

**Aging and People with Disabilities**

Angela Munkers

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**Number: APD-IM-15-106**

**Issue date: 12/15/2015**

**Topic:** Medical Benefits

**Subject:** Notices received by OHA customers

**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 checked="" type="checkbox"/> Self Sufficiency Programs          | Disabilities Services(ODDS)                                   |
| <input type="checkbox"/> County DD Program Managers                    | <input type="checkbox"/> ODDS Children’s Intensive            |
| <input type="checkbox"/> ODDS Children’s                               | In Home Services  |
| Residential Services   | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input checked="" type="checkbox"/> Child Welfare Programs             | <input type="checkbox"/> Other ( <i>please specify</i> ):     |

**Message:**

The new ONE system will go live on Tuesday, December 15<sup>th</sup>, 2015. This system will mainly impact only OHA and APD. However, the ONE system will be sending notices to some customers throughout Oregon who may have cases at both the OHA Customer Support Center (Branch 5503) and at a DHS office. OHA customers may come to DHS branches asking for information about one of the [notices](#).

These documents look different than previous OHA notices and contain the appropriate contact information for the OHA Customer Support Center. If an OHA customer contacts an SSP or CW office with questions, please direct them to contact the OHA immediately.

If the customer contacts an APD or AAA office, please confirm that your office does not need to work with the customer to resolve an issue with an open, pending, or denied OSIPM case, a Medicare Savings Program, and/or a service benefit before contacting OHA.

Coming Soon: Additional training will be offered, as well as the ability to receive Read Only access which allows staff to check the status of customer applications in the ONE system.

Should DHS staff have additional questions related to this issue, please contact:

Jeff Stell, APD Medicaid Analyst (503) 373-1425

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

<b>Contact(s):</b>	See above		
<b>Phone:</b>		<b>Fax:</b>	
<b>Email:</b>			