DEPARTMENT OF HUMAN SERVICES

SENIORS & PEOPLE WITH DISABILITIES
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AUTHORIZED BY:_____
Administrator

INFORMATION MEMORANDUM
SPD-IM-03-016
Date: February 12, 2003

TO: Area Agency on Aging Directors
CHS/AAA Field Managers and Staff
SPD Managers and Staff
CHS SDA Managers
CHS SDA Assistant Managers
CHS Central Office Managers

SUBJECT: Automatic Closures & Billing Notices for the Pay-in System

INFORMATION:

We automatically closed pay-in cases for clients with the survival priority levels 15-17 effective January 31, 2003. In this process, we closed the pay-in accounts for any client whose CMS case was not an open A1, B3 or D4. Unfortunately many clients were incorrectly coded on the cash pay program codes (1, 3, 4) and were closed when they really should have remained open. If clients are eligible for OSIPM with a credit amount and in the pay-in system, they should be in a program A1, B3 or D4.

If these cases were closed due to being in the incorrect program and are eligible to be on the pay-in system, the CMS case will need to be changed to the correct program and the pay-in case reopened. The branches with affected clients are: 0312, 0417, 0611, 0613, 0811, 0911, 0913, 1011, 1411, 1417, 1513, 1717, 1811, 2011, 2015, 2211, 2217, 2411, 2417, 2418, 2511, 2517, 2617, 2811, 2911, 3011, 3013, 3014, 3111, 3311, 3312, 3411, 3511, 3515 & 3518. Field staff can confirm which clients were affected by accessing View Direct report SJU0000R-A.

We have confirmed billing notices were mailed to eligible clients on Thursday, February 6th. If a client calls and wants to know when their billing notice went out, please make sure a notice went out by checking the monthly account screen to see if the February billing actually went out since their case could possibly have been automatically closed.

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