



## October '10 Contributors

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



## Payment Error Rate Measurement?

As part of the Improper Payments Information Act of 2002, all states are required to participate in the federal Payment Error Rate Measurement (PERM), a review of Medicaid and Children's Health Insurance Program (CHIP) payments. Beginning in 2006, all states are required to conduct PERM reviews every three years, in order to reduce improper payments in Medicaid and CHIP. Oregon participated during the 2008 Federal Fiscal Year (October 2007 – September 2008), as a third year rotation state.

There are two parts to PERM: provider claims reviews and eligibility reviews. Centers for Medicare & Medicaid Services (CMS) contractors review a sample of paid claims to determine improper payments for both Medicaid and CHIP. States submit information to the contractors to support these reviews.

The Quality Control (QC) unit is responsible for conducting the Medicaid and CHIP eligibility reviews and gathering payments associated with the eligibility findings. These actions will be reviewed for accuracy according to policy at the time of the agency action. The information gathered through the eligibility reviews will be reported to CMS and will contribute to national error rates.

**So what does this mean to the field?** Well, PERM has returned to Oregon for the Federal Fiscal year 2011, beginning with October 2010 actions. QC will conduct reviews on 123 active beneficiaries (81 Medicaid and 42 CHIP), and 40 negative actions (23 Medicaid and 17 CHIP), each month. Negative actions include denials and terminations.

Case file requests will begin in early November and it is imperative these files are provided timely and are as complete as possible. So, if a support staff person is looking for a file that has been requested for QC review, please assist them as much as possible. As with the current case request process, there will be a coversheet with instructions on how and where to send these files. QC will rely on information present in the case record, electronic information available on agency systems, client contact and third party contacts to verify eligibility.

In the event there are issues with the agency's eligibility determination, the QC unit will send a "Case Review Report" outlining the issues found. These include, but are not limited to placement in the incorrect program, duplicate benefits, effective dates and income calculation. Corrective action may or may not be necessary and guidance will be provided.

Errors identified through PERM will be discussed at the monthly Quality Assurance (QA) Panel Video Conference. Staff are encouraged to participate in the QA panel discussion; your feedback regarding preventative measures is valuable in the statewide effort to increase accuracy in medical programs.

PERM guidance is particularly concerned about reviewing for Medicaid eligibility before enrollment into CHIP, as these are automatically eligibility and payment errors- we don't have much "wiggle" room in this situation. Good and effective narration is going to assist our reviews greatly and prevent unnecessary contact with clients and field staff.

Quality Control understands the impact yet another review can have on your ability to provide valuable services to so many needy Oregonians and we will do our best to make this review as painless as possible.

There were a lot of changes that took place in the Child Care program recently. While we were hoping to avoid cuts to our program, we are thankful for the restorations that did happen in late September 2010 by the Oregon Legislative Emergency Board.

No longer will on-going clients be cut off of Employment Related Day Care (ERDC) in December 2010 if they didn't meet the TANF-leaver requirement. Instead, enrollment will be capped at 10,000 cases. All new applicants after Oct. 1, 2010, must have at least one ERDC filing group member who has received a partial or full month of TANF, REF or SPFSS cash benefits in Oregon in at least one month of the preceding **three** months. While this requirement was changed from 24 months, we believe this cost saving measure will continue to help the vulnerable low-income families leaving TANF as they try to become self-sufficient. Further reductions will be achieved through attrition when ongoing ERDC clients have a break in benefits of 30 days or more. When these clients reapply for ERDC benefits, they will be considered new applicants and placed on the waiting list accordingly.

If new applicants do not meet the TANF-leaver requirement, or if ERDC clients have had a break of 30 days or more, the worker will need to mail or give the client a denial notice (DHS 456) and, using the available template on the ERDC staff tools, <http://www.dhs.state.or.us/caf/ss/erdc/index.html>, refer the case to the ERDC Reservation List (ERDC, Reservation – [erdc.reservation@state.or.us](mailto:erdc.reservation@state.or.us)) maintained by DPU staff. When enrollment in the ERDC program drops below 10,000 cases, names will be randomly pulled from the list and those families will be invited to reapply.

Another change effective Oct. 1, 2010, is the requirement that all child care providers be in an approved "A" or "T" status before any billing forms are issued or payments are made for child care or JOBS child care. If clients choose to use a provider that is not listed, and the provider is failed or denied during the listing process, DHS will not pay for any child care cost incurred. The parent will be held responsible to cover these costs.

Don't forget that October is the beginning of the Child Care Provider Orientation 90-day time limit that began July 1, 2010, for all new friend, family and neighbor (FFN) providers or license-exempt providers. You may start receiving calls from child care providers that have received letters reminding them to attend the Child Care Provider Orientation to avoid being failed as a DHS child care provider. Additionally, all FFN or license-exempt providers who resume providing care for a DHS client after a break of one year or more must attend the Child Care Provider Orientation within 90 days of approval for payment. Please have these providers contact their local Child Care Resource and Referral offices to get more information on the Child Care Provider Orientation trainings in their area. To find out more information go to <http://www.oregon.gov/DHS/children/childcare/training.shtml>.



*Cassie Day, ERDC Policy Analyst*

### SNAP vs NAP

Lately we've been putting more emphasis on checking for duplicate benefits when an applicant presents out-of-state ID or says they just moved to Oregon. This step is not needed for SNAP if the client has just arrived from American Samoa, Puerto Rico or the Northern Mariana Islands.

According to the Food and Nutrition Service, residents of these US Territories get help through the Nutritional Assistance Program (NAP), not SNAP. A full 75% of NAP benefits can be spent only in authorized stores in the issuing territory. The remaining 25% can be accessed as a cash account in those territories only; even if the client has a balance remaining on their NAP card it is unavailable here in Oregon. NAP and SNAP are not duplicate benefits.



Thanks to Angelica in Maywood for unearthing this useful information. It will be added to the manual at the next revision.

*SNAP Policy Analysts*

### Did you know ?

There is a “window” of time for establishing a Date of Request (DOR) for an individual randomly selected from the OHP Standard Reservation List. This window starts as early as the 45th day prior to the selection date, and ends on the 45<sup>th</sup> day after the date OHP 7210R is mailed.

Even though the DOR may be earlier, the earliest start date for the OHP-OPU program is the selection date.

If an applicant doesn't establish a DOR within 45 days from the date OHP 7210R is mailed, the reservation is voided and an application will be denied for OHP-OPU.

There is no limit on how many DOR's an applicant can establish.

If an OHP Standard Reservation List Applicant is denied for Medical programs, he/she can request to place his/her name back on the Reservation List at any time.

If one person gets selected, the reservation number is good for the entire filing group, as long as the applicant was in the OHP filing group when the reservation was added, or within the 45 day processing period after the DOR is established.

The DOR month is normally the initial budget month. If the applicant is not eligible based on the original budget month, the eligibility worker can use any calendar month falling within 45 days after the DOR as the budget month to determine eligibility.



*Svetlana Fadden, SSP Line Manager*

### Forms and Notices

Several years ago the Forms and Notice Group (FANG) was formed and has been meeting regularly since that time. All programs are represented in this group which works towards removing unnecessary DHS forms and notices from the DHS forms server and the other information systems as applicable. To date hundreds of forms and notices have been reviewed.

The 1219 HC is one of the forms which has been removed. Unless questionable, none of our programs currently require verification of household composition. If questionable, a discussion with the client about our concerns seems more appropriate than having the client return a form. Such a discussion could include information about what happens when household composition is incorrectly determined.

On June 15, 2010 SS-IM-10-018 was issued which included a link to the Excel Spreadsheet listing those forms and notices identified for removal. We encourage everyone to remove old outdated forms from desk files and check the forms server to ensure the current version is being used.

*SNAP Policy Analysts*



# September 2010 Targeted SNAP Reviews

## 100% Accuracy Honor Roll

0111 Baker City SPD	1211 John Day SPD	1911 Woodburn ADS
0311 Oregon City SPD	1311 Burns SPD	2111 Toledo ADS
0313 Milwaukie SPD	1404 Refugee Branch	2411 N Salem ADS
0314 Estacada SPD	1513 Medford SSO	2518 Portland West ADS
0501 St. Helens SSP	1612 Madras SSP	2911 Tillamook ADS
0911 Bend SPD	1802 Lakeview SSP	3013 Hermiston SPD
0913 LaPine SPD	1811 Klamath Falls SPD	3102 Enterprise SSP
1202 Condon SSP		3515 Portland ADS

## 90% or Better

96.97 Albany SSP	2201	94.74 Milton-Freewater SSP	3004	92.00 S Salem ADS	2412
96.67 Astoria SSP	0401	93.33 Canby SPD	0310	92.00 E Multnomah ADS	3518
96.67 Newport SSP	2101	93.33 Warrenton ADS	0411	91.11 Oregon City SSP	0302
96.43 The Dalles SSP	3301	93.33 St. Helens SPD	0511	90.91 LaGrande SPD	3111
96.15 Lebanon SSP	2202	93.33 Prineville SSP	1601	90.00 LaPine SSP	0903
96.00 Roseburg SPD	1011	93.33 Cottage Grove AAA	2201	90.00 Cave Junction SSP	1702
96.00 Portland SE ADS	1418	93.33 Ontario SPD	2311	90.00 Keizer SSP	2405
96.00 Beaverton SPD	3417	93.33 Pendleton SPD	3011	90.00 St John's SSP	2601
96.00 McMinnville ADS	3617	93.33 The Dalles SPD	3311	90.00 Tillamook SSP	2901
95.56 Springfield SSP	1101	92.50 Eugene LCOG ADS	2011	90.00 Florence SSP	3201
95.56 D4 Processing Center	2203	92.50 Albany ADS	2211	90.00 Maywood	3501
		92.00 Redmond SPD	0914		

## November 2010 CAF SSP Medical Policy Changes

Effective November 1, 2010, several Self-Sufficiency Medical Program policy changes will be implemented. The policy changes are to support Healthy Kids and will significantly streamline the eligibility determination process and procedures for all CAF SSP medical, including:

- Elimination of the two-month income average for OHP (including OPU) and HKC.
- Simplified income verification requirements for all SSP medical programs.
- New SSP medical redetermination process (implementation of DHS 945 form).
- Policy clarification for pregnant women medical applicants.
- Implementation of a revised OHP 7210 application.
- New CM system non-citizen coding.
- New CM system TPL field will replace the PHI field.
- New ability to exempt American Indian/Alaska Native (HNA) clients from managed care enrollment using the PHP enrollment screens.



Check the Learning Center <https://dhslearn.hr.state.or.us> for the upcoming November half-day classroom and Netlink Trainings. Please see the November edition of the *On Target* for further information on the medical policy changes.



# September 2010 Targeted Medical Reviews

## 100% Accuracy Honor Roll

0101 Baker City SSP	1503 D8 Processing Center	2801 NE Portland SSP
0702 Integrated Srvs SSP	1602 Madras SSP	3001 Pendleton SSP
0902 Redmond SSP	1603 Warm Springs SSP	3005 Boardman SSP
0903 LaPine SSP	1802 Lakeview SSP	3101 La Grande SSP
1102 Gateway Center	2001 McKenzie Center	3102 Enterprise SSP
1301 Burns SSP	2003 Cottage Grove SSP	3201 Florence SSP
1402 New Market Theater	2202 Lebanon SSP	3301 The Dalles SSP
1404 Refugee Branch	2203 D4 Processing Center	3501 Maywood SSP
1502 South Valley SSP		3503 D2 ERDC Processing Ctr

## 90% or Better

97.50 Metro Processing Ctr	1403	93.33 SE Portland SSP	1401	90.00 South Umpqua Center	1002
96.67 Roseburg SSP	1001	93.33 Dallas SSP	2701	90.00 Rogue Family Center	1505
96.67 Springfield SSP	1101	91.67 NE Processing Ctr	2803	90.00 Cave Junction SSP	1702
95.55 West Eugene SSP	2002	91.43 North Clackamas SSP	0303	90.00 St. Johns SSP	2601
95.55 Gresham SSP	3502	90.00 Corvallis SSP	0201	90.00 Tillamook SSP	2901
93.33 St. Helens SSP	0501			90.00 Milton-Freewater SSP	3004

### Check Out the New Change!!!

Food and Nutrition Services ( FNS) has given us the approval for the increase of the Standard Utility Allowance. The new standards are as follows:

- Full Utility Allowance (FUA) = \$397
- Limited Utility Allowance (LUA) = \$283
- Telephone Utility Allowance (TUA) = \$ 50
- Individual Utility Allowance (IUA) = \$ 57

The new standards are reflected in FSUP effective October 1, 2010. There will not be any changes to the countable or adjusted income standards. The maximum allotment amount for SNAP households also will remain unchanged.



### November

- National Diabetes Month
- Military Family Appreciation Month
- Aviation History Month
- Nov 1: National Family Literacy Day
- Nov 4: Use Your Common Sense Day
- Nov 6: Daylight Saving Time ends
- Nov 8: Election Day
- Nov 11: Veterans Day - **Office CLOSED**
- Nov 25: Thanksgiving Day
- Nov 26: **Office CLOSED**
- Nov 30: Rockefeller Center Christmas Tree Lighting

The e-mail address for SNAP questions is now Policy, SNAP ([SNAP.Policy@state.or.us](mailto:SNAP.Policy@state.or.us)). E-mails sent to Policy, FS will be forwarded.