



March 2010

# On Target

## March '10 Contributors

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### In this issue:

Revisiting MAA	1
Students and Interim Change	2
SRS and You!	2
Revisiting MAA, continued from page 1	3
Are you a Hunger Champion?	3
The DHS 852, NED and You	3
SNAP honor roll	4
Something Beautiful Is Happening In Our Offices	4
Medicaid honor roll	5
There's great news from the Health Insurance Group	5

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



## Revisiting MAA

In the last year, there have been many changes in the medical programs, in coding, and in procedures. For workers, information that once was obvious is now either in question or forgotten due to all the new changes. Given this state of flux, sometimes it is useful to review the basics.

Since MAA is always the first program that workers determine eligibility for, it is appropriate to dedicate this article to MAA income and budgeting. This article, in combination with a new Self-Employment cheat sheet and Skills Challenge, hopefully will refresh MAA policy that may have gotten overlaid with new information.

### Budgeting Sequence

A common mistake workers make in MAA is treatment of income. For MAA, workers should use the actual amount received and anticipated to be received in the budget month *for new applicants* or in cases where the medical has been closed and the client is applying again. This is true for all types of income, including stable and annualized income.

Example 1: A dad comes in applying for benefits for himself and his daughter, DOR 03/22/10. He reports he just started a full time job but will not be paid until next month, 04/01/10. The worker verifies this as true. Assuming dad and child meet all other requirements, dad and child will be MAA eligible on the DOR and will be EXT in April.

Example 2: A mother applies for medical for herself and her son on March 10. Her only March income is anticipated to be two \$125 UC checks. She does not receive the extra ARRA \$25 UC payment. Using actual anticipated income, she and her son are MAA eligible for March with countable UC income of \$250.

In April, her UC income is converted and  $4.3 \times \$125$  or \$537.50 is used to determine April MAA eligibility. The family will be over income for April and should be converted to OHP after sending a 10-day notice of reduction to the mother.

For redeterminations where the benefits have not closed and client has reapplied timely, the budgeting sequence is different. In these cases, we would use the conversion method for all types of income, including stable income and annualized income, for the budget month.

### Self-Employment

Except for clients involved in the microenterprise component of the JOBS program, no business costs are allowed when determining eligibility. The budgeting sequence is the same as above. Actual income is used in the budget month for new applicants or in cases where the medical benefits have closed and the client is applying again.

*Continued on page 3. Revisiting MAA*

## Students and Interim Change

Several times a day the SNAP policy unit receives this question: “I’m processing this interim change report and the person says they are going to school now. They did not tell me they were a student at certification. Do I need to follow up on this?”

The answer is: It depends. The Interim Change Report (ICR) form does not require clients to tell us about their student status. There are many ways a student can meet the student criteria and none are addressed on the ICR.

Federal regulations do not require clients to report on their student status at Interim Change. Rather than imposing possible access barriers to clients, increasing workload and requiring follow up on every single student at ICR time; SNAP policy removed the student question.

For most cases, if someone reports they are a student and:

- does not provide you with a financial aid award letter or anything requiring follow up, just narrate, “follow up on student status will be done at recert”.
- provides a financial aid award letter showing nothing but excluded income, no follow up on student status is necessary as none of the income is countable. Narrate that student status will be reviewed at recert.
- provides a financial aid award letter showing countable educational income, follow up on the income and their student status. The key here is if there is countable educational income. For example, the financial aid award letter shows Title IV Work Study, Non-Title IV Work Study, and a Student Loan. Since Non-Title IV work study is not excluded, follow up is needed to determine if there is countable income. This would also entail determining the person’s student status.

Another common question: “If the client was an eligible student at cert based on working and is now reporting they are no longer working, what do we do?” The answer is: Remove the income, and do not follow up on student status until recert.

Remember the ICR form does not require clients to report their student status, and there are many ways a student can meet the student criteria, and these are not addressed on the ICR. Please check out [SS-IM-09-041](#) for a refresher.



*SNAP Policy Analysts*

## SRS and You!

Daily, the SNAP Policy Unit fields many questions about SRS, and how to deal with cases in SRS. One of the most common questions is: “Is it true??? If I certify a household with income over the countable income limit the only other reporting requirement they have is to let me know if their mailing address changes? Don’t they have to report if their income goes over 185% FPL???”

**Effective April 1, 2010, clients in SRS will no longer be required to report a change in their mailing address.** The only reporting requirement will be when the countable income for the filing group exceeds the SNAP countable income limit.

There is not a requirement in SRS, for anyone to report when they go above 185% FPL. The requirement to report income going above the 185% of FPL used to be a reporting requirement limited to NED households, but that reporting requirement was removed by FNS and the rule was changed in October of 2009.

So YES... IT’S TRUE!! If they already are over the 130% FPL, they don’t need to report anything!



*SNAP Policy Analysts*

### *Revisiting MAA, continued from page 1*

Self-employment is an area where one can see how MAF can be useful for those who do not qualify for MAA. MAF, situation 5, allows business costs.

REMINDER: The ARRA Making Work Pay Tax credit is considered an exclusion for each person with earned income and should automatically come off the top of the gross income for MAA, and before business costs for MAF.

*SSP Medicaid Policy Analysts*



### **Are You a Hunger Champion?**

The federal Food & Nutrition Service (FNS) is once again asking local SNAP offices to nominate themselves as Hunger Champions. To be a champion, your office must have provided exemplary service in helping clients obtain SNAP benefits. (Last year we nominated the entire State of Oregon, but the feds didn't see things our way.)

The nomination for your office should state clearly and briefly how you have helped increase access to the program. Details may include such things as partnerships, process improvements, targeted help for specific groups, helpfulness of staff, timely processing, etc. You must also include a contact name, title, e-mail and phone number. The limit is one page.

Branch offices will be selected by a national committee based on outreach, access and customer service. Winners will be announced at the 2010 State SNAP Directors conference. All Hunger Champion nominees will be recognized with a certificate and will be listed as exemplary offices on the FNS web site.

You are invited to send your nominations to the SNAP Unit at Policy, FS or [FS.Policy@state.or.us](mailto:FS.Policy@state.or.us). Policy analysts will complete and submit your nomination on-line. The deadline for entries is June 1.

Any questions can be directed to the same e-mail. Let's get Oregon some more of the recognition we so richly deserve!

*SNAP Policy Analysts*

### **The DHS 852, NED and You**

NED has been around for years. He (or she) is in a SNAP/FS SRS household where all the **adults** are elderly or disabled and no one in the group has earned income. NEDs can be children, too, as long as they have no earned income.

Tell FSMIS that NED is on the case by coding NED in the HH Types field on page 1. This code stops the DHS 852 (*Interim Change Report*) from going out in month 5. Adding this code is critical, because these clients are not required to complete the form. If the 852 is sent, they must return the completed form and have it processed or their SNAP benefits will suspend, then close. This is causing QC errors, reducing or stopping benefits unnecessarily, and represents a serious customer-service problem.

For non-NED cases, process the *Interim Change Report* as follows:

- Use the **SRS** transaction code and **ADJ** if making changes.
- The effective date is always the 1<sup>st</sup> day of the 7<sup>th</sup> month of the cert.
- Type **Y** in the Rept field.
- Do not change the Rpt Exp date; it will be updated by the system.
- Enter **RU** in the Next Code field or press F9.



Y in the Rept field advances the Rpt Exp date. If this isn't done, the case will suspend every month. Processing the 852 isn't too tough as long as you get the coding right and remember to keep NED out of it.

*SNAP Policy Analysts*



# February 2010 Targeted SNAP Reviews

## 100% Accuracy Honor Roll

0411 Warrenton ADS	1202 Condon SSP	2202 Lebanon SSP
0511 St. Helens SPD	1211 John Day SPD	2411 North Salem ADS
0811 Gold Beach SPD	1311 Burns SPD	2911 Tillamook ADS
0913 LaPine SPD	1404 Refugee Branch	3013 Hermiston SPD
1017 Roseburg DSO	1611 Prineville SPD	3112 Enterprise SPD
1201 John Day SSP	1802 Lakeview SSP	3411 Hillsboro SPD
	2011 Eugene LCOG	

## 90% or Better

97.78 D4 Processing Ctr	2203	93.33 S. Umpqua Center	1002	91.30 LaGrande SSP	3101
97.50 Albany SPD	2211	93.33 Metro Processing Ctr	1403	90.91 North Clackamas SSP	0303
96.00 Grants Pass DSO	1717	93.33 South Valley SSP	1502	90.91 Burns SSP	1301
96.00 Klamath Falls SPD	1811	93.33 Grants Pass SSP	1701	90.70 McKenzie Center	2001
96.00 Toledo SPD	2111	93.33 Woodburn ADS	1911	90.24 Klamath Falls SSP	1801
96.00 South Salem ADS	2412	93.33 Cottage Grove AAA	2019	90.00 Corvallis SSP	0201
96.00 Beaverton SPD	3417	93.33 Florence AAA	3211	90.00 Integrated Srvs SSP	0701
96.00 E. Multnomah ADS	3518	92.00 Redmond SPD	0914	90.00 Prineville SSP	1601
95.00 N/NE Portland ADS	2818	92.00 Roseburg SSP	1011	90.00 Cave Junction SSP	1702
95.00 Portland ADS	3515	92.00 Medford DSO	1517	90.00 Santiam Center	2404
94.74 Tillamook SSP	2901	92.00 Portland West ADS	2518	90.00 St. Johns SSP	2601
93.33 Baker City SPD	0111	92.00 Hermiston SSP	3003	90.00 Dallas SSP	2701
93.33 Astoria SSP	0401	91.67 LaPine SSP	0903	90.00 Florence SSP	3201

### Something Beautiful Is Happening In Our Offices!

For the past year, several DHS offices have gotten some “color in their cheeks” by having big beautiful murals painted in their lobbies. Oregon State University Extension Service in Partnership with DHS has funded several mural projects in 19 local offices. These murals are painted on large canvases hanging in the lobbies. The murals are bright, colorful and beautiful, and are focused on nutrition and physical activities.

The offices that have participated were given \$500 for the project. Each office was tasked with finding an artist in their local area that would work within the budget and come up with the best design. Many of the offices had several artists submit drawings and they got to choose the plan that best represented the intent of the project and the local area.

Offices that participated are Hood River SSP, Hermiston SSP, Klamath Falls SSP, Ontario SSP, Ashland SSP, North Salem SSP, West Eugene SSP, Hillsboro SPD and SSP, South Salem SSP, Beaverton SSP, McMinnville SSP, McKenzie Center SSP, Springfield Main SSP, Coos Bay SSP, Milton-Freewater SSP, Keizer SSP, Woodburn SSP, Enterprise SSP, and Tillamook SSP. Next time you happen to be in the local area of one of these offices, stop in and see these beautiful murals. But be careful, you may be inspired to eat healthy and get active!



SNAP Policy Analysts

**Check out photos included in the e-mail !!!**



# February 2010 Targeted Medicaid Reviews 100% Accuracy Honor Roll

2002 West Eugene SSP	1801 Klamath Falls SSP	2601 St. Johns SSP
0201 Corvallis SSP	1802 Lakeview SSP	2701 Dallas SSP
0401 Astoria SSP	2003 Cottage Grove SSP	2801 NE Portland SSP
0903 LaPine SSP	2202 Lebanon SSP	3005 Boardman SSP
1103 Willamette SSP	2404 Santiam Center	3102 Enterprise SSP
1202 Condon SSP	2405 Keizer SSP	3201 Florence SSP
1602 Madras SSP		3401 Beaverton SSP

## 90% or Better

97.14 North Salem SSP	2402	93.33 D4 Processing Ctr	2203	90.00 Ashland SSP	1505
96.67 McMinnville SSP	3601	93.33 St. Helens SSP	0501	90.00 Grants Pass SSP	1701
96.55 Gresham SSP	3502	92.86 Redmond SSP	0902	90.00 Newport SSP	2101
95.00 McKenzie Center	2001	92.31 Hermiston SSP	3003	90.00 Pendleton SSP	3001
94.12 Oregon City SSP	0302	91.43 N. Clackamas SSP	0303	90.00 ERDC Processing Ctr	3503
		90.00 New Market Theater	1402		

### There's great news from the Health Insurance Group

HIG is only two weeks out on processing third party insurance referrals! Last September, the unit grew from a staff of 10 to 23 and they have been working very hard catching up the backlog as well as staying current by processing all incoming referrals right away. HIG processes on average 1,500 referrals each week in the form of 415H's, emails, regular mail, faxes, phone calls and provider 8708's.

More good news! Last September, HIG began adding exemptions from FCHP and PCO enrollment when they verify a client has private health insurance. If the client is enrolled in managed health care when the TPL is added, HIG will disenroll the client effective the end of the month. Since the change was implemented HIG has added over 9,000 FCHP and PCO exemptions and disenrolled over 4,500 clients from managed care plans. In the past 6 months this new process has saved the state over \$12.5 million dollars in capitation payments and allowed our clients with TPL better access to their health care services.

On the horizon - HIG is currently piloting an electronic Rush request form at 5503. It will roll out statewide in April. This will be a big time saver for branch workers. Another project we are working on is redesigning and shortening the 415H. HIG has also contracted with a private vendor that will expedite the verification process with private health insurance carriers. Great progress and great possibilities for HIG in 2010!

*Carolyn Thiebes, Policy Analyst, OPAR*



### April

- Celebrate Diversity Month
- Child Abuse Prevention Month
- Stress Awareness Month
- April 1: National Fun Day
- April 7: No Housework Day
- April 15: Income Tax Pay Day
- April 16: **CLOSED**
- April 21: Admin. Assistant's Day
- April 22: Earth Day
- April 24: Arbor Day

Have a SNAP policy question?  
Contact our SNAP Analysts at  
Group Wise: Policy, FS



Have an SSP medical policy question?



Contact our SSP Medical Analysts at

Group Wise: SSP-Policy,Medical