



February 2013

On Target

February '13 Contributors

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Click here to link to the Family Services Manual



TANF EBT Restrictions

Beginning February 6, 2013, clients in the Temporary Assistance for Needy Families (TANF), State Family Pre-SSI/SSDI (SFPSS) and Refugee (REF) programs may not use or access TANF cash benefits in an EBT transaction at a:

- Liquor store.
- Casino, gambling casino or gaming establishment. This does not include an establishment where gaming activities are incidental to the main purpose of the business.
- Retail establishment that provides adult-oriented entertainment in which performers disrobe or perform in an unclothed state for entertainment.

In addition, the department must take steps to ensure clients have adequate access to TANF cash benefits. "Adequate access" is to be determined on a case-by-case basis by the branch and may vary according to individual client strengths and barriers.

If you are unsure whether a client's TANF cash benefits may be used or accessed in an EBT transaction in a particular location in the client's community, please staff the question with your local line or program manager.

The February 6, 2013 changes implemented by the department are part of the first phase of complying with federal requirements on where TANF cash benefits may be used or accessed in an EBT transaction.

Penalties for using or accessing TANF cash benefits in an EBT transaction in a prohibited location have not yet been determined.

For more information on the TANF EBT restrictions, including ensuring adequate access to TANF cash benefits, see:

- OAR 461-165-0010
- FSM TANF A
- Policy Transmittal SS-PT-13-005
- Staff Q&A

TANF Policy Analysts

SAVE is Our Friend

The Systematic Alien Verification for Entitlement (SAVE) Program is designed to aid us in verifying an applicant's immigration status and if their immigration document is valid.

When should a worker check SAVE?

SNAP: Check SAVE at Certification. If there is a change in status or expired documentation check SAVE at Recertification

ERDC: Check SAVE at certification only for the children that need child care. At recertification SAVE needs to be checked only if there is a change in the child's status or their documentation has expired.

TANF: Check SAVE at Certification and Recertification

Medical: Check SAVE at Certification and Recertification and any time there is a change in status.

What should a worker do if additional verification is needed?

Workers will initiate a search of status and sometimes a message will appear requesting additional verification. This happens in cases where there may be a discrepancy in the immigration document or results.

Within SAVE there are two more additional verification attempts possible. If a third request for additional verification is needed, complete G-845 (also done within the SAVE website) print out and mail to USCIC Attn: Immigration Status Verification Unit 300 N Los Angeles, CA 90012.

What should a worker do if the document is expired?

*Accept the expired document for one certification/redetermination period and narrate.

*Complete a Document Verification Request form ([G 845](#)) to validate alien status.

Is there a SAVE cheat sheet? Yes, located at:

<https://inside.dhsoha.state.or.us/images/stories/dhs/self-sufficiency/training-unit/docs/noncitizens/save.pdf>



What to do when you are done with the SAVE information?

When you are done verifying the information, towards the bottom of the verification you will see a "Complete and Close Case" button. Click the button and the case request will be closed. *There is limited space in the SAVE system so closing out case requests when finished will allow for new requests to be processed timely.

Rishona Hinsee, TANF Analyst

Don't Forget the Pickles!

If you are determining eligibility for OSIPM benefits don't forget to consider the Pickle Amendment policy.

Almost every January, Social Security recipients receive a Cost of Living Allowance (COLA) increase to their benefits. This COLA is applied to the individual's SSB/SSDI benefits before being applied to their SSI benefits. This means over time an individual's SSDI will increase while their SSI decreases and eventually the individual's SSI may stop completely. Even though the individual no longer has SSI and their SSB/SSDI is over the income standard for OSIPM, the client may have protected eligibility for OSIPM under a portion of Public Law known as the "Pickle Amendment." Congress provided for the Pickle exception to ensure that a client who was formerly eligible for an SSI cash payment did not lose Medicaid coverage solely due to a small increase in income.

In order for the client to meet the Pickle requirements for OSIPM, all of the following must be met:

- *The individual must currently be receiving SSB or SSD
- *The individual must have received SSI payments and become ineligible for those payments after April 1977 (The COLA increase is not the only reason a client's SSI may have ended)
- *The individual must have been receiving SSI and been eligible for SSB in the same month, prior to losing the SSI
- *The individual's current income would be within the SSI standard if the cost of living adjustments (COLA) were deducted from the current SSB income. That is, after the individual's SSB income is "Pickled", the total amount of the Pickled SSB (rounded down because SSB amounts are only paid in even dollar amounts) plus the individual's other income does not exceed the current SSI standard plus \$20
- *The individual meets all other financial (resource limit) and non-financial criteria for OSIPM

APD OSIPM Worker Guide #9 [Protected Eligibility](#) details how to determine eligibility for Pickles and other protected groups. It even has a demonstration of how to verify Pickle eligibility using the mainframe screens.

If it turns out that the client is not eligible as a Pickle, remember to look at all other programs (including OPU) before closing or reducing benefits with timely notice.

SSP Medical Analysts

Important Information from HIG

Clients are required to report when they are/become covered by other insurance or when their coverage changes or ends. It is important that MMIS be updated with the most recent information so clients don't have problems accessing services.

To ensure timely and accurate processing of referrals, please review the following important reminders from HIG:

- Please fill out the [MSC415H](#) completely. Every section on the form is important, especially your name and phone number and the case number. When HIG receives incomplete forms, it delays processing and in some cases, we are unable to process because we don't have enough information.
- Please wait at least 30 days before you send in a second or third referral ([MSC415H](#)). Some referrals take longer to process due to the rules for verification that are set by the insurance companies. Sending duplicate referrals creates additional work for HIG which delays processing time frames for everyone.
- For "rush" requests, use the [MSC0156](#) or the [MSC415H](#) and be sure to tell us why you need rush processing. Examples would be "client needs medication" or "client has doctor's appointment today" or "client is pregnant". Both forms are electronic and can be emailed directly from the forms server. HIG usually processes "rush" requests the same day they are received. Email rush referrals to [REFERRALS TPR](#)
- The purpose for adding the 0-7 coding on CMUP or in OR ACCESS is to tell HIG if it is ok for the state to pursue the private insurance. It does not prevent auto enrollment or disenroll a client from a CCO. For assistance with enrollment issues contact Client Enrollment Services (CES) or HIG if the enrollment is related to TPL.
- Send clear copies of the front and back of the insurance cards when possible. Insurance cards usually have important information that can make the verification process faster.



Referrals you should not send to HIG

- Do not send a [MSC415H](#) for Medicare Advantage plans. This information is received from Social Security and it is loaded directly into MMIS.
- Do not send requests for HIPP reimbursements for Medicare recipients. People covered by Medicare are not eligible for HIPP even if they have employer-sponsored or private health insurance.

IMPORTANT information about contacting HIG:

When using email please send to [REFERRALS TPR](#). Do not send to [OPAR HIG](#). The OPAR HIG address sends to the entire team. This causes extra steps for you and for HIG. HIG staff are specifically assigned to the REFERRALS TPR in-box each day and it is the email address that should be used.

Email: [REFERRALS TPR](#) or outside Outlook, tpr.referrals@state.or.us

Phone: 503-378-6233

For HIPP questions or information: [Reimbursements HIPP](#) or outside Outlook, reimbursements.hipp@state.or.us

Carolyn Thiebes, Policy Analyst, OPAR



Didja Know?? The Furlough Day Calculator for the 2011-2013 Biennium

is back by popular demand. You can find the newest version of the Furlough Day Calculator on the Desk Tools Page. <http://www.dhs.state.or.us/training/foodstamps/desktool.htm>



Have a SNAP policy question?
Contact our SNAP Analysts in
Outlook:SNAP POLICY



Have an SSP medical policy question?
Contact our SSP Medical Analysts in
Outlook: Medical SSP-Policy.



January 2013 Targeted SNAP Reviews

100% Accuracy Honor Roll

0111 Baker City APD	1301 Burns SSP	2518 West Portland ADS
0310 Canby APD	1311 Burns APD	2911 Tillamook ADS
0313 Milwaukie APD	1517 Medford DSO	3013 Hermiston APD
0411 Warrenton ADS	1601 Prineville SSP	3102 Enterprise SSP
0501 St. Helens SSP	1702 Cave Junction SSP	3211 Florence ADS
0511 St. Helens APD	1802 Lakeview SSP	3411 Hillsboro APD
0903 LaPine SSP	1811 Klamath Falls APD	3415 Tigard APD
1211 John Day APD	2201 Albany SSP	3617 McMinnville ADS

90% or Better

97.78 North Salem ADS	2411	94.12 Bend APD	0911	92.00 Grants Pass DSO	1717
96.67 Corvallis SSP	0201	93.75 Springfield SSP	1101	92.00 Albany ADS	2211
96.67 Santiam Center	2404	93.55 Medford SSP	1501	92.00 Dallas ADS	2711
96.00 Medford SSO	1513	93.33 Astoria SSP	0401	92.00 N/NE Portland ADS	2818
96.00 Toledo ADS	2111	93.33 Gold Beach APD	0811	92.00 La Grande SSP	3101
96.00 D4 Processing Center	2203	93.33 Redmond SSP	0902	92.00 E Multnomah ADS	3518
96.00 The Dalles SSP	3301	93.33 Eugene LCOG ADS	2011	91.84 McKenzie Center	2001
96.00 Beaverton APD	3417	93.33 Cottage Grove ADS	2019	90.48 Klamath Falls SSP	1801
96.00 Ptld Mid-Area ADS	3515	93.33 Newport SSP	2101	90.00 Baker City SSP	0101
95.45 D8 Processing Center	1503	93.33 Ontario ADS	2311	90.00 Integrated Srvs SSP	0702
95.00 New Market Theatre	1402	93.33 Pendleton APD	3011	90.00 Rogue Family Center	1505
95.00 W Medford Ext Office	1504	92.00 SE Portland ADS	1418	90.00 Keizer SSP	2405
94.74 Alberta SSP	0701			90.00 Milton-Freewater SSP	3004

Updated DHS 709

The DHS 709, *Referral for APD PMDDT Medical Eligibility Decision* form is updated and available on the DHS forms server.

The updated DHS 709 has the current income standards and policies to help make an accurate referral.



Please delete all copies of the prior versions of the DHS 709 form from your desktop and archives and use only the current version going forward; the prior version of the DHS 709 form was inaccurate and contains outdated information.

DHS/OHA case transfers work group

Medical Skills Tune-Up

Here is a link to an MAA Budgeting Skills Challenge. CTRL + click below to take the Challenge!

http://www.dhs.state.or.us/caf/ss/skill-challenges/ss-medteam/MSB_MAA_Budgeting.pdf



January 2013

Targeted Medical Reviews

100% Accuracy Honor Roll

0101 Baker City SSP	1301 Burns SSP	2003 Cottage Grove SSP
0201 Corvallis SSP	1402 New Market Theatre	2101 Newport SSP
0401 Astoria SSP	1403 Metro Processing Center	2202 Lebanon SSP
0903 LaPine SSP	1404 Refugee Branch	2404 Santiam Center
1002 S Umpqua Center	1502 South Valley SSP	3101 LaGrande SSP
1101 Springfield SSP	1504 W Medford Ext Office	3102 Enterprise SSP
1201 John Day SSP	1802 Lakeview SSP	3301 The Dalles SSP
1202 Condon SSP	2001 McKenzie Center	3503 D2 ERDC Processing Ctr

90% or Better

97.14 D4 Processing Center	2203	93.33 Medford SSP	1501	92.50 N Salem SSP	2402
96.67 Grants Pass SSP	1701	93.33 Woodburn SSP	1901	92.50 WA Co Processing Ctr	3404
96.43 McMinnville SSP	3601	93.33 Albany SSP	2201	92.00 Bend SSP	0901
93.75 Keizer SSP	2405	93.33 Ontario SSP	2301	91.18 S Salem SSP	2401
93.44 OHP Processing Ctr	5503	93.10 W Eugene SSP	2002	90.00 St. Helens SSP	0501
93.33 Gateway Center	1102			90.00 Tillamook SSP	2901

When do I Check the Business Registry? – A Perspective for Targeted Reviews

As SNAP Policy Analysts and QC Reviewers remind us regularly, more and more SNAP applicants are self-employed or otherwise receiving income from a business.

The increasing frequency of self-employment puts us in a tough spot in our efforts to contain payment errors. What we know is that most clients do their best to report accurately, but some make a conscious effort to under-report and, with self-employment, some simply don't understand our rules. Some report only the portion they draw from their business each month in earnings or fail to mention the business at all. If you see any of these red flags on the case, that should lead you to ask about other household income. Follow-up includes checking the SOS site when:

- > Paychecks always in even dollar amounts
- > Paychecks are personal or handwritten checks
- > Wages are too low to cover client's expenses
- > Applicant is working in service fields such as nail technicians, hairstylists, handymen, housekeepers, etc.

Our latest guidance to Reviewers is this: There is no requirement to check the Business Registry on every case. If a Reviewer finds an active business registered to the applicant on the registry then cite an action for the worker to request income verification. Cite an error only if there is an active business on the registry, the self-employment situation has not been addressed *and* one of the four indicators above is present.

So, even with little time to talk with the client, our best tool is making the most of the interview. Are your questions phrased toward traditional employment or do they also solicit information about self-employment? Are there opportunities to observe those "masters of the interview" who reside in every branch? Do you always check the Work Number, and when appropriate, the business registry?



You can follow the link to the Oregon Business Registry from the SNAP webtools page *or* go directly to registry at the link: http://egov.sos.state.or.us/br/pkg_web_name_srch_inq.login