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Authorized Signature

Number: SS-IM-04-023
Issue Date: 07/23/2004

Topic: Medical Benefits

Subject: July Redistribution of 5503 Medical Cases

Applies to (check all that apply):

- | | | | |
|--------------------------|-------------------------------|-------------------------------------|---|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | Health Services |
| <input type="checkbox"/> | Children, Adults and Families | <input type="checkbox"/> | Seniors and People with Disabilities |
| <input type="checkbox"/> | County DD Program Managers | <input checked="" type="checkbox"/> | Other (please specify): Send to the SPD and CAF SS transmittal e-mail groups. |

Message: The role of the Statewide Processing Center (5503) continues to be refined. Please read the following summary of medical application processing changes affecting SPD, AAA and CAF branch offices. Also included is information about the mass transfer of cases from 5503 to local SPD/AAA/CAF branch offices scheduled to occur during the July 23rd nightly CM system processing.

5503 Application Processing Changes

- Applications from clients with a companion case received at 5503 will not be processed. 5503 will forward the application to the appropriate SPD/AAA/CAF SS branch office for processing.
- Applications that appear to be eligible for MAA or MAF received at 5503 will not be processed. 5503 will forward the application to the appropriate CAF SS branch office for processing.
- Excepting potential MAA/MAF applicants, any application received at 5503 that has an applicant age 60 or older will not be processed. 5503 will forward the application to the appropriate SPD/AAA branch office for processing.

Note: Not everything at 5503 is changing. 5503 will still determine eligibility for OHP only cases and keep them at 5503. They will determine eligibility for the Breast and Cervical Cancer Medical program, for non-needy caretaker relative MAA cases referred by child welfare and for the Substitute or Adoptive Care (SAC) program. 5503 will also continue with special projects, including the Address Project, MothersCare and the Program Integrity Project.

OHP Only Cases

OHP only cases may be transferred to 5503. If FS or other companion case benefits end, branches should maintain the OHP program case for 30 days before transferring the case to 5503.

Mass Transfer of Cases from 5503

On Friday, July 23rd during nightly processing, the CM system will transfer cases from 5503 to the appropriate SPD/AAA/CAF branch office. Medical cases will be transferred based on the “OHP Program Case Protocol” flow-chart included with this IM. A joint CAF/SPD committee is also using the chart to update the SPD/CAF worker guides detailing where clients are served. The SPD/CAF worker guide revisions will be finalized and distributed as soon as possible.

- CM will transfer OHP only cases with an SPD/AAA/CAF companion case to the branch with the companion case. The companion case’s worker ID will be added.
- Many MAA/MAF cases have already been transferred to CAF SS branches. On July 23rd, CM will transfer the remaining MAA/MAF cases. If there is no companion case, the MAA and MAF cases will be transferred based on their zip code. The worker ID “CT” will be added to the case.
- The CM transfer actions will have a “08/01/04” effective date on the UCMS screen. From July 24th to August 1st, any CM actions taken on the transferred cases should have the 08/01/04 effective date. Failure to match the August 1 date could inadvertently create “inverted lines” on the ELGR screen.

Note: SPD related cases with no companion case will **not** be transferred July 23rd. They will be assigned and transferred manually over the next few months.

On Monday, July 26th, a green-bar report of the transferred cases will be faxed to each branch. It will include the case number, case name and worker ID.

On Wednesday, July 28th and Thursday, July 29th, transfer notices will be mailed to clients. A copy of the transfer notice is included in this IM.

Questions?

If you have any questions about the role of 5503 or the recent changes in processing at 5503, call or e-mail Karen House (503 373-1100).

For SPD/AAA related questions, call or e-mail Dale Marande (503 945-6476) or Jennifer DeJong (503 945-5856).

For CAF SS questions, call or e-mail Joyce Clarkson (503 945-6106) or Michelle Marks (503 947-5129).

If you identify a problem with the CM system transfer, call the DHS Help Desk at 503 945-5623.

If you have any questions about this information, contact:

Contact(s):	Please see the above text.		
Phone:		Fax:	
E-mail:			



Department of Human Services

IMPORTANT NOTICE

Notice of Case Transfer

From Statewide Central Processing Center to Local Branch

We are transferring your medical case to an office closer to where you live. See the front of this notice for your “ New Office Name,” “Street Address” and “ Telephone”.

You may call or visit the new office if you have questions about your medical benefits, or if you want to know about other benefits. Please wait three days from the date you received this notice to contact the new office. We want to be sure they have received your medical case. If you visit the new office, please bring your identification with you.

Departamento de Servicios Humanos

NOTIFICACIÓN IMPORTANTE

Notificación de Transferencia de Caso

Del Centro de Procesamiento a Nivel Estatal a Sucursal Local

Vamos a transferir su caso médico a una oficina más cercana a donde vive. Vea la parte delantera de esta notificación para el “ Nombre de su Nueva Oficina” (New Office Name), “Dirección” (Street Address) y “ Teléfono” (Telephone).

Puede llamar o visitar la nueva oficina si tiene preguntas acerca de sus beneficios médicos o si quiere saber acerca de otros beneficios. Por favor espere tres días a partir de la fecha en que recibió esta notificación para comunicarse con la nueva oficina. Queremos estar seguros de que han recibido su caso médico. Si visita la nueva oficina, sírvase llevar consigo su identificación.

Отдел Социальных Услуг

ВАЖНОЕ УВЕДОМЛЕНИЕ

Уведомление о Переводe

Из Центрального Штагового Центра Рассмотрения Дел в Местное Отделение

Мы переводим Ваше дело по медицинской помощи в офис, находящийся ближе всего к Вашему месту проживания. Прочтите лицевую часть этого уведомления, чтобы узнать « Название Нового офиса» (New Office Name), «Адрес» (Street Address) и « Телефон» (Telephone).

Если у Вас есть вопросы о медицинском пособии или Вы хотите подробнее узнать о других пособиях, пожалуйста, обратитесь в Ваш новый офис. Пожалуйста, подождите три дня с даты получения этого письма, перед тем как обратиться в Ваш новый офис. Мы хотим убедиться в том, что они получили Ваше дело по медицинскому пособию. Если Вы посетите Ваш новый офис, пожалуйста, возьмите с собой Вашу идентификационную карточку.

社會服務部

重要通知

個案轉移通知

從全州中央處理中心轉到當地分部

我們現轉移您的醫療個案到一個較近您居住的地方的辦公室。“ 新辦公室名稱” (New Office Name)、“街道地址” (Street Address) 和“ 電話” (Telephone) 印在這個通知的正面。

如果您有關於您的醫療福利的問題或如果您想知道關於其它福利，您可以致電或到訪新辦公室。請在收到此通知信的三天後才與新辦公室聯繫。我們想要確定他們已收到了您的醫療檔案。如果您到訪新辦公室，請帶同您的證明文件。

THÔNG BÁO QUAN TRỌNG

Thông Báo Chuyển Giao Hồ Sơ

Từ Trung Tâm Cứu Xét Trung Ương Toàn Tiểu Bang sang Chi nhánh Địa Phương

Variable Data Client Address

Chúng tôi đã chuyển giao hồ sơ y tế của quý vị sang một văn phòng gần nơi quý vị cư ngụ hơn. Xem trang trước của bản thông báo này để biết “ Tên Văn Phòng Mới” (New Office Name), “Địa Chỉ” (Street Address) và

“ Số Điện Thoại” (Telephone).

Quý vị có thể gọi điện thoại đến thăm văn phòng mới, nếu quý vị có thắc mắc về trợ cấp y tế của quý vị, hay quý vị muốn biết thêm về những trợ cấp khác. Xin vui lòng đợi ba ngày kể từ ngày quý vị nhận được thông báo này để liên lạc với văn phòng mới. Chúng tôi muốn chắc chắn rằng họ đã nhận được hồ sơ y tế của quý vị. Nếu quý vị đến thăm văn phòng mới, xin đem theo thẻ căn cước của quý vị.



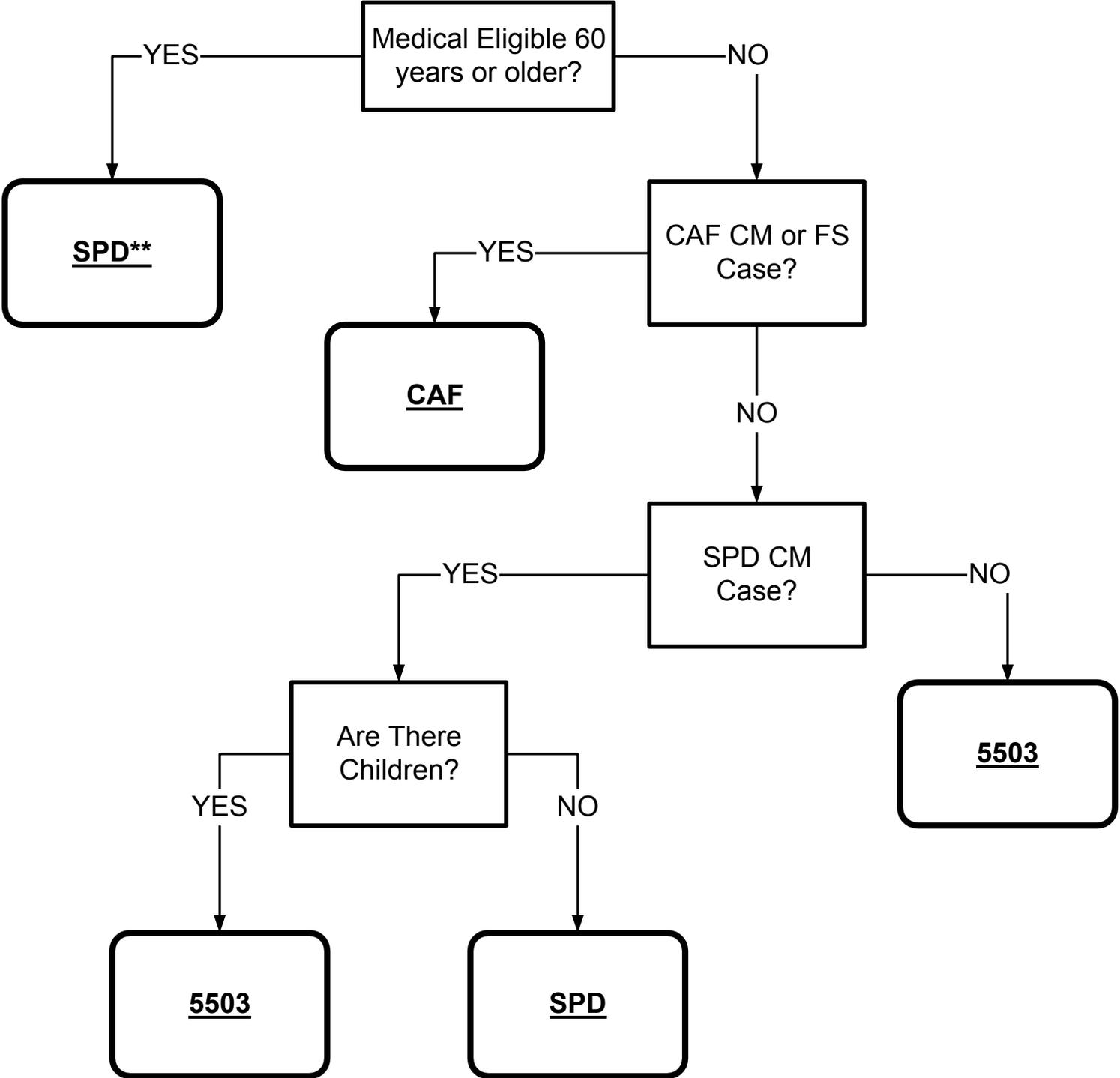
New Office Name:

Street Address:



Telephone:

OHP Transfer Protocol



**Unless a MAA/MAF Case - all of these go to CAF