

In the Loop

Seeking your thoughts and ideas

I wanted to take a moment to follow up on Erinn’s message earlier this week and remind you to provide your thoughts and ideas on the new DHS organizational design. Below is the link to the intranet pages that outline the draft design and some of our questions about moving forward. Many of the program area leads, including myself in Aging and Physical Disabilities, asked questions about how different structures would best serve the people of Oregon. I really encourage and need your feedback.

Here is the intranet site: <https://inside.dhsoha.state.or.us/dhs/dhs-do/directors-office-front-page.html>.

As we said, what we have posted is all in draft form. It reflects the current thinking up until this point in time. The reason that we want to share this now is to make sure to get your feedback on where we are in our thinking...this is truly a team effort!

As Erinn said, your input is critical in how we work together - and how we make this work and this place the best it can be under the very challenging circumstances of which we live and work.

I welcome your feedback. I am here to support you and always encourage two-way communications. Thank you so much for all you do.

Trisha Baxter, Chief Operating Officer
Programs to Seniors and People with Disabilities



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Supporting SPD/AAA Field structure by providing efficient, timely and accurate information through superior customer service.

Coordinated Care Organizations (CCO's)

As Oregon works to create a health care system of **better health and better care at lower costs**, it is important to know what got us to this point, and why right now, we have the opportunity to change the way we deliver care to Oregon Health Plan (OHP) members.

As way of background, in Oregon, Medicaid touches almost 600,000 lives, from medical, dental, and behavioral and mental health services, to in-home services, community-based care, and nursing homes for Medicaid eligible seniors and people with disabilities. However, many of these services do not manage their patients' care together, leading to a wasteful and inefficient system for Oregon's most vulnerable population.

Oregon's plan to transform lies in the creation of Coordinated Care Organizations (CCOs). CCOs would manage care for OHP members by taking the best thinking in Oregon and creating local organizations focused on one thing: reducing the barriers that stand between members and good health. The development and plan for CCOs is currently being worked on by four Governor-appointed workgroups. These workgroups will make recommendations to the Oregon Health Policy Board, which will then inform the plan for CCOs to the Legislature this February.

Last month began a tour of eight community meetings around the state. The goals of the meetings were to spread the word about the goals for CCOs as well as invite new ideas, input and feedback about how CCOs would work best locally.



The input from these meetings will be gathered for the Oregon Health Policy Board for the final CCO proposal that will go to the Legislature later this year. If you would like to participate and provide input, there is a survey at www.health.oregon.gov. You can also go directly to the [survey](#). Information about the workgroups and the process for developing CCOs can be found at www.health.oregon.gov. For suggestions and questions about CCOs, you can send them to oha.comms.outreach@state.or.us.

I will provide periodic updates in *In The Loop*. If you have any questions, please feel free to e-mail me.

Tina Kitchin, APD Medical Director



Don't forget! When a client indicates on the application they pay a rental cost, be sure to ask if they have a roommate or someone who helps them pay the rent. Many clients are answering the questions about their housing costs with the *total* expense instead of their portion which leads to a lot of preventable QC errors. Help your clients get it right so they avoid overpayments!



MODERNIZATION

CAPI tip of the month

Need a quick reminder about CAPI process? Look no further than the [Worker Guide Section B9!](#)

Potential pitfalls of the SPD 540

As the field has begun to use the web version of the Notice of Planned Action (SPD540), there's been an increase in inadequate notices. There are two reasons for this. First, workers are trying to paste too much text into the field on page one, which results in the explanation and/or rules being cut off. There is a third page to continue the explanation and rules listing, but excess text pasted into the first page doesn't automatically roll onto the third page; you must manually paste missing text onto page three. *Note: Don't print the third page if you didn't use it.*

The other issue causing an increase in inadequate notices is the use of single 540 to issue multiple decisions. There are a couple of problems with this. First, if there is an error in a section addressing one program, the entire notice is inadequate, even if the section pertaining to another program was entirely correct. Second, some decisions require a timely continuing benefit notice, others a continuing benefit notice and still others a basic notice. By using one 540 to issue notice on two different programs and/or types of decision, the notice may be a cross between two or three types of notices. This is a serious problem not only for the adequacy of the notice, but also for determining if a claimant is eligible for aid paid pending.

To ensure an otherwise sufficient notice isn't brought short by these issues, it is important to:

- Review the first page of the 540 to ensure all the intended information has fit into the provided field. If it didn't, add the missing information to page three;
- Use a separate 540 to inform the claimant of each action being taken on his or her cases. If there are multiple actions being taken, there needs to be multiple 540s. This does not mean you have to complete the online form in its entirety multiple times, as you can print for one action, edit the form without returning to OAccess, and print for the second. *Note: Don't use the reset button as it will blank out all the fields.*



Kurt Kessler, SPD Hearing Representative



Don't forget! Use only the most current version of forms. Many forms are updated based on changes in rules or procedures and the older versions are no longer adequate.

Old forms can lead to lots of problems, including hearing losses and incomplete communication (the old version of the 517C is particularly problematic right now). Please delete all the forms saved on your desk top or in your personal drives and stop using them immediately. Also, never use a "homegrown" form in place of the official one without talking to Salem.

Excel quick tip

Want colored tabs for your spreadsheets? Right click on the tab, select *Tab color* and then whatever shade you like. Lighter colors are easier to read. You can color multiple tabs by selecting them with the *Control* command. After selecting, do exactly the same steps.

Fair housing: Protections and resources for clients

Any legal source of income is a protection across Oregon. This protects benefits income (unemployment, disability, social security, TANF, etc.) as well as alimony, child support etc. Landlord/Tenant law allows landlords to ask where applicants work, if applicable, and to ensure tenants have enough money to pay the rent; this is often stipulated as a requirement to have X times the rent to qualify.

This is fine as long as the landlord does not limit *where* the funds come from to pay the rent. Any legal source of income should be considered money the renter can use to pay their bills, including rent. *Note: Section 8 vouchers were specifically excluded from state law when this protection was passed. Landlords don't have to accept Section 8 vouchers.*

For more information on this protected classes visit www.FHCO.org.org/incm.htm. The Fair Housing Council is a nonprofit serving Oregon and SW Washington. Anyone may call our free Fair Housing Hotline at 800/424-3247 Ext. 2 or visit www.FHCO.org.

Jo Becker, Education and Outreach Coordinator, Fair Housing Council

HIPP moving to HIG this week

The responsibility to determine eligibility for the Health Insurance Premium Payment (HIPP) program will be moving from the field to HIG on October 27th which is a few days earlier than the original transition date of November 1st. [OPAR AR-11-001](#) was sent out on October 3 and it gives details of the new HIPP process as well as the revisions to the 415H.

What this means to you and your clients:

- On October 26th, the CM system will send out HIPP reimbursements for November payments.
- On October 27th, the HIP N/R codes will be deactivated in CM and OR ACCESS and you will no longer be able to issue HIPP. This includes code 95 used to issue HIPP through 437 Special Cash Pay process. The SDS415H currently used in OR ACCESS will also be deactivated.
- After October 27th, you will make HIPP referrals to HIG on the [MSC415H](#). HIG will do all of the calculations, data entry and other actions related to HIPP. All HIPP reimbursements will be issued by HIG and sent out from MMIS.

How to make a HIPP referral:

The 415H (old DHS415H and SDS415H) used to report third party insurance has been revised and is now the [MSC415H](#). It will be used by all agencies to make HIPP referrals. Be sure to see the instructions provided in [OPAR AR-11-001](#). SPD staff will also be using this form directly from the forms server. You will not use a pre-populated form in OR ACCESS.

HIG has been working with all existing HIPP cases/clients to prepare for the transition. If you have questions about the new 415H, the new HIPP process, or an individual HIPP client, please contact a Premium Reimbursement Coordinators at HIG – Janine Kelty 503 378-3324 or Lori Babcock 503 378-3226. You can also contact Carolyn Thiebes, TPL analyst for OPAR, 503 378-3507.



November 2011 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
	1 Metrics 103 (10:00 - 11:30)	2 CREW - Tillamook (8:30 - 4:30)	3 Netlink: IADL reduction training (1:00 - 4:00)	4
7	8 Oregon ACCESS basics (8:30 -4:30) Netlink: IADL reduction training (1:00 - 4:00) NVRA training Klamath Falls (9:00 - 10:00) NVRA training Medford (2:00 - 3:00)	9 Oregon ACCESS basics (8:30 -4:30) DD eligibility training (8:30 - 4:00) Netlink: IADL reduction training (1:00 - 4:00) NVRA training Medford (8:30 - 9:30) NVRA training Grants Pass (10:30 - 11:30)	10	11 CLOSED 
14 CREW - Gresham (8:30 - 4:30) NVRA training Bend (10:00 - 11:00)	15 Metrics 103 (10:00 - 11:30) Basic Lean tools (9:00 -12:00) CREW - Gresham (8:30 - 4:30) MMIS data inquiry (1:00 - 4:30)	16 Employed persons with disabilities (8:30 - 4:30)	17 Presumptive Medicaid training (8:30 - 12:00) Netlink: Payroll reporting for new employees (1:00 - 4:00)	18
21	22 Basic Lean tools (9:00 -12:00)	23	24 CLOSED 	25 CLOSED - DHS furlough
28	29 Metrics 104 (2:00 - 3:30) Basic Lean tools (9:00 -12:00) CBC: 512 (8:30 - 4:30)	30 CBC: 512 (8:30 - 4:30)		

Dates and availability of classes are subject to change. Please review availability on the [DHS Learning Center](#).

On the Move news

The On The Move in Oregon program (OTM) suspended providing direct services to clients effective 10/1/11. Transition coordinators are continuing to provide services to clients through the Diversion/Transition program. Transition coordinators that had individuals transition through the OTM program and complete their 365 days of participation should continue to complete the Quality of Life surveys.

We appreciate the work and support staff have done through this program. 306 individuals were able to transition out of institutional settings because of this program. Eastern Oregon Training Center, Oregon’s last institution for individuals with developmental disabilities was able to be closed through the OTM program. We look forward to the ongoing services and the support transition coordinators will provide as we continue to offer services for individuals in order to remain in the community or transition back into the community from an institutional setting.



Thank you to all of our staff for their hard work.

Nathan Singer, SPD Field Services

September 2011 SNAP honor roll

100% Accuracy!

0310 Canby SPD	100%	1717 Grants Pass DSO	100%
0411 Warrenton ADS	100%	1811 Klamath Falls SPD	100%
0913 LaPine SPD	100%	1911 Woodburn ADS	100%
1311 Burns SPD	100%	2111 Toledo ADS	100%
1611 Prineville SPD	100%	2911 Tillamook ADS	100%
1612 Madras SPD	100%	3112 Enterprise SPD	100%

90% or Better Accuracy!

1513 Medford SSO	96.00	2711 Dallas ADS	93.33
1517 Medford DSO	96.00	3211 Florence AAA	93.33
2411 North Salem ADS	96.00	3311 The Dalles SPD	93.33
3411 Hillsboro SPD	96.00	3617 McMinnville ADS	93.33
3417 Beaverton SPD	96.00	0111 Baker City SPD	92.86
3515 Portland ADS	96.00	2211 Albany ADS	92.00
0911 Bend SPD	94.74	1418 Portland South East ADS	91.67
0914 LaPine SPD	93.33	2412 South Salem ADS	91.67
2011 Eugene LCOG	93.33	2518 Portland West ADS	91.67
2019 Cottage Grove AAA	93.33	3111 La Grande SPD	90.91
2311 Ontario SPD	93.33		

70% of all the SPD/AAA offices are on the September honor roll!!

Modernization update

Hopefully everyone has a handle on the giant corn maze CAPI can feel like sometimes, but if not, the Business Transition Team is here with a road map.

Q: How did this CAPI application end up in our queue?

A: CAPI routes applications based on a few criteria. The first is zip code - regardless of the address on the Online Application, CAPI uses the zip to determine which district and which branch to use. Next is age - any client aged 60 and older will be routed to an SPD/AAA branch. Next, a client who notes they or another adult in the household are disabled (see the Household Comp tab under Additional Information) will be routed to SPD/AAA. Finally, if there is a child under 19 in the household, regardless of the head of household's age or disability status of household members, it will be diverted to SSP. If the application has been in the queue for more than one business day is up to the branch to do the eligibility determination first, and transfer the case, if needed.



Q: I'm a new employee and I can't get logged into CAPI! What do I do?

A: Your manager will need to send a request to the Service Desk (and cc Samantha Brookshire) asking for you to be added to the CAPI database. The request should include full name, work phone number, work email address, and OR# or P#. A ticket will be made and your manager will be emailed when you have been added to the database. The local site admin will have assign rights to login to your branch. Instructions are posted on the Modernization website or they can contact Samantha for help.

If you have problems with CAPI, contact Samantha Brookshire: samantha.s.brookshire@state.or.us, 503-947-5278; or Jennifer de Jong: jennifer.d.dejong@state.or.us, 503-945-5856.

November 2011

Adopt a senior pet month

National Alzheimer's disease month

National home care and hospice month

Nov. 1 - 7 : Patient accessibility week

Nov. 7 - 13: Pursuit of happiness week

Nov. 13 -19: Homeless awareness week

Nov. 4: Use your common sense day

Nov. 6: Daylight Savings Time ends

Nov. 8: Cook something bold and pungent day

Nov. 11: Veterans Day - CLOSED

Nov. 14: World diabetes day

Nov . 17: Great American smokeout!

Nov. 24: Thanksgivings - CLOSED

Nov. 25: DHS furlough day - CLOSED

Nov. 27: National day of listening



Don't forget! Remember to update cases after the end of the month if you are unable to make changes due to the need for a 10-day notice. Narrating your intention to make the change is not enough to prevent an error if you forget. If you have never used a tickler system, check with your manager or co-workers for some help finding one that works for you and your office.

