on your Home Page. Select the one you want.
- 4) Click on the 'Update Profile' button

- 5) After it updates, press on the [Return to Home Page](#) link to go back to the Home Page

What happens after an entry is saved to the database?

Will requesters receive a Confirmation Post Card?

Starting on Wednesday the 6th of February 2008, after the OHP Standard Reservation List Web site opens, a Confirmation Post Card will be sent to requesters that signed up. This confirmation mailing will occur every Wednesday for everyone that was added to the OHP Standard Reservation List, the week before. The date this confirmation letter is created and sent to the Print Plant will display in the Confirmation Letter field when you view request details.

What happens after the Reservation List is closed?

Once the OHP Standard Reservation List is closed, DMAP will determine how many reservation numbers to randomly draw for the 7210R application mailing.

Random Selection and the Application File

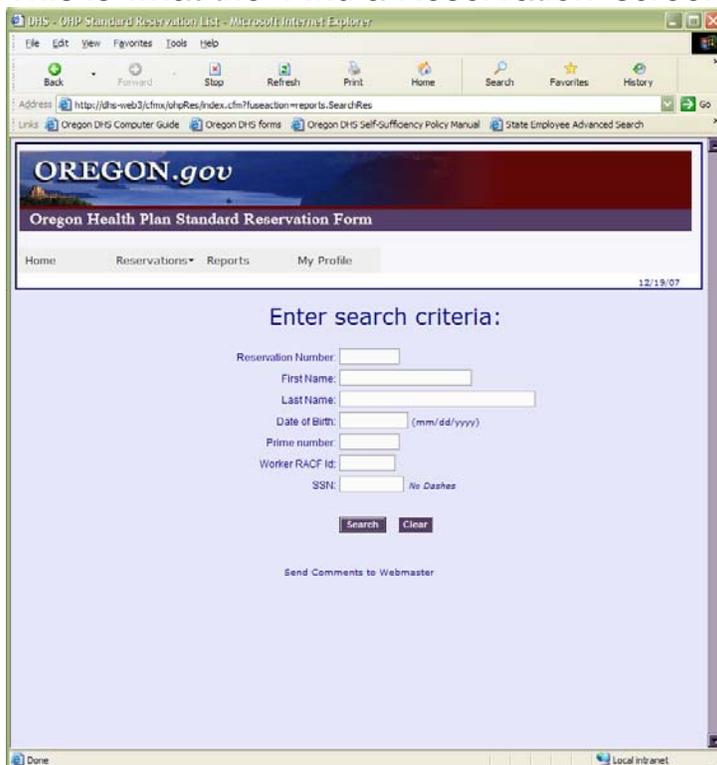
Every reservation randomly selected will be inactivated on the database, the deactivation reason will be added, and then, the date of request will be added to the record on the database. Once randomly selected, the requester will be mailed an application for OHP Standard (OHP 7210r).

Find a Reservation (How to Search for a Reservation?)



To search for a reservation, click on the 'Find a Reservation' link on the left hand menu bar from your Home Page **OR** select it by placing your mouse over Reservations area on the top menu bar, a drop down menu bar will appear, then scroll to 'Find a Reservation' and click with your left mouse button to select.

This is what the 'Find a Reservation' screen looks like:



The screenshot shows a web browser window titled "DHS - OHP Standard Reservation List - Microsoft Internet Explorer". The address bar shows the URL: <http://ohp-web3/cfm/ohpRes/index.cfm?fuseaction=reports.SearchRes>. The page content includes the "OREGON.gov" logo and the title "Oregon Health Plan Standard Reservation Form". A navigation menu at the top has "Home", "Reservations", "Reports", and "My Profile". The main content area is titled "Enter search criteria:" and contains several input fields: "Reservation Number", "First Name", "Last Name", "Date of Birth" (with a format hint "(mm/dd/yyyy)"), "Prime number", "Worker RACF Id", and "SSN" (with a "No Dashes" note). Below the fields are "Search" and "Clear" buttons. At the bottom of the form area, there is a link "Send Comments to Webmaster". The browser's status bar at the bottom shows "Done" and "Local intranet".

From this window, you may enter as much or as little data as needed for searches. For specific searches, type in as much information as possible to locate the record you need (first, last name, and DOB and/or Reservation Number). For an exhaustive search, type in as little information as possible to widen your search (last name only, first name only, or first 3 digits of a last names, etc).

An example on how to search for a reservation:

1) After I click on 'Find a Reservation' it will take me to the following window. I type in the first 3 initials of a last name, **STA**



The screenshot shows a search form titled "Enter search criteria:". It contains several input fields: "Reservation Number:", "First Name:", "Last Name:" (with "sta" entered), "Date of Birth:" (with a date format hint "(mm/dd/yyyy)"), "Prime number:", "Worker RACF Id:", and "SSN:". At the bottom, there are "Search" and "Clear" buttons.

2) Then, I clicked on Search. This is what the results screen displays for the first 3 digits of a last name, **STA**.

Reservation Number	Last name	First name	Date of Birth	Prime	Worker RACF ID
284	STATEWORKER	JOHN	06/19/1985		HW07084
362	STANDARD	OHP	06/19/1985		HW00009
386	STANLEY	ADAMS	08/19/1983	XPF7148B	HW07084
416	STANDARD	OPU	12/19/1978	AJ99785B	HW07084
417	STAR	PATRICK	01/01/1984		HW08829



3) From here, to view reservation details, you may select the record you want to view by clicking with your left mouse button on the Reservation Number (red arrow). I chose John State Worker with the date of birth 6/19/85 by clicking on the Reservation Number 284.

4) This is what will display, after I click on the Reservation Number.

Edit Information for Reservation Number 284.
Active Reservation

View Person 1 | View Person 2 | View Person 3 | **Reservation Information**

Prime number:

Last Name: STATEWORKER

First Name: JOHN

Middle Initial:

Title (Sr, Jr):

Date of Birth: 06/19/1985

SSN: Do not enter dashes

Gender: Male

Mailing Address: 4074 WINEMA PLACE NE BLDG 53

City: SALEM

State: Oregon

Zip Code: 97305

Language: Other

Alternate Format: Audio

Phone Number: Do not enter dashes

Email Address:

Comments:

400 chars left.

Save Clear

From here, you may click on any of these tabs to **VIEW** and/or **EDIT** details on the other adults sharing the same Reservation Number.

5) If you click on the **Reservation Information** tab, it will display the following:

Edit Information for Reservation Number 284.
Active Reservation

View Person 1 | View Person 2 | View Person 3 | **Reservation Information**

Requested by: ,

Reservation Created: 12/04/2007 by HW07084

Activate Flag: Active Reservation

Inactive Reason:

Deactivated:

Reactivated: 12/04/2007

Confirmation Post Card:

Random Selection Date:

Date of Request:

Last Change Date: 12/24/2007 by HW00003

Comments:

400 chars left.

Save Clear

** See the following page for an explanation of the fields under Reservation Information.*

*What do the fields under the **Reservation Information** tab mean?*

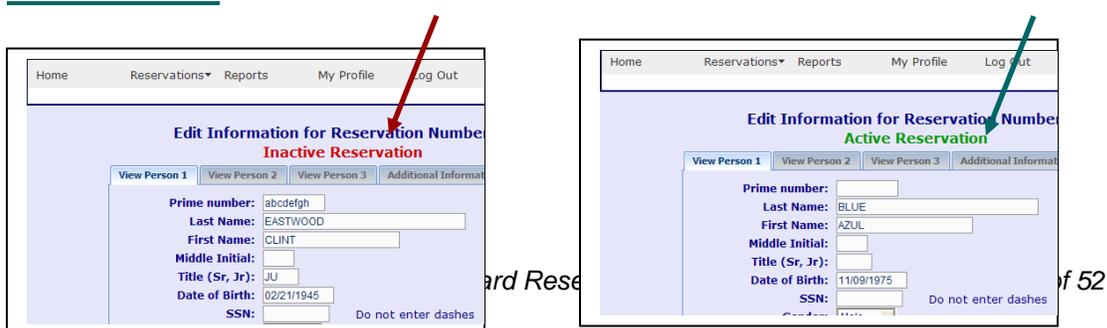
After an entry is saved on the database through the internal and public Web sites, DHS/AAA office staff will be able to view additional record details by selecting the record you want to display.

Field Name	What it means?
Requested by	Displays the name of the caller submitting the information for the person(s) on the reservation.
Reservation Added	Displays the RACF & date when a new request was added to the database through the OHP Standard Reservation Web site
Active Flag	Indicates if a reservation is active or deactivated
Deactivated Reason	Displays the reason why the entry became deactivated. * See below for a definition of the inactive reasons.
Deactivated	Indicates the date the record was deactivated
Reactivated	Indicates the date the record was reactivated
Confirmation Post Card	Displays the date the file is created for the confirmation post card
Random Selection Date	Displays the date the reservation was randomly selected to be mailed an OHP 7210R application
Date of Request	Displays the OHP 7210R applicant's date of request
Last Change Date	Displays the RACF and the date of the most recent update

What are the deactivated reasons?

Inactive Reason	What they mean?
Active Med Case	The requester currently has an open medical case through DHS
Application Mailed	The requester was randomly selected & sent an application (7210R) to apply for standard medical
Withdrawn	The requester requested removal from the list
Closing List	DMAP requested everyone on the Reservation List to become deactivate
Moved/Return Mail	Mail was returned and attempts at contact were unsuccessful
Duplicate	There are more than one record (entry) saved on the database
Other	Other reasons that do not fit the criteria above

You will also know if a record had been **Deactivated** because it will display the following message. This record is an **Active Reservation**.



You will also be able identify which records are deactivated from your Home Page. And a star * will display next to the record to indicate it is deactivated.



Res. #	Requestor's Name	Birth Date	Received
208	* SANCHEZ, GISELLE	01/20/1954	11/20/2007
362	* STANDARD, OHP	06/19/1985	12/18/2007
387	PEPPER, DR	01/02/1963	12/24/2007

If you click on a deactivated record, you will not be able to edit any of the fields. This is a picture of what will display when you select a deactivated record to view.

Information for Reservation Number 115.
Deactivated Reservation

View Person 1 | View Person 2 | View Person 3 | Reservation Information

Prime number: AAA111
 Last Name: BOOP
 First Name: BETTY
 Middle Initial:
 Title (Sr, Jr):
 Date of Birth: 01/05/1955
 SSN: Do not enter dashes
 Gender: Female
 Mailing Address: 5555 FIFTH
 City: SAX
 State: Oregon
 Zip Code: 97555
 Language: Other
 Alternate Format: None
 Phone Number: Do not enter dashes
 Email Address:

Information for Reservation Number 115.
Deactivated Reservation

View Person 1 | View Person 2 | View Person 3 | Reservation Information

Requested by:
 Reservation Added: 1/16/2008 by HPUBLIC
 Activate Flag: Deactivated Reservation
 Deactivated Reason: Moved/Returned Mail
 Deactivated: 1/16/2008
 Reactivated: 1/16/2008 by HW06360
 Confirmation Post Card:
 Random Selection Date:
 Date of Request:
 Last Change Date: 1/16/2008 by HW06360

REPORTS

Prime Number Reports

To view reports for Reservations without a Prime Number, click on the 'Reports Menu' link on the menu bar located to the left from your Home Page **OR** click on the 'Reports' button located on the menu bar at the top of the page.

This is what the Reports screen looks:

The top portion is to view and work through your No Prime Reports on your computer screen.

The bottom portion is the PDF version of the same reports located on the top. This is a printer friendly

Click on these links to view these reports.

See the next page for further information on No Prime Number Reports.

On Screen Reports

On Screen Reports means reports will display on your computer screen for editing (such as adding prime numbers).

DHS Entered report displays ALL records on the database that are missing their prime numbers that had been added to the database by DHS employees. It automatically sorts these records by worker RACF.

Reservation Number	Last name	First name	Date of Birth	Worker RACF ID
* Click on the Reservation Number to access				
362	STANDARD	OHP	06/19/1985	HW00009
255	SMITH	JOHN	01/01/1900	HW00573
257	JONES	JOHN	03/03/1903	HW00573
194	GONZALES	MARIA	04/23/1978	HW06360
194	GONZALES	JUAN	08/19/1976	HW06360
203	CONNER	SALLY	08/25/1946	HW06360

Public Entered report displays ALL records on the database that are missing their prime numbers that had been added to the database through the Public Site. It automatically sorts these records by Reservation Number.

Reservation Number	Last name	First name	Date of Birth	Worker RACF ID
* Click on the Reservation Number to access				
185	ARNEETT	CRAIG	12/08/1955	HPUBLIC
187	BARTEL	STAND	12/08/1955	HPUBLIC
188	ARNEETT	GREG	12/08/1955	HPUBLIC
193	SMITH	JOE	01/01/1945	HPUBLIC
195	SMITH	JOHN	01/01/1940	HPUBLIC
199	ARNEETT	CRAIG	03/31/2003	HPUBLIC

By RACF report displays ALL records on the database that are missing their prime numbers by an individual RACF.

Reservation Number	Last name	First name	Date of Birth	Worker RACF ID
* Click on the Reservation Number to access				
192	WAYNE	JOHN	06/25/1966	HW07084
196	RENO	JANET	01/05/1980	HW07084
208	SANCHEZ	GISELLE	01/20/1954	HW07084
208	SANCHEZ	JAVIER	03/26/1978	HW07084
212	PEPPER	DR	03/30/1970	HW07084

TIP: As you work your report by adding primes to individuals on your reports, you may refresh the results of what displays on your report with the  button, or by pressing on the F5 key on your keyboard, or by pressing on your right mouse button and scrolling down to select refresh.

Printed Reports (PDF)

Printed Reports (PDF) means this report is a printer friendly version of the same report that displays On Screen. You cannot edit records from this screen. This is strictly for printing without having to adjust margins.

DHS Entered report displays ALL records on the database that are missing their prime numbers that had been added to the database by DHS employees. It automatically sorts these records by worker RACF.

No Prime Report – DHS Entered

Worker ID - HW07084 19 December 2007

Reservation #	Last Name	First Name	Date of Birth
315	SAMUELS	JOHN	02/08/1975
340	SMITH	JANE	06/18/1975
340	HARRINGTON	JOE	03/19/1965
341	REACTIVATE	DEACTIVATE	06/19/1984
341	ADDIISUN	JANE	01/29/1970
341	ACTIVATE	ACTIVATE	01/25/1976
342	HOPE	BOB	01/27/1979
344	TOM	JONES	06/01/1985
349	HAPPY	THOUGHTS	02/19/1965
353	DOS	TWO	02/19/1978
354	MARTIN	STEVE	01/22/1947

Worker total - 44

Public Entered report displays ALL records on the database that are missing their prime numbers that had been added to the database through the Public Site. It automatically sorts these records by Reservation Number.

No Prime Report – Public Entered

Reservations entered on Public Site 19 December 2007

Reservation #	Last Name	First Name	Date of Birth
8	ARNETT	CRAIG	01/31/1944
8	ARNETT	CHINGY	12/24/1988
8	TUBE	YOU	12/24/1988
15	ARNEETT	CRAIG	01/31/1944
18	ARNEETT	ASD	12/01/2345
19	MAN	BOB	12/23/1923
21	ARNETT	SHADY	02/02/2000
22	AGY	BEBE	02/03/1955
23	AGY	BEBE	02/03/1955

By RACF report displays ALL records on the database that are missing their prime numbers by an individual RACF.

No Prime Report – DHS Entered

Worker ID - HW07084 24 December 2007

Reservation #	Last Name	First Name	Date of Birth
192	WAYNE	JOHN	06/25/1966
196	RENO	JANET	01/05/1980
208	SANCHEZ	GISELLE	01/20/1954
208	SANCHEZ	JAVIER	03/26/1978
212	PEPPER	DR	03/30/1970

How to Search for Duplicate Entries?

1) To search for duplicate entries you will need go to 'Find a Reservation' to open the search window.



Enter search criteria:

Reservation Number:

First Name:

Last Name:

Date of Birth: (mm/dd/yyyy)

Prime number:

Worker RACF Id:

SSN: No Dashes

2) You may type in any information you want to search by, for duplicates. Example: I typed in the DOB 07/05/1950.



Enter search criteria:

Reservation Number:

First Name:

Last Name:

Date of Birth: 07/05/1950 (mm/dd/yyyy)

Prime number:

Worker RACF Id:

SSN: No Dashes

3) Afterwards, click on search and it will display matching entries.

Reservation Number	Last name	First name	Date of Birth	Prime	Worker RACF ID
274	AMARILLO	YELLOW	07/05/1950	GS800M3M	HW07084
279	VERDE	GREEN	07/05/1950		HW07084
364	RED	ROJO	07/05/1950		HW07084
366	AMARILLO SANCHEZ	YELLOW	07/05/1950		HW88888

It “appears” Reservation Numbers 274 and 366 are the same person. You may click on the Reservation Number (red arrow) for each entry to view record details to determine if the entry is a duplicate. If both entries are the same, you may deactivate one of the records. See the next page for instructions on how to deactivate a record.

Tip: Have two windows open, one for displaying the duplicates and the other for searching them individually,

How to Deactivate a Duplicate Entry?

1) Click on the Reservation Number of the record you want to deactivate.

▼

28	BURTON, RICHARD	06/06/1966	01/11/2008
----	-----------------	------------	------------

2) After you click on the reservation number, record details will display. From this window, click on the **Reservation Information** tab.

View Person 1 | View Person 2 | View Person 3 | **Reservation Information**

Prime number: ZZ654SDD
Last Name: BURTON
First Name: RICHARD
Middle Initial:
Title (Sr, Jr):
Date of Birth: 06/06/1966
SSN: Do not enter dashes
Gender: Male
Mailing Address: 63 HOLLYWOOD DR
City: LS
State: California
Zip Code: 96435
Language: Russian
Alternate Format: None
Phone Number: Do not enter dashes
Email Address:

3) The following details will display.

View Person 1 | View Person 2 | View Person 3 | **Reservation Information**

Requested by:
Reservation Added: 1/11/2008 by HW07084
Activate Flag: Active Reservation
Deactivated Reason:
Deactivated:
Reactivated: 1/11/2008 by HW07084
Confirmation Post Card:
Random Selection Date:
Date of Request:
Last Change Date: 1/16/2008 by HW07084

Inactive Reason to be renamed Deactivated Reason

4) From this window, select the Deactivation Reason. For this example, I selected Duplicate Reservation by scrolling to Duplicate Reservation and selecting it with my left mouse button.

→ **Deactivated Reason:**

- Active Med Case
- Application Mailed
- Withdrawn
- Closing List
- Moved/Returned Mail
- Duplicate Reservation**
- Other

5) Press the Save Button.

6) Then, the following message will display:

The BURTON household has successfully been updated on the OHP Standard Reservation List.

The Reservation List Number is 28.

7) And the following will appear on your Home Page.

28	* BURTON, RICHARD	06/06/1966	01/11/2008
----	-------------------	------------	------------

* The Red star indicates this record is deactivated.

When to Deactivate other Types of Entries?

There might exist other times when we need to deactivate a record if an individual withdraws their request, the agency receives returned mail with no forwarding address, etc. You would take the same steps as noted under the ***How to Deactivate a Duplicate Entry*** section and choose the appropriate reason to deactivate a record from the drop down menu.

Data entry tips



- 1) You may open two Internet windows and login to each site. You may use one window for searches and the other window for inputting new requests.

Example: To save time, you could paste the prime to search a request and if there are no results for that prime number, paste that prime into the other window to create a new request. The same could be applied when doing searches by

- 2) To limit typos and to save time, you can copy names, addresses, and etcetera from the mainframe and paste the data into the entry fields on the web form.
- 3) One of the fastest ways to maneuver through the Reservation Form is by Tabbing [press on TAB button] from field to field as you complete data entry in each field. You may also use the mouse (and click), to move from field to field, although this is not as efficient.
- 4) As you TAB from field to field, when you reach the drop down menu items, you may select the key stroke with the letter or number that corresponds with the item in the drop down menu. You may have to press the key with the corresponding first letter more than once, if there is more than one word has the same initial letter on the drop down list.

Examples: Press on F for female and it will appear in the field.

Or

Once you tabbed into a drop down field. Press the ↓ key on your keyboard until you reach your selection. If you pass it, click on ↑ until you reach your selection.

SECTION 3

Public Web site

There is a public OHP Standard Reservation List Web site. The site provides an overview of the reservation list process as well as a way to print the reservation list request form (OHP 3203).

The site will also have two links. One link will allow the public to send an e-mail request to the OHP Standard Reservation List. The email address is: Standard.Reservation@state.or.us. The other link is to the electronic data entry web form, which allows requesters to add requests directly to the reservation list database.

How does the public access the OHP Standard Reservation List Web site?

The public can access the site at <http://www.oregon.gov/DHS/open/>. They may either click or paste this address onto the Internet browser.

The public will be able to fill out a request form to add themselves or others onto the database through this Public Web site. This site does not require a password to add a request.

Site Security

Information sent between the browsers and the servers are encrypted to ensure security.

What does the public's reservation request screen look like?

This is what the public request screen looks like:


Oregon Health Plan Standard Reservation Form

Please complete this section if you are submitting the information for others.

Last Name:
First Name:

Please complete this section for the primary person in the household.

Last Name: *

First Name: *

Middle Initial:

Title (Sr, Jr):

Date of Birth: * (mm/dd/yyyy)

SSN (Voluntary): Do not enter dashes ** See statement below.

Gender: *

Mailing Address: *

City: *

State: Oregon *

Zip Code: *

Language: * What language do you want the forms mailed in?

Alternate Format: None Please select an alternate format, if needed.

Phone Number: Do not enter dashes

Email Address:

* Required

** Providing a Social Security Number (SSN) is voluntary for the OHP Standard Reservation List request. DHS is allowed to ask for SSNs by OAR 461-135-1125(5) to help identify people to prevent duplicate reservations. DHS will not deny a request to be placed on the OHP Standard Reservation List if you do not provide an SSN.

Other adults in the household that you want to add to the reservation list.

Last Name:
First Name:
Middle Initial:
Title (Sr, Jr):
Date of Birth: (mm/dd/yyyy)
SSN (Voluntary): Do not enter dashes
Gender:

Last Name:
First Name:
Middle Initial:
Title (Sr, Jr):
Date of Birth: (mm/dd/yyyy)
SSN (Voluntary): Do not enter dashes
Gender:

11/20/07

What fields are required for the public to save their request to the database through the Web?

The following fields, are required to save to the database through the Web site.

- ✦ Last Name
- ✦ First Name
- ✦ Date of Birth
- ✦ Gender
- ✦ Mailing Address
- ✦ City
- ✦ State
- ✦ Zip Code
- ✦ Language

If the required fields are not filled out, there will be an error message that pops-up indicating what information is still missing.



And, the field(s) with the missing information will highlight in a different color.

Please complete this section for the primary person in the household.

Last Name: *

First Name:

Middle Initial:

Title (Sr, Jr):

Date of Birth: * (mm/dd/yyyy)

SSN (Voluntary): Do not enter dashes ** See statement below.

Gender: *

Mailing Address: *

City: *

State: *

Required field changed from white to yellow.

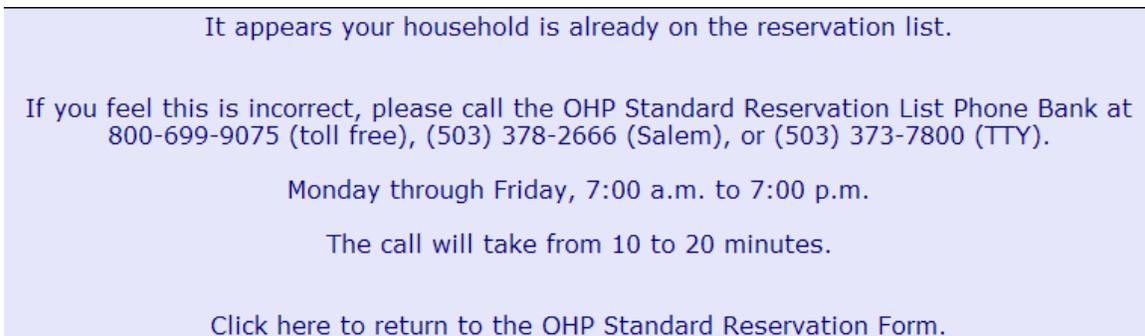
The entry will not save to the database through the Web site, until the fields are completed and the entry is saved

What will display after an entry (record) is saved onto the database through the public Web site?



The screenshot shows a confirmation page from the Oregon Health Plan Standard Reservation Form. At the top, there is a header with the Oregon.gov logo and the title "Oregon Health Plan Standard Reservation Form". The main content area is light blue and contains the following text: "The Jones household has successfully been added to the OHP Standard Reservation List." followed by "DHS will mail you a postcard with your reservation number. Remember, this only means that you are on the list, it does not guarantee you will receive an OHP Application." Below this is a link: "Click here to return to the OHP home page." In the bottom left corner, the date "11/20/07" is displayed.

If an individual tries to add himself or herself more than once, the following message will appear on their computer screen directing them to call the phone bank:



The screenshot shows an error message on a light blue background. The text reads: "It appears your household is already on the reservation list." followed by "If you feel this is incorrect, please call the OHP Standard Reservation List Phone Bank at 800-699-9075 (toll free), (503) 378-2666 (Salem), or (503) 373-7800 (TTY)." Below this is the operating hours: "Monday through Friday, 7:00 a.m. to 7:00 p.m." and "The call will take from 10 to 20 minutes." At the bottom, there is a link: "Click here to return to the OHP Standard Reservation Form."

SECTION 4

Resource & Reference Guides for Staff

Instructions on how to save this link for future access of the Web site

How do I create a favorite on Internet Explorer?

- 1) Make sure you are on the login page of the OHP Standard Reservation Site
- 2) Go to the menu bar of your browser and click on Favorites
- 3) Scroll down to Add to Favorites and click on the left mouse button to select
- 4) An add Favorites window will appear (*from here you have the option to change the name of the page or select a folder or keep as is*)
- 5) Select OK

To open one of your saved Favorites

- 1) Open your Internet browser
- 2) Go to the menu bar of your browser and click on Favorites
- 3) Click on the page you want to open

How do I create a desktop shortcut?

- 1) Right Mouse click on a clear space on the OHP Reservation List login page,
- 2) Scroll down to 'Create Shortcut' until highlighted, then press on your left mouse button to select. Shortly after, the following message will appear "A shortcut to the current page will be placed on your desktop" and
- 3) Select **ok**

To open your saved Shortcut

- 1) Double-click on the shortcut saved on your desktop and it will take you immediately to the login page.

Printing Options

Choose the Print Icon  on the toolbar to print your entry or report.

Choose **File**, then **Print** to print the entry or report.

Choose **File**, then **Print Preview** to see how your document will look when printed.

Choose **File**, then **Page Setup** to adjust page setups.

Frequently Asked Questions

1) What is the process for adding a person to the OHP Standard Reservation List?

Core Users will first check to make sure the person doesn't already have a reservation. They will then add the name, address and DOB to the database reservation data entry screen, based on the phone call or written request.

Next, Core Users will check CI to see if there is a CI record (WEBM FIND screen) to get the requester's prime number. If no prime number exists, the Core User will add the requester to CI to obtain a prime number and add it to the reservation entry screen.

2) Why use the prime number and not the Social Security Number?

Providing the Social Security number (SSN) is voluntary; not every requester will want to give us his or her SSN. Plus, all requesters will not have a SSN; the SSN serves as another means of tracking clients, separate from the Reservation Number. Using the prime number will also make the searching for requesters on the reservation list easier.

3) What will be the worker process if there exists a situation where the requester has multiple CI records (WEBM FIND records)?
The Core User will add the reservation record without the prime number, contact CMU to have the CI records merged and add the prime number to the reservation record after CMU has merged the CI records.

If records need to be split, the Core User should add the reservation record without a prime and add the prime after CMU splits the CI record.

4) What are the safeguards to prevent a person from getting on the list multiple times?

Because not every requester will provide an SSN, adding the prime number to the database serves as the best way to identify each request.

5) What is the process if we receive a request after the list closes, for ADA accommodation?

Contact Michelle Mack (503 947-5129), Joyce Clarkson (503 945-6016) or Carol Berg (503 945-6072) or e-mail the SSP-Policy, Medical e-mail address.

The Help Desk

If you are experiencing any technical issue, please contact the OIS Service Desk. Hours of operation are 6:00 am to 6:00 pm, Monday-Friday.

Phone: (503) 945-5623
E-mail: dhs.servicedesk@state.or.us
GroupWise: Servicedesk, DHS
Web: <http://intranet.dhs.state.or.us/admin/ois/css/>

Contact Alma Estrada **and** Lisa Stegmann directly for password resets.

**Department of Human Services
Oregon Health Plan Standard Reservation List
Need Additional Help? Who to Contact?**

Contact	Phone Number	Email or Web Address
Business Analysts (CAF-SSP)		
Alma R. Estrada	503-947-5304	e-mail: alma.r.estrada@state.or.us
Lisa Stegmann	503-945-6725	e-mail: lisa.stegmann@state.or.us
Medical Policy (CAF-SSP)		
Joyce Clarkson	503-945-6106	SSP-Policy, Medical in GroupWise e-mail: joyce.clarkson@state.or.us
Michelle Mack	503-947-5129	e-mail: michelle.mack@state.or.us
Carol Berg	503-945-6072	e-mail: carol.berg@state.or.us
Medical Policy (SPD-AAA)		
Michael Avery	503-945-6410	SPD Policy, in GroupWise e-mail: michael.g.avery@state.or.us
Jennifer DeJong	503-945-5856	e-mail: jennifer.d.dejong@state.or.us
OHP Phone Bank		
OHP Std Reservation E-mail		e-mail: Standard.Reservation@state.or.us
OHP Std Reservation Internal E-mail	Employees Only	Reservation, Standard in GroupWise
OHP Std Reservation User Site		https://apps.dhs.state.or.us/cfm/ohpRes/index.cfm
OHP Std Reservation Client Site		http://www.oregon.gov/DHS/open/
OHP Std Reservation Phone Bank	800-699-9075 Toll free	
	503-378-2666 Salem	
	503-373-7800 TTY	
	503-373-7866 Fax	
OHP Phone Bank	800-699-9075	
OHP Application Request Line	800-359-9517	
	800-621-5260 TTY	
Other Contacts		

Governor's Advocacy Office	800-442-5238	e-mail: dhs.info@state.or.us
Employees Only		
Service Help Desk	503-945-5623	e-mail: dhs.servicedesk@state.or.us
		Servicedesk, DHS in GroupWise