

Mike McCormick

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Number: APD-AR-15-073

Issue date: 12/14/2015

Topic: Other

Due date:
Subject: Technical Support for APD/AAA ONE System Users

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 checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services(ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> ODDS Children's Residential Services | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Child Welfare Programs | |

Action required:

The Oregon Health Authority is launching the new eligibility and enrollment system Worker Portal statewide on 12-15-15. The system processes determinations for MAGI-based Medicaid benefits and serves as the primary referral mechanism from OHA Branch 5503 to local APD/AAA field offices for non-MAGI eligibility determinations.

APD/AAA staff who have completed the required trainings and have received **READ PLUS** rights to the ONE system will have access on 12-15-15. **READ PLUS** rights are limited to those district/branch staff that have been designated to record non-MAGI referral results in the ONE system.

APD/AAA staff with **READ PLUS** rights who experience technical or other issues related to system functionality will receive assistance by sending email inquiries to: APD.One@dhsola.state.or.us

Staff will include their name, contact information and a brief description of the problem. Central Office APD analyst staff will attempt to resolve the problem and will escalate any persistent issue or widespread system impact to the OIS Service Desk for follow-up. Central Office APD analysts will staff the technical assistance mailbox during usual hours of operation Monday-Friday 7AM-5PM (PST). Responses may be delayed due to holidays, weekends and/or a high volume of requests for assistance.

APD/AAA staff with **READ ONLY** rights (cannot edit or update information) who experience technical or other issues related to system functionality should not send inquiries to the email address listed above. Instead, they will receive assistance by contacting the OIS Service Desk directly at DHS.ServiceDesk@dhsosha.state.or.us or 503-945-5623.

Reason for action:

Field/stakeholder review: Yes No

If yes, reviewed by: APD Operations Committee

If you have any questions about this action request, contact:

Contact(s):	Trevor Baker		
Phone:	503-884-0710	Fax:	
Email:	trevor.d.baker@state.or.us		