

Aging and People with Disabilities

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Number: APD-IM-14-059

Issue date: 10/28/2014

Topic: Long Term Care

Subject: Homecare Worker medical coverage

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 |
| <input type="checkbox"/> Children, Adults and Families | Disabilities Services (ODDS) |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Message:

Homecare Workers (HCWs) often contact APD/AAA offices with questions concerning their medical insurance enrollment and coverage. When this happens, APD/AAA staff should determine the nature of the HCW's question, and refer HCW to the following resources as appropriate.

HCW/PSW/IC Health Care Quick Guide: Who to Call

Type of question: I want to enroll in health care and haven't begun the process yet:

SEIU Health care Team

Number: 1-844-507-7554, Option 1

mail: acahotline@seiuoregon.org

Type of question: Already enrolled and have questions about status of application, or need to make a change:

Valley Insurance Professionals

Number: 1-844-507-7554, Option 2

Type of question: Assistance with reimbursement, questions about Medicare reimbursement, questions about a premium bill or medical bill, having problems accessing services, questions about Dental, Vision or EAP benefits, or eligibility for Trust benefits:

Benefit Solutions, Inc (BSI)

Number: 1-844-507-7554, Option 3 then Option 2

Fax: 1-866-456-4623

Email: OHCWT@bsitpa.com

If you have any questions about this information, contact:

Contact(s):	Chris Ellis		
Phone:	541-440-3427 x227	Fax:	503-947-4245
Email:	Christopher.m.ellis@state.or.us		