



July 2010

On Target

July '10 Contributors

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OHP Certifications

Theoretically, OHP certifications are pretty straightforward: children have a 12-month certification and adults have a 6-month certification (remember not to count the prorated month). Per the Family Services Manual (FSM), the goal is “to give most people a continuous period of medical assistance.”

Despite these seemingly straightforward certifications, there are a few notable instances where OHP certifications are not so simple.

Ending an OHP certification early

Below are some common circumstances where an OHP certification (either individual or family) may end before the certification end date.

- A reported drop of income makes the family eligible for a better program such as MAA/MAF.
- The adult, child, or family moves to another state.
- A CHIP child starts receiving TPL.
- A person dies.

Whether the situation calls for the whole family to recertify or if an individual’s eligibility is in question, there are times when the OHP certification will end before the end date. At these times, the worker should ensure appropriate notices go out.

Working with differing end dates

Cases with an AEN child or an OP6 child who turns 6 years of age, *with other children on the case*, often raise questions of readjusting end dates.

AENs

When adding an AEN child, the AEN need/resource date is the month/year the child turns one year old. Using the income on the case to determine the appropriate medical program, add the AEN child to the medical case with the same end date as the existing children.

If the AEN date ends before the OPC or OP6 ends, the AEN code will simply fall off and the child will receive medical benefits until the end of the medical certification end date. **However**, in cases where an AEN child falls in the CHIP category (the child will then be coded: OPP AEN) and the AEN end date is before the OPP need/resource date, the case must be redetermined.

OP6

When a child on OP6 turns 6 years of age and there is another CHIP child on the case with an end date further out, the worker should not change the OP6 to CHIP or match the ed dates. Branch 5503 works the statewide report for OP6 children turning 6. They will review eligibility and make the changes to the case.

Medicaid Policy Analysts

[Click here to link to the Family Services Manual](#)



Address Confidentiality Program (ACP) – Information For all Programs

What does the ACP program do?

- The ACP provides a cost free mail forwarding service for victims of domestic violence, sexual assault, stalking and human trafficking;
- The ACP enables victims to keep their residential address information confidential;
- The ACP authorizes program participants to use the ACP substitute address for receipt of first class certified and registered mail; and
- The ACP enables participants to use the substitute address to meet the address requirements for most state and local government agencies. Participants may use the ACP substitute address for:
 - Oregon driver's licenses or ID cards
 - Applying for and receiving child support
 - Applying for a marriage license
 - Enrolling their children in public school

When approved, each participant receives an identification card with the ACP P.O. Box which is ACP - P.O. Box 1108, Salem, OR 97308. That address will serve participants across the State. Participants in the program are responsible to present the identification card when requesting a State agency to use the ACP address. The P.O. Box is used as the clients' mailing address.

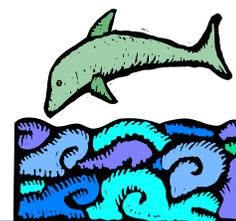
What do you do when a client presents you with the ACP identification card?

1. Enter the P.O. Box into the mailing address
2. Write "Do Not Disclose" in the resident address
3. Do not add the county code or resident zip code on CMS/FSMIS
4. Mark an envelope with "Confidential Information – Do not Disclose" and put a copy of the ID card and the actual resident address in the envelope
5. For all SS programs - An additional 5 days should be added to 10 day notices.
6. For managed care enrollment an exception needs to be requested for out-of-area enrollment, due to the Salem address. Send an e-mail to HMU,DMAP with client name, case number, prime numbers for all individuals and the managed care plan the client chose, along with the reason why the exception is needed. DMAP has been made aware of the need for an exception for ACP participants.
7. For child care payments issued through the Direct Pay Unit system, care that is provided by someone using the ACP PO Box, the maximum payment rates will default to Region A. This is necessary because one Salem, P.O. Box is being used for all ACP participants living in Oregon

DHS References: OAR 461-175-0050 and FSM – Generic Program Info – B. Confidentiality of Client Information – 17. Domestic Violence

ACP web site: <http://www.doj.state.or.us/crimev/confidentiality.shtml>

Contact: Carol Krager - 503-945-5931 – carol.krager@state.or.us



Have an SSP medical policy question?



Contact our SSP Medical Analysts at
Group Wise: SSP-Policy,Medical

Have a SNAP policy question?



Contact our SNAP Analysts at
Group Wise: Policy, SNAP



Have an SPD medical policy question? Try the technical assistance guide (TAG) listing all areas, people & numbers: <http://www.dhs.state.or.us/spd/tools/tag.pdf>

www.dhs.state.or.us/spd/tools/tag.pdf

Great News!

OHP Regional meetings resuming this Fall!

DMAP and OPAR have collaborated and will be resuming the OHP Regional meetings this September and October after a 2 1/2 year hiatus. The OHP Regional meetings have been a favorite with branch staff all over the state because the meetings provide an opportunity for staff to meet with representatives from the managed care plans, DMAP and OPAR. At the Regional meetings, staff also receive valuable medical program information, resources and contact information.

This year the schedule will be different. Due to DHS travel restrictions, half of the counties will have their meeting this fall and the other half will have their meeting in spring 2011. The good news about that is that most of the meetings will have V-con available, so if you do not want to wait until spring, you can participate in one of the fall meetings by V-con. NEW this year is that most of the handouts will be available on OPAR's website. Handouts will be posted prior to the first meeting. If you would like to see the fall schedule, it can be found at <http://www.dhs.state.or.us/admin/opar/transmit/regional2010fall.pdf>

About two weeks before each meeting, an IM will be sent out with the agenda and instructions on V-con and how to access the handouts. If you have any questions or suggestions please contact Carolyn Thiebes, facilitator at 503 378-3507 or by email: carolyn.thiebes@state.or.us

SSNs and TPQY

You have probably heard – many times – not to pend for proof of Social Security numbers. We can easily get that information off the system from W204 if the client is already in our system. Even with the huge influx of new, first-time applicants, most folks have already come through our doors before.

What if they haven't? For SNAP, you can (and should) enter a new case in pending (PEN) status with only the name, address, SSN and filing date of the head of household. Once the case is on-line, running TPQY will give you confirmation within two business days. If the system cannot verify the number, that is the time to check with the client again to make sure the number they have given you is correct.

SNAP Policy Analysts

Using SNAP Webtools

Have you checked out any of the information available on the SNAP Webtools? It holds a wealth of links to useful resources, including:

- ❖ SNAP Calculator
- ❖ The Work Number
- ❖ SAVE
- ❖ Business registries for California, Idaho, Oregon and Washington (for checking on business ownership, partners, incorporation, etc.)
- ❖ Self-employment tools, including guidance on reading tax forms and an agency-use questionnaire
- ❖ Skill Challenges
- ❖ List of foods eligible for purchase with SNAP benefits
- ❖ Furlough Day Wage Calculator
- ❖ QC Review Data
- ❖ SSP and SPD newsletters
- ❖ Nutrition education
- ❖ The Senior Farm Direct Nutrition Program

The website is a work in progress. We add new tools and links as we find out about other useful stuff – often from you. Click on the link below to check it out. It's on our Favorites list:

<http://www.dhs.state.or.us/training/foodstamps/webtools.htm>

SNAP Policy Analysts



June 2010 Targeted SNAP Reviews 100% Accuracy Honor Roll

0314	Estacada SPD	1612	Madras SPD	3102	Enterprise SSP
0411	Warrenton ADS	1802	Lakeview SSP	3112	Enterprise SPD
0913	LaPine SPD	1811	Klamath Falls SPD	3201	Florence SSP
1202	Condon SSP	2411	N Salem ADS	3211	Florence AAA
1211	John Day SPD	2711	Dallas ADS	3311	The Dalles SPD
1311	Burns SPD	2911	Tillamook ADS	3411	Hillsboro SPD
1404	Refugee Branch	3011	Pendleton SPD	3415	Tigard SPD
1611	Prineville SPD	3013	Hermiston SPD	3515	Portland ADS

90% or Better

97.78	Rogue Family Ctr	1503	93.33	Baker City SPD	0111	92.00	Beaverton SPD	3417
96.67	Astoria SSP	0401	93.33	Oregon City SPD	0311	92.00	McMinnville ADS	3617
96.67	South Valley SSP	1502	93.33	S Umpqua Center	1002	90.91	Warm Springs SSP	1603
96.00	Redmond SPD	0914	93.10	Newport SSP	2101	90.91	LaGrande SPD	3111
96.00	Roseburg DSO	1017	93.10	Albany SSP	2201	90.91	Baker City SSP	0101
96.00	South Salem ADS	2412	92.86	Corvallis SSP	0201	90.00	St Helens SSP	0501
95.83	Hermiston SSP	3003	92.50	Eugene LCOG	2011	90.00	Integrated Srvs SSP	0702
95.56	D4 Processing Ctr	2203	92.00	North Bend SPD	0611	90.00	Albany SPD	2211
95.00	Tillamook SSP	2901	92.00	Portland SE ADS	1418	90.00	North Salem SSP	2402
95.00	Pendleton SSP	3001	92.00	Medford SSO	1513	90.00	Dallas SSP	2701
95.00	Hood River SSP	3302	92.00	Grants Pass DSO	1717	90.00	Milton-Freewater SSP	3004
			92.00	Toledo SPD	2111			

Have you seen this message on The Work Number?

Workers have been receiving a common message on the Work Number when they are researching a customer's SSN. Below is the message workers have received.

["Thank you for your inquiry with The Work Number. To ensure data quality and comply with consumer privacy restrictions, we are unable to complete your request at this time.](#)

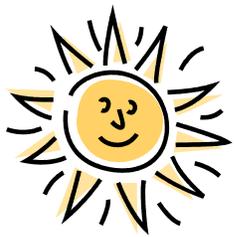
[Please ask the employee \(applicant\) to call 1-866-604-6570 and choose Option #2.](#)

[We apologize for the inconvenience."](#)

Based on a phone call to the Work Number, we were informed that whenever they have more than one name for the same SS number, they no longer list them all. Instead, the Work Number will request the customer to call so that they can assure that all employers are correct for that customer. This way the Work Number can eliminate people fraudulently using a SSN. The Work Number will also post this error message if one employer spells the name Jane R Smith and the other Jane Smith.

One other note: If you know the employer's name you want to view, you can still do this by going back to the screen that you put the SS number on and then clicking "Need Specific Employer."





June 2010 Targeted Medicaid Reviews 100% Accuracy Honor Roll

0201 Corvallis SSP	1404 Refugee Branch	2404 Santiam Center
0401 Astoria SSP	1602 Madras SSP	2601 St Johns Family Ctr
0501 St Helens SSP	1603 Warm Springs SSP	3003 Hermiston SSP
1102 Gateway Center SSP	1802 Lakeview SSP	3101 LaGrande SSP
1103 Willamette SSP	2101 Newport SSP	3201 Florence SSP
1301 Burns SSP	2202 Lebanon SSP	3502 Gresham SSP
	2203 D4 Processing Ctr	

90% or Better

96.67 McMinnville SSP	3601	93.33 Springfield SSP	1101	90.00 S Umpqua Center	0101
96.55 Roseburg SSP	1001	93.33 Dallas SSP	2701	90.00 New Market Theater	1402
96.55 West Eugene SSP	2002	93.33 Tigard SSP	3403	90.00 Rogue Family Center	1505
95.00 Woodburn SSP	1901	93.10 SE Portland SSP	1401	90.00 Cottage Grove SSP	2003
95.00 McKenzie Center	2001	92.86 Ontario SSP	2301	90.00 Tillamook SSP	2901
94.29 N Clackamas SSP	0303	92.31 Metro Processing Ct	1403	90.00 Milton Freewater SSP	3004
94.12 Oregon City SSP	0302	91.43 North Salem SSP	2402	90.00 The Dalles SSP	3301
94.12 Klamath Falls SSP	1801	90.00 Alberta SSP	0701	90.00 Hillsboro SSP	3402
		90.00 Gold Beach SSP	0801		

HIG – Our heads are above the water!

The Health Insurance Group has been very busy processing TPL referrals. The result of their hard work has created some great numbers.

In the past 10 months, HIG has added **16,922** managed care exemptions; they have disenrolled **8,285** people from managed care plans; and they have completely caught up the backlog! HIG is less than **2** weeks out on processing all new referrals and rush requests are usually done on the day they are received. The capitation payment savings from October 2009 to current has surpassed **\$40.3** million dollars!

If you need assistance with third party insurance, you can contact HIG through Groupwise at Referrals, TPR or by phone at 503-378-6233.

August

- American Adventures Month
- Happiness Happens Month
- Aug 1: World Wide Web Day
- Aug 3: National Night Out
- Aug 12: International Youth Day
- Aug 15: National Relaxation Day
- Aug 18: Mail Order Catalog Day
- Aug 25: Kiss and Make Up Day
- Aug 26: National Dog Day
- Aug 29: More Herbs, Less Salt Day

Didja Know??



Did you know that a new SNAP case can be put into PE status and the worker can then go to BEIN screens and request the TPQY verification which should arrive in a day or two?