



# On Target

## May '11 Contributors

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



### Fast Facts for Self-Sufficiency Medical

With Oregon's goal to provide insurance to all uninsured children living in the state, questions have recently surfaced around the policy for who can or must apply for a child. For this article, 'a child' refers to those who are under the age of 19.

- A child who lives with a parent must have their parent complete the application process and sign the application. The child and the parent must be in the same filing group.
- If the child is living with a relative but is capable of completing the application process without the help of an adult, the child can choose to apply on his or her own. If the child does apply on their own, the child would be considered a filing group of one. Review this child for OHP since there isn't a caretaker relative in the filing group. However, if the child prefers, a caretaker relative can apply for him or her.
- A homeless child can apply on his or her own if they are capable of completing the application process. The child can sign the application; no adult's signature is needed.

Note: A child who applies on their own cannot attest to their own identity on the application. Verification of identity must be provided.

#### Another Fast Fact—

When a child lives in a 2-parent household, deprivation for medical is based on incapacity, under- or unemployment.

In a single parent household, deprivation is based on absence of the other parent. To determine if deprivation for the child exists, the eligibility worker may need to look at a bio-parent and also a step-parent. If the child still has a bio parent (when child was not adopted by the step-dad), is this bio-parent involved in the child's life? Additionally, if there is a step-dad who is not legally separated from the mother, is this step-parent still involved in the child's life? If the bio dad kicks back into the picture, deprivation might not exist. If the step-dad stays actively involved in the child's life, deprivation might not exist.

You would have to look at the level of involvement for both the step-father and the bio-father to ensure deprivation is met for the single parent household.

#### Did you know...?

Did you know that Application Assisters (AA) can assist clients at redetermination as well as at initial determinations? Please be sure to code the AA number on the case at redetermination as well. AA's are able to use the 945 redetermination form when aiding the recipient in their redetermination process. It is okay to leave the old AA coding on the case, and have more than one AA code on the case.

**Another tidbit for your eligibility consumption:** If a CAF SSP medical program applicant does not qualify for any DHS medical program but the applicant is pregnant and due within 45 days from the DOR, do not immediately deny the application. Instead:

- Review the filing group's anticipated income for the due date month and consider if the newborn will qualify for medical, including HKC.
- If the newborn will be eligible for medical, pend the application for the baby's birthdate. If the baby's medical will be HKC, send an e-mail to OPHP INFO to let OPHP know.
- Open medical for the baby after birth. For HKC, open as a KCA referral.

**Don't forget:** When verification of HNA status is received, add the HNA case descriptor, narrate in TRACS and review managed care enrollment. If the client wants to be exempted from managed care, send an e-mail to DMAP, CES to request they exempt the client from managed care and disenroll from managed care (if necessary). Be sure to let CES know which types of managed care plans to exempt (medical, mental or dental). The disenrollment will generally not take effect until the first of the following month.

## Temporarily Away....

For medical, a procedure was recently established for handling returned mail marked “Temporarily Away”. If you receive mail marked this way, do not immediately close medical. Instead, make an attempt to resend the mail until the mail is labeled in a way that allows the agency to follow the standard returned mail procedures outlined in the Multiple Program Worker Guide #20.

Per 461-120-0010 (6): “An individual continues to be a resident of Oregon during a temporary period of absence if he or she intends to return when the purpose of the absence is completed.”

The intent to remain an Oregon resident is implied and the client should be considered a resident until they have been determined not to be.



Medicaid Quality Control

## Timesaving Tips from Client Maintenance Unit - CMU

If you are trying to update a case on UCMS and you get -

*2225 A Preferred Name Verified Status cannot be overridden. Call CMU.*

Here are some things you can try before calling CMU –

- When you get this error message it takes you to that person’s PCMS screen.
- On that screen there are two lines, the top one is the CM, (Information that is on the CM case) the bottom one is the FND, (Information that is on the persons WEBM,FIND screen).

```

PCMS      HY9011,                               Fast Path      EB
                                     CMS Person Update Display      MORE -
Per              Next Per              Rel              Byp Prcs
Ltr  Ingnt
          RECIP              SSN              D O B              SEX RACE      PRIME
. CM .
X FND .
REGISTERED:  ACTION      ETH
  
```

- Put an **X** on the dot to the left of the FND then hit enter. If this does not make the error go away then here is your next step –
  - From the screen that is giving you the error message, PCMS, go to F16 (Alias/Updt).
  - Look at the name on the Pref name line, this is the one that UCMS uses.
  - There are only 25 spaces on UCMS for the whole name, including spaces and commas. You should **never** verify a Preferred name that is more than 25 spaces long. If the name has already been verified you may need to shorten the name by taking out middle initials, take out a space between two last names, whatever it takes to shorten it. Once you have done this hit F9 twice to save it.
  - Then F3 back to where you were and choose the FND line. You can now finish your action.
- If for some reason you are not able to get past the error, then you will need to call CMU.

These tips can also be found at <http://inside.dhsoha.state.or.us/asd/opar/opar-cmu.html>

Client Maintenance Unit

## New SSP Classroom Training Schedule

The Self-Sufficiency Training Unit is excited to introduce our new 3-day classroom training model starting in June 2011. This is the first step in our new learning system design and is in response to the feedback and requests received from SSP staff and management. This new model offers many benefits to staff, including better policy retention, increased job performance, and less overtime and/or travel on weekends, to name just a few.

In an effort to maximize staff's time, class curricula are organized to include more hands-on training. Stand-alone classes will be combined together to meet the new 3-day classroom standard. Starting in June, most CORE classes will be held on Tuesdays, Wednesdays and Thursdays. This means that classes that were formerly 4 or 5 days long (such as SNAP, MAA/MAF, TANF Week 1 and TANF Week 2), will now span over two or three consecutive weeks.

We currently have our CORE class 3-day model on the Learning Center. There are three series available. We highly recommend that management and/or staff sign up for classes in the specific order listed below to fully benefit from the new model. Each class uses skills and knowledge learned in the previous class and we know staff will be best prepared to perform by taking these classes in the proper sequence.

The classes and dates for the **first series** are listed below. You can find the subsequent series on the Learning Center as well. Locations for these CORE training classes are: Cherry Ave Training Center, Tigard Mt Thielsen Computer Classroom, or at the NE Portland Computer Classroom.

Class	Date	Room
Essentials	6/7-6/9 T-W-Th	Cherry Ave Training Center (CATC)-Salem
Computer Connections (Mainframe Screens, TRACS, Internet Resources & FSM)	6/14-6/16 T-W-Th	Tigard
SNAP Basics	6/21-6/23 T-W-Th 6/28-6/29 T-W	Tigard
SSP Medical Eligibility Training	7/19-7/21 T-W-Th 7/26-7/28 T-W-Th 8/2-8/4 T-W-Th	CATC-Salem
ERDC	8/23-8/25 T-W-Th	CATC-Salem
TANF Eligibility	9/13-9/15 T-W-Th 9/20-9/22 T-W-Th	CATC-Salem
TANF Case Management	10/18-10/20 T-W-Th 10/25-10/27 T-W-Th	CATC-Salem
Services to Non-Citizens (2 day)	11/8-11/9 T-W	CATC-Salem
Mental Health/Drug & Alcohol	11/10 Th	CATC-Salem

We recognize this is a big change in how training is delivered and may take some time getting used to. However, we strongly believe this new model will be more effective and better prepare workers to meet the complexity of our programs. As mentioned before, this is a first step in our new learning system design. Our ultimate long-term goal is to provide an integrated training system that blends policy, culture and hands-on practice that incorporates all learning styles. If you have any questions or constructive feedback, please contact the SSP Training Manager, Bonnie Murray, via email or at 503-569-6472.





# April 2011 Targeted SNAP Reviews

## 100% Accuracy Honor Roll

0310 Canby SSP	1603 Warm Springs SSP	3013 Hermiston SPD
0314 Estacada SPD	1611 Prineville SPD	3112 Enterprise SPD
0702 Ptld Integrated Svcs SSP	1612 Madras SPD	3211 Florence LCOG ADS
1202 Condon SSP	1802 Lakeview SSP	3415 Tigard SPD
1211 John Day SPD	1911 Woodburn ADS	3515 Portland Mid Area ADS
1404 Refugee Branch	2019 Cottge Grv LCOG ADS	3617 McMinnville ADS
	2111 Toledo ADS	

## 90% or Better

97.50 Corvallis SSP	0201	94.00 W Eugene SSP	2002	92.50 Gateway Center SSP	1102
96.67 St. Helen's SSP	0902	93.33 Baker City SPD	0111	92.00 SE Portland ADS	1418
96.67 Keizer SSP	2405	93.33 Oregon City SPD	0311	92.00 D8 Processing Ctr	1503
96.30 Lebanon SSP	2202	93.33 Milwaukie SPD	0313	92.00 D4 Processing Ctr	2203
96.00 Grants Pass ADS	1717	93.33 St Helens SPD	0511	91.67 W Portland ADS	2518
96.00 Klamath Falls SPD	1811	93.33 Gold Beach SPD	0811	91.67 Hermiston SSP	3003
96.00 S Salem ADS	2412	93.33 Redmond SPD	0914	91.67 Hillsboro SPD	3411
96.00 Beaverton SPD	3417	93.33 Roseburg SSO	1011	90.00 Baker City SSP	0101
96.00 E. Multnomah ADS	3518	93.33 Eugene SSO	2011	90.00 S Umpqua Center	1002
95.00 La Pine SSP	0903	93.33 Dallas SSP	2701	90.00 Teen Parent SSP	1406
95.00 Prineville SSP	1601	93.33 Dallas ADS	2711	90.00 Ashland SSP	1502
95.00 Milton-Freewater SSP	3004	93.33 Tillamook ADS	2911	90.00 W Medford PC	1504
94.74 St John's SSP	2601	93.33 Pendleton SPD	3011	90.00 Cave Junction SSP	1702
94.00 Bend SSP	0901	93.10 Medford SSP	1501	90.00 Pendleton SSP	3001
94.00 Springfield SSP	1101			90.00 The Dalles SSP	3301

### Important Reminder from the Direct Pay Unit!

Please only use the most current version of the 7494 Child Care Provider Listing form (09/2010) and recycle all earlier versions of the form.

For convenience, you may print the current 7494 directly from the Forms Server at:

<https://apps.state.or.us/cf1/Forms/>

If Direct Pay Unit receives an older version, DPU must send the provider a new form to complete. This will delay background checks and possibly payments to the provider.

Direct Pay Unit appreciates the field staff in working together to serve our customers! If you have any questions, please contact your DPU representative.

*The Direct Pay Unit*





# April 2011 Targeted Medical Reviews 100% Accuracy Honor Roll

0701 Alberta SSP	1503 D8 Processing Center	2202 Lebanon SSP
0702 Integrated Srvs SSP	1504 W Medford PC	2405 Keizer SSP
0902 Redmond SSP	1702 Cave Junction SSP	2601 St John's SSP
1201 John Day SSP	2003 Cottage Grove SSP	3001 Pendelton SSP
1202 Condon SSP	2101 Newport SSP	3004 Milton-Freewater SSP
1501 Medford SSP	2201 Albany SSP	3201 Florence SSP
1502 Ashland SSP		3302 Hood River SSP

## 90% or Better

97.14 D4 Processing Center	2203	93.33 St. Helens SSP	0501	91.43 McMinnville SSP	3601
96.67 McKenzie Center	2001	93.33 Beaverton SSP	3401	90.00 Corvallis SSP	0201
95.00 Gateway Center	1102	92.50 North Salem SSP	2402	90.00 La Pine SSP	0903
94.29 Springfield SSP	1101	92.31 La Grande SSP	3101	90.00 S. Umpqua Center	1002
94.29 Grants Pass SSP	1701	91.43 W Eugene SSP	2002	90.00 Tillamook SSP	2901
94.12 Hermiston SSP	3003			90.00 Tigard SSP	3403

## News from the Training Unit!

Take a look at this advanced follow-up to the SSP Essentials three-day course.

**Course #:** C02519

**Course Name:** Essentials 201/Advanced

**Course Synopsis:** **PREREQUISITE:** SSP Essentials three day course, six (6) months to one year in-branch experience.

This **one-day** course is an advanced follow-up to the SSP Essentials three-day course. It's fast paced and highly interactive. The curriculum is 10% refresher and 90% advanced instruction of the five original academic categories: **Customer Service, SNAP, Medical, Domestic Violence, and Computer Screens**. It's tailored to provide SSP Reception/Support staff with the basic tools needed for the work they do. Lead workers and managers who work closely with SSP Reception/Support staff will find this training valuable as well and are welcome to attend.

This training requires students to have signed the DHS Policy and Procedure Summary form (DHS 2400). Students should have a RACF ID and a current password.

Sessions can be scheduled locally upon request.

*CAF Training Unit*



**Didja Know??** When a client is employed by a person who allows the client to stay rent-free in a dwelling as part of their compensation for work performed, it's called "shelter in-kind" income. You may be able to exclude the amount of the rent from the client's gross countable income for **medical**.

**Example:** *Shelter-in-kind income may include rent or utilities credit that a client receives in exchange for work performed. To determine the amount, subtract the amount the client pays for rent from the amount the dwelling usually charges for rent. For example, the rent is \$550, but the client pays only \$100 because of work done for the landlord. The shelter- in-kind income is \$450 (\$550 - \$100). If the income is part of the applicant's taxable income (on the paystub) and then deducted, it is considered countable income. If it is not taxable income, it is excluded.*