



On Target

How to determine a potential UC claim...

To be eligible for medical assistance, people must actively pursue assets for which they have a legal right to claim. Many times this means you must evaluate whether or not an individual has a potential claim. When determining if a client has a UC asset to pursue, there are two places to look.

The first is EPC2 (F22 from the WAGE screen):

Date: 04/06/12 EPC2 - POTENTIAL CLAIM DETERMINATION Time: 09:31 am
 This Does Not Establish a Claim for Unemployment Insurance Page 1 of 1
 Latest Claim 16/07 for FO 200 VALID

SSN	Inc	Date the potential claim is based on	Other Name	Wages? N
Last Name				BYE 13 13
Date of Claim	04 06 12	Base Yr Ext limiting qtr		
Acct Name/Acct#	Wages Hrs	Wages Hrs	Wages Hrs	Wages Hrs
0893916	336.00 028	504.00 042		
1117736	4,471.82 514	5,781.15 665	3,212.48 370	4,360.89 502
Total	4,807.82 542	6,285.15 707	3,212.48 370	4,360.89 502
Base Qtrs	(1/11)	(2/11)	(3/11)	(4/11)
Total Wages	18,666.34	Total Hours	999	
1.5xHWQtr	9,427.72	WBA	233	MBA 6058

Date the potential claim is based on

Since there are amounts in these fields there is a potential claim

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The EPC2 screen may show a non-valid claim:

This Does Not Establish a Claim for Unemployment Insurance Page 1 of 1
 Latest Claim 12/11 For FO 200 VALID

SSN	Inc	Date the potential claim is based on	Other Name	Wages? N
Last Name				BYE 13 13
Date of Claim	04 06 12	Base Yr Ext limiting qtr		
Acct Name/Acct#	Wages Hrs	Wages Hrs	Wages Hrs	Wages Hrs
Total	.00 000	.00 000	.00 000	.00 000
Base Qtrs	(1/11)	(2/11)	(3/11)	(4/11)
Total Wages	.00	Total Hours	0	
1.5xHWQtr		WBA	0	MBA 0 Non-Valid Claim

Here is a clue to why the claim is showing as "Non-Valid"

Non-Valid Claim and no income showing in WBA and MBA.

If the EPC2 screen shows a non-valid claim then the next step is to look at the ECLM claim list (F5 from ECLM). Do any of the active claims have a future BYE date? If yes, this is a claim from which the client may be able to start claiming benefits. Whether or not they are eligible for benefits from this claim will be determined based upon their job separation.

BYE	Base Qtr	FO	ABY	Status
12/11				VALID CLAIM
23/03				PURGED

BYE = Benefit Year End.

The BYE is listed as WWYY- the week and year the claim ends.

Don't forget to determine whether the client has good cause not to pursue a claim. Either way, narrate your decision! For more information on pursuit of assets and determining good cause see FSM Chapter 8, Medical Assistance Programs, D,7, Pursuing Assets

SSP Medical Policy Analysts



Metro ERDC Processing Center Applies Best Practices

We sent around a few medical accuracy questions in District 2 about common mistakes and error causes. What works well and not so well in your area related to medical accuracy? What policy issues or suggestions do you have? What procedural improvements has your branch made to increase accuracy? Here is what the Metro ERDC Processing Center had to say. Thanks to Ryan Sanders for preparing the branch response. We hope that you'll find his feedback helpful!

- Our workers sometimes miss the subtle clues that private health insurance is available. This is usually in the form of a medical/dental deduction on the client's paystub but not addressing PHI in narration. Or, approving CHP based on the client's statement that the medical policy does not cover the child but does cover other members of the household (not verifying coverage).
- Identifying potential MAA/MAF cases – this is easily missed because our clients are mostly employed. We miss narrating deprivation or narrate incorrectly.
- We sometimes miss valid UC claims and are not pending for clients to apply. Also, if we are exempting clients from applying for this asset, we are not adequately narrating why they are exempt (such as working 30 hours per week).
- Absent parents are showing the same address on our screens (smux, other cases, eclm, etc), which sometimes gets missed.
- Transitioning children from OPC to MAA and then to OPU when they turn 19 (MAA work around). This can be work intensive and confusing for some workers.
- HKC referrals and how to correctly do them is an area of uncertainty.

What we're doing to stay at the top of our game:

The branch has been investing one hour per week, per worker for accuracy improvement projects. This is scheduled for the same time each week. We use a "review your own work tool", conduct additional non-targeted reviews, and have workers sit with our targeted reviewer to shadow their own case reviews. Our "review your own work" tool has been successful in helping workers identify their training needs. *(The tool is included on page 3 of this edition)*

We have implemented additional reviews for our workers. These are non-targeted reviews done by their HSS4, but still recorded in ART. We generally try to review for SNAP, medical, and ERDC at the same time.

The branch also conducts short trainings based on branch need.

So there you have it - Insight into Br 3503. Thanks again to Ryan for summarizing some excellent observations about common errors and best practices at his branch!

Program Integrity Team

News on Link-Up America & OTAP/Lifeline

You may have heard, Link-Up America was eliminated effective April 1, 2012. This program through the Public Utility Commission of Oregon (PUC) helped low income households with telephone installation charges. **Please recycle any Link-Up America applications in your office.**

Good news though, The Oregon Telephone Assistance Program (OTAP, also known as Lifeline) is still available. OTAP provides reduced telephone rates for qualifying SNAP, TANF, SSI, Medicaid, and some State Medical Program clients. Clients must have an active phone service with an OTAP participating phone service provider. OTAP applications are available at PUC's website along with a list of participating phone companies:

<http://www.puc.state.or.us/puc/Pages/rspf/otap.aspx>

Clients may also apply on-line at: <https://apps.puc.state.or.us/rspf/otapapp.asp>

SNAP Policy Analysts



Review Your Own Work Activity

The following “review your own work” activity is used by the Metro ERDC Processing Center (Branch 3503) to help staff prevent common mistakes. The HSS4 in the branch is responsible for identifying one case per worker, per week for review during a designated month. One hour is dedicated to the activity.

Review Your Own Work Checklist

Date:

Case Name:

Case Number:

Instructions: Complete this check list and review your findings with your HSS4. What was found using this tool that was missed last time?

BENEFIT START DATE

- Did benefits start on the filing date for SNAP, the date of request for medical, or the first of the month of the date of request for ERDC?
- Did you clearly narrate the filing date and/or the date of request? (This is important in case multiple applications were submitted).

HOUSEHOLD COMPOSITION

- Were there any changes to the household composition?
- Have you checked all of the available screens for absent parents using this address?
- Are all children in the household under 22 years of age included on the SNAP case?

CITIZENSHIP STATUS

- Has their citizen status been previously verified?
- Have all members of the household receiving medical had their person/alias updated with their citizen status?
- Did you complete a SAVE verification and place a copy in the file?

EARNED AND UNEARNED INCOME

- Did the client submit sufficient income verification and can it be found in the case file? Write how the income was verified: _____
- Write any calculations that were used to determine eligibility: _____
- For medical, write the budget month and any income coded: _____
- Is the income representative of the client’s anticipated future earnings?
- For SNAP, do we have income verification for the previous 30 days up to the filing date?
- Did all of the income get addressed such as tips, bonuses, commissions, and income from 18 year old household members not attending school?
- Was there any income information reported on the application, TRACS, or system screens that did not get addressed in your narration?
- Did you exclude any income? _____ Was it clearly narrated why?

HOUSING COSTS AND UTILITIES

- Does the shelter deduction match what the client reports on the application? Have any discrepancies been addressed?
- Have you correctly prorated any shelter costs being paid by ineligible noncitizens? Have costs being paid by ineligible students been addressed?
- If the client is living in a split housing situation (roommates), are the client’s costs clearly narrated?
- If the client is paying a mortgage cost, were fire/hazard and property tax included in the shelter deduction?

DEDUCTIONS

- Has the ERDC copay and any additional child care costs been correctly coded?
- Are copays being paid by ineligible noncitizens being correctly prorated?

PURSUING ASSETS

- Does the client have a valid unemployment compensation claim that needs to be pursued? If exempt, has this been narrated? Did you put the date of request into the EPC2 screen to check for a valid claim?

INCORRECT MEDICAL PROGRAM

- Based on all eligibility factors, has the correct medical program been approved?
- Can you approve a better medical program by floating the budget month?
- For OPU and CHP eligible clients, did you clearly narrate access to private health insurance?

OTHER

- Are any application materials missing from the case file?
- Was anything mentioned on the application that was not addressed in narration?

New Worker Guide Has Come To Town

Page 4

Did you know there's a new worker guide in town? You can find this worker guide in the Medical Assistance Programs chapter of the FSM; Worker Guide MA-8: Shelter-In-Kind, In-Kind and Earned Income.

The worker guide provides 14 examples of situations where it is often challenging to determine if the income is shelter-in-kind, in-kind income or earned income and whether it is countable or not. For example:

Example 12: Client is working for a rental company as an apartment manager, cleaning or doing other maintenance and receives hourly or salary pay. Client is living in the rental company's house or apartment. In exchange for her work, she is not paying for part or all of her rent. For MAA, MAF, OHP, CHIP or HKC, the rental amount is counted as earned income if it is on the pay stub as part of her total gross income and taxed*. If it is not added to her gross pay and taxed, it is not considered part of her earned income. This is **shelter-in-kind income** and would not be counted.

* For medical, when the income is taxed, it becomes earned income, and is considered to be given in the form of money even though it is then deducted off the pay for the housing or apartment cost. Thus, it is not in a form other than money, so is not shelter-in-kind income. Instead, the employer has increased their employee's earned income for the amount of the housing or apartment, taxed it, and then deducted the cost of their housing or apartment from the pay. If it is not taxed, it is shelter-in-kind income.

We hope this worker guide will provide answers for common, but challenging eligibility questions for how to count this income!

Medical Policy Analysts

Welcome Back, SNAP 201

After a long hiatus, the SNAP refresher class (formerly called Food Stamps 201) is coming back in June. This class is built around the policies that most commonly lead to errors or just plain confusion. It is intended for staff who have had at least one year's worth of SNAP caseload experience.

The class will be 1½ to 2 days: after the pilot, we will know for sure.

Sign up now for one of the June sessions on the Learning Center or send your request for a local session to Betty Silva in the SSP Training Unit.



SNAP in the NEWS

Recent news releases have highlighted the importance of the SNAP program. Today, more than 805,000 people - or one in five Oregonians - use SNAP to purchase nutritious food.

We, in the Office of Program Integrity, want to take this opportunity to *cheer* the fine work of our DHS staff in determining these important benefits so that all Oregonians receive the nutrition assistance they are eligible for in an *accurate* and timely manner.

Here is a link to the recent **Oregonian Editorial** - *Food stamps helped in recession, if not in politics*

http://www.oregonlive.com/news/oregonian/david_sarasohn/index.ssf/2012/04/food_stamps_helped_in_recessio.html

And here is a link to the KXL Radio 101FM broadcast series dispelling common myths about SNAP and discussing how we address fraud issues.

News Radio 101FM KXL - SNAP series

http://www.oregon.gov/DHS/assistance/foodstamps/audio/101_FM_SNAP_Series.mp3

The Office of Program Integrity, Managers and Staff

The Work Number

Our Top 50 Employers:

	Total
Wal-Mart Stores, Inc.	10343
Kroger Company	7901
Safeway Inc.	7664
TrueBlue, Inc.	6009
Allegis Group, Inc.	3395
Target Corporation	3394
Sears Holdings Corporation	3114
Dollar Tree Stores, Inc.	2643
ACS, a Xerox Company	2636
Macy's, Inc.	2623
Kelly Services, Inc.	2566
Albertsons, Inc.	2509
SOS Staffing Services, Inc.	2368
Home Depot, Inc.	2269
Adecco Employment Services	2246
Ross Stores, Inc.	2099
United Parcel Service, Inc.	1630
Starbucks Corporation	1346
Darden	1240
Providence Health & Services - Oregon	1210
YUM! Brands, Inc.	1115
Kohl's Corporation	1091
Lowe's	1079
Walgreen Co.	1058
Randstad North America	1041
TJX Companies, Inc.	1014
U.S. Bancorp	1008
City of Portland - Public Schools	1000
T-Mobile USA, Inc.	929
Rite Aid Corporation	889
Sodexo	889
Gap, Inc.	861
Limited Brands Inc.	848
Red Robin Gourmet Burgers, Inc.	825
FedEx Ground Package System, Inc.	824
Costco Wholesale Corporation	799
Stream Global Services, Inc.	789
ARAMARK Corporation	778
Best Buy Co., Inc.	710
US Postal Service	700
Emeritus Senior Living	698
FirstGroup America	662
US Department of Agriculture	628
Michaels Stores, Inc.	590
Big Lots Stores, Inc.	570
Compass Group USA	564
Wendy's International, Inc.	562
Jack in the Box Inc.	557
Manpower, Inc.	547
Les Schwab Tire Centers	546

FAQ's

How many employers are signed up with The Work Number?

Oct 2011 through March 2012 The Work Number has added 136 employers. There are over 2000 employer's total.

How often are we really finding information through using The Work Number?

In Oregon we had an average of 11,412 verifications between Oct 2011 and March 2012. Additionally, averages of 23,768 social security matches were done. To put it in perspective, there was an average of 43,683 attempts where we were unable to get any information. This means an average of 44.6% of the times when we use The Work Number we gain information of some type.

How much does DHS pay for this service? We are only charged for actual Social Service Transaction (verification of income) and we are not charged for Social Security Pay Date Summary (Social Security number searches). The charge for each verification of income is \$2.62.

I always have to re-sign in, how long can I not use it before it times out? The Work Number will time out after 16 minutes of inactivity and you will have to log back in.

Where can I get additional information or help?

We plan to add user guides for The Work Number to our Staff Tools in the next 30 days. A transmittal regarding The Work Number will describe where to locate the tools.

How useful is The Work Number is to our local office? We also plan to get reports by branch out to local managers in the next 30-60 days.

What are the benefits of using The Work Number?

For each "hit" we are either identifying income not reported or saving ourselves and the client the extra work of a pending case. Consistent use of the tool does increase accuracy and saves time associated with the rework of pended cases.

Bonus Question: *First correct response sent to Melissa Clark will get a chocolate bar of their choice. What other company names does the number 4 employer use in our state?*



April 2012 Targeted SNAP Reviews

100% Accuracy Honor Roll

0111 Baker City APD	1517 Medford DSO	2911 Tillamook ADS
0411 Warrenton ADS	1802 Lakeview SSP	3005 Boardman SSP
1202 Condon SSP	2019 Cottage Grove ADS	3102 Enterprise SSP
1211 John Day SPD	2111 Toledo ADS	3112 Enterprise SPD
1311 Burns SPD	2711 Dallas ADS	3211 Florence ADS
1404 Refugee Branch		3515 Ptld Mid-Area ADS

90% or Better

96.67 Astoria SSP	0401	93.33 Eugene LCOG ADS	2011	91.67 Albany ADS	2211
96.67 Newport SSP	2101	93.33 Albany SSP	2201	91.43 Corvallis SSP	0201
96.00 Klamath Falls APD	1811	93.33 Ontario SSP	2301	91.67 Prineville SPD	1611
96.00 D4 Processing Center	2203	93.33 Ontario SPD	2311	90.91 Grants Pass SSP	1701
95.00 LaPine SSP	0903	93.33 Hermiston SPD	3013	90.91 LaGrande SPD	3111
95.00 South Valley SSP	1502	93.33 The Dalles SPD	3311	90.91 Alberta SSP	0701
95.00 Milton-Freewater SSP	3004	93.33 Tigard SPD	3415	90.00 Integrated Srvs SSP	0702
94.29 Gateway Center	1102	92.86 Canby SPD	0310	90.00 SE Portland SSP	1401
93.33 North Clackamas SSP	0303	92.59 Lebanon SSP	2202	90.00 Rogue Family Ctr	1505
93.33 St Helens SSP	0501	92.00 SE Portland ADS	1418	90.00 Cave Junction SSP	1702
93.33 St Helens APD	0511	92.00 Medford SSO	1513	90.00 Woodburn SSP	1901
93.33 Woodburn ADS	1911	92.00 Grants Pass DSO	1717	90.00 Pendleton SSP	3001
93.33 Cottage Grove SSP	2003	92.00 West Portland ADS	2518	90.00 McMinnville SSP	3601
		92.00 McMinnville ADS	3617		

Four Best Practices for Getting Information to QC

1. QC receives large amounts of case files via UPS and FedEx. Instead, we encourage branch offices to utilize the PacTrac system if available in your area, and if it is not, then use the USPS service with delivery confirmation slips. This has proven to be a cost savings for our department and if properly used across the state, could result in a huge cost savings across the board. An additional option, should time be of essence, is to scan the pertinent documents, attach and e-mail them to the QC Unit.
2. QC also often receives case files with no QC identifying information, i.e. the QC case request letter. We would like to remind branch offices to please attach the case request letter to the front of the case file when sending. This reduces the time our Administrative Staff need to identify the case and get it to the correct reviewer which helps to ensure a timely return to the branch office.
3. Once a case has been requested by QC, and the branch then determines that it has been archived, QC encourages the branch to fill out the Archive case request form and submit it to Archive Services to assist in meeting QC's strict deadlines.
4. Lastly, QC would like to remind branches to provide an update to QC of any point persons/staffing changes for the 372 Report recipients and Case Request recipients. With your help, we can get the right information to the right person and keep the process running smoothly for everyone!



April 2012 Targeted Medical Reviews 100% Accuracy Honor Roll

0401 Astoria SSP	1402 New Market Theater	2002 W Eugene SSP
0501 St Helens SSP	1406 Teen Parent SSP	2202 Lebanon SSP
0701 Alberta SSP	1502 South Valley SSP	2405 Keizer SSP
0702 Integrated Svcs SSP	1504 WMedford Extension Office	2601 St Johns SSP
0903 LaPine SSP	1505 Rogue Family Center	2701 Dallas SSP
1102 Gateway Center	1603 Warm Springs SSP	3102 Enterprise SSP
1201 John Day SSP	1802 Lakeview SSP	3301 The Dalles SSP
1301 Burns SSP	1901 Woodburn SSP	3503 D2 ERDC Proc Ctr

90% or Better

97.14 D4 Processing Ctr	2203	95.00 Redmond SSP	0902	91.18 South Salem SSP	2401
96.55 McKenzie Center	2001	93.33 Springfield SSP	1101	90.91 Metro Processing Center	1403
96.43 Klamath Falls SSP	1801	93.33 Cottage Grove SSP	2003	90.00 Baker City SSP	0101
96.00 Gresham SSP	3502	93.33 Newport SSP	2101	90.00 Milton-Freewater SSP	3004
95.00 Corvallis SSP	0201	93.33 Albany SSP	2201	90.00 McMinnville SSP	3601
		91.30 Coos Bay SSP	0601		

Keep Those Documents With The File

A recent Medicaid audit conducted by the Secretary of State's (SOS) office determined an application for Supplemental Nutrition Assistance Program (SNAP) benefits was used to determine Medicaid eligibility. The case file was subsequently transferred to a different branch however the SNAP application was not in the file and could not be located in either the sending or receiving branch. The missing application resulted in an error being cited for the department.

When an error is cited by SOS, any payments made on behalf of the client during the error period are required to be paid back by the department to the federal Medicaid agency. Payments include capitation fees and payments made for services the client received. These payments must then be charged to state general funds.

Case File Maintenance

It is important to ensure all applications for assistance and other documentation used to support eligibility determination are kept together in one case file at all times. If a branch uses more than one worker to determine eligibility for different programs, but uses the same initial application received from the client, the branch should have a process for ensuring the documentation is returned timely to, and retained in, one case file. Keeping all documentation together in one case file reduces the likelihood of missing paperwork.

In addition, when a case file needs to be transferred to another branch, the case file must be sent timely using a tracking mechanism. When documents are received or discovered in a branch after the case file has been transferred, they too must be sent timely to the new branch. A tracking mechanism should be used in these instances as well. When only a few documents need to be forwarded to another branch, scanning and emailing is also an acceptable method.

Maintaining valid/current applications and supporting documentation for all programs clients receive benefits from is a critical internal control and a fundamental element of program integrity.

Please refer to transmittal [SS-IM-12-018](#) for more information.