

## Seniors and People with Disabilities

DeAnna Hartwig  
**Authorized Signature**

**Number:** SPD-IM-10-052  
**Issue Date:** 7/1/2010

**Topic:** Medical Benefits

**Subject:** Human Arc To Do MSP Applications for UnitedHealthcare Clients

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

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

**Message:**

UnitedHealthcare has signed a contract with Human Arc to operate similarly as Social Service Coordinators has done for years. Basically they look in the Health Insurance provider's database for clients that may be eligible for a Medicare Savings Program (MSP) such as QMB, SMB or SMF. They will send letters to the individuals seeing if they are interested in signing up for or re-enrolling in an MSP. If UnitedHealthcare operates in your area this will affect your branch.

This may cause some confusion among current clients when they are contacted by someone else to assist them in the application process. The client may refuse to work with them or may let them act as their authorized rep. They will likely check with the branch because they will suspect identity theft or fraud. They are a legitimate business and have been cleared by CMS to work with our clients. For how this will likely work, see the [QMB WG B 1 Application](#) which describes SSC's approach. There are also two previous transmittals on this topic: [IM-06-061](#) and [AR-02-035](#).

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

<b>Contact(s):</b>	Dale Marande		
<b>Phone:</b>	503-945-6476	<b>Fax:</b>	503-947-5357
<b>E-mail:</b>	<a href="mailto:Dale.F.Marande@state.or.us">Dale.F.Marande@state.or.us</a>		