

# In the Loop

## Welcome Ashley!

I am pleased to welcome Ashley Carson Cottingham, who began work as the new Deputy Director for DHS Aging and People with Disabilities programs this month.

Ashley has a wealth of advocacy and program experience related to older adults and people with disabilities. As Deputy Director, she will oversee the successful execution of several priority initiatives underway in APD.

Ashley worked as the staff director for the Subcommittee on Primary Health and Aging of the Health, Education, Labor and Pensions Committee at the U.S. Senate; she worked with Medicare, Medicaid, aging, disability and primary health care issues for her boss, Chairman Bernie Sanders. Most notably, her team was tasked with pushing the bi-partisan reauthorization of the Older Americans Act forward. While not completed during her

tenure, many of the policies Ashley worked on were adopted by the Committee in S. 1562. She also worked for the Senate Special Committee on Aging, specifically on hearings and policies related to preventing elder abuse and strengthening retirement security.



Prior to the Senate, Ashley was the Executive Director of the national non-profit organization the Older Women’s League, where she highlighted the issues that impact women as they age – including retirement security, access to health care and other quality of life issues. Most recently, Ashley worked as the Director of Policy and Advocacy for Compassion & Choices, an organization dedicated to improving care and expanding choices at the end of life. In this role, she led the development

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**Supporting APD/AAA field structure by providing efficient, timely, and accurate information through superior customer service.**

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of a new policy department and also a consumer-driven campaign to end unwanted medical treatment.

Ashley received her Bachelor's Degree from the University of Oregon and her law degree from the Vermont Law School. Ashley has a passion for seniors and people with disabilities and is excited for the opportunity to positively impact the lives of those we serve. Please join me in welcoming her.

*Mike McCormick, APD Director*

### **May 2014 Community Based Care payment schedule**

May provider service payments for the APD and DD 512 Programs as well as the CEP Program will issue the night of Thursday May 1<sup>st</sup> and mail to providers the next business day which is the morning of Friday May 2<sup>nd</sup>.

**\*\*Due to the weekend of May 3<sup>rd</sup> – 4<sup>th</sup>, there may be a delay in the Post Office delivery of checks and direct deposit posting of payments by banks\*\***

Direct Deposit (EFT) payments will also issue on Thursday May 1<sup>st</sup>. However, rather than being mailed, they will be sent to the Department of Treasury and out to individual banks for processing. *Banks are allowed to use up to three (3) banking days to process direct deposit payments which does not include weekends or holidays!* Please note DHS does not have any control of how and when individual banks process their direct deposit payments.

Per the agreement signed by the provider to begin direct deposit of their payments, the provider is required to confirm funds are available before making purchases out of their account. DHS will not reimburse providers for overdraft charges due to insufficient funds.

- EFT payments will be available by 11:59 p.m. on or before Tuesday May 6<sup>th</sup>.

Direct Deposit information, sign-ups, changes to account information, and other questions should be directed to the E-Commerce Unit at 503-945-6872.

*Kristen Hutton, SPD Payment Support Unit*



*Bailey - Shari  
Whitely, Klamath  
Falls*

### **Clarification – Screen narration**

The March 2014 *In the Loop* included TTT highlights from the QC reviewers on narrating screens checked during eligibility review. To clarify: SSA screens are still narrated as *verified through SSA records*, [SS-IM-08-037](#).

The request for more specificity applies to *other* screens, such as ECLM. Instead of saying “all screens checked”, you could narrate “ECLM – last claim 1/13”. If QC sees something different later, they will know you looked at the screen and what they see was not there when you completed the eligibility determination.

### Excel tip - Sizing cells

Make cells (boxes) fit the data inside better and more closely by sizing the cells. Sizing also helps printed copies show all the information with nothing cut off or hidden.



Chopper - Lucas  
Brostean,  
Portland

Move the cursor to the top of the column you want to adjust. On the right side line, hover your cursor (hold it in one place) until you see the cross-bar cursor, then double-click. The column width will

adjust to fit the contents of the cells. You can do the same thing on the left side of the page to adjust the row height.

*Want more help with Excel? Find computer based training through the [DHS Learning Center](#). For Excel 2003, take #C03653; for Excel 2010: C03648.*

### Elder-abuse reporting line

As implementation of the new state-wide 855-SAFE adult abuse reporting telephone line nears, another number 1-800 number will be turned off.

Currently, the 800-232-3020 number functions as a state-wide elder abuse reporting line.

The office of Adult Abuse prevention Investigations (OAAPI) plans to *discontinue* the use of the 1 800-232-2030 line after the roll-out of the new SAFE line. OAAPI anticipates a go-live date of mid-April for this new reporting line.

Once the SAFE line becomes operational, callers will be directed to the new state-wide number to report abuse of a vulnerable adult.

The 1-800-232-3020 number printed on documents such as the Adult Foster Home Provider Alert and the NF Residents Rights Poster will be changed to the 1-855-SAFE (7233) number.

### EAU and real property

Did you know real property ownership is an important aspect of estate recovery? The Estate Administration Unit appreciates having information about recipients who own or have an interest in real property (home or land), or are receiving land sale contract payments. Receiving a copy of a *trust* with *real property assets* or a copy of a *land sale contract* is very helpful.

We also rely on our partner's case narratives in Oregon ACCESS, specifically in relation to changes in real property status. Has a property sold or been foreclosed on? Was the sales information such as a closing statement provided? How much did the recipient receive? Does the recipient have a reverse mortgage, and what is the total loan balance? Has property been transferred to a community spouse?

A special thanks to our partners at AAA and APD for keeping us "in the loop"!

*Kathleen Rossi, Estates Administration Unit*

*Looking for past issues of In the Loop? Do you wish you had an index to all the great information? All newsletters, yearly indexes, and a master index for everything are on the APD Field Services web page: [www.dhs.state.or.us/spd/tools/field/index.htm](http://www.dhs.state.or.us/spd/tools/field/index.htm).*

## LTSS Innovator Agents in action

The new Long Term Services and Supports (LTSS) Innovator Agents (IAs) are making their presence felt all across the state. Several CCOs - Pacific Source Community Solutions, Cascade Health Alliance, FamilyCare, and Trillium - are including aging and disability service staff and clients in care planning meetings. When our case managers are involved in these care plan meetings they:

- Share valuable information about the services we are providing to help clients age in place in community settings or their own homes;
- Advocate for our clients' right to participate directly in their care plans; and
- Contribute their skills, experience, and knowledge of their clients as part of an inter-disciplinary primary care team.



*Tank - Gene Sundet,  
Clackamas Co.*

In Multnomah, Washington, and Clackamas counties the LTSS IA sends updates to case managers about customers who frequent the emergency room. Case managers' response to this information has been enthusiastic and will inform direct contacts with customers as well as work with adult care homes, assisted living, and residential care facilities.

Memorandums of Understanding (MOUs) between CCOs and the offices are required under CCO contracts. These agreements have five required areas in which the parties must state how they will work together hold each other accountable. The five required areas are: prioritization of high needs members, development of individualized care plans, transitional care practices, member engagement, and preferences and establishing member care teams.

MOUs are under development with most CCOs. In fact, the Healthshare of Oregon CCO MOU with Washington, Clackamas, and Multnomah APD Districts is already completed and signed! MOUs form the backbone of efforts to enhance collaboration and coordination between our aging and disability service system and the CCOs. In effect, they are a road map, setting our direction and course for working together over the next year.

The LTSS IAs developed a state-wide issues tracker to track issues and concerns raised by staff and the CCOs, the LTSS IAs will be able to identify patterns occurring state-wide and share solutions. Credit goes to LTSS IA Bridgett Roemmich for the idea and the initial format!

The LTSS IAs is working with the CCO Innovator Agents, DMAP staff, and central office policy analysts to trouble-shoot systems issues with enrollment, DME, and supply problems. The LTSS IAs recently experienced success in clarifying and sharing information about CCO roles in paying for incontinence supplies for service customers and DME vendors who try to bill OHP members for co-pays. A goal shared by all of the LTSS IAs is to reduce the number of hearings needed due to denial of needed equipment or supplies.

For more information about LTSS Innovator Agents, contact [Naomi.E.Sacks@state.or.us](mailto:Naomi.E.Sacks@state.or.us).

*Jan McManus, LTSS Innovator Agent, Multnomah County Aging and Disability Services, [janet.mcmanus@multco.us](mailto:janet.mcmanus@multco.us).*

May 2014 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
		 <p><i>Boris - Karen Gulliver</i></p>	1	2 Ask diversity. Tigard (9:00 - 4:00) Cultural competency and diversity, Woodburn (8:30 - 4:00)
5 Cultural competency and diversity, Woodburn (8:30 - 4:00) NVRA updates, The Dalles (1:30 - 3:00)	6 Eligibility 101, location TBD (8:30 - 4:30) CAPS basics, Portland (8:30 - 4:30) NVRA updates, LaGrande (9:00 - 10:30) NVRA updates, Enterprise (1:30 - 3:00)	7 Eligibility 101, location TBD (8:30 - 4:30) CAPS basics, Portland (8:30 - 4:30) NVRA updates, Baker City (9:00 - 10:30) NVRA updates, Ontario (2:00 - 3:30)	8 Eligibility 101, location TBD (8:30 - 12:00) NVRA updates, Burns (9:00 - 10:30) NVRA updates, John Day (9:00 - 10:30)	9 Ask diversity. Salem (9:00 - 4:00) NVRA updates, LaPine (9:00 - 10:30) NVRA updates, Bend (1:00 - 2:30) NVRA updates, Redmond (3:00 - 4:30)
12	13 NVRA updates, Salem CMs (10:00 - 11:30)	14 Independent Choices program (8:30 - 4:30)	15	16
19	20 SPL rule training (8:30 - 4:30) Basic Lean concepts (8:30 - 12:00) NVRA updates, North Bend (9:00 - 10:30, and 1:30 - 3:00)	21 SPL rule training (8:30 - 4:30)	22 SPL rule training (8:30 - 4:30)	23
26 <b>CLOSED</b> <b>Memorial Day</b> 	27 Ask diversity. Clackamas (9:00 - 4:00)	28 Oregon ACCESS Inquiry (8:30 - 4:30) Ask diversity. Oregon City (9:00 - 4:00) Cultural competency and diversity, Woodburn (8:30 - 4:00)	23	30
				<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p><i>Dates and availability of classes are subject to change. Please re-view availability on the <a href="#">DHS Learning Center</a>.</i></p> </div>

## New exception for Oregon Trail Card replacement

In March, approximately 6,600 Oregon Trail Cards (OTC), or EBT cards, were issued centrally through the Replacement Line. Thank you for directing customers to this line.

There is an additional exception for replacing OTC cards in the branch:

*A branch can issue a replacement card when the cardholder has a medical or mental health issue and needs the assistance of an Authorized Representative, Alternate Payee, or Guardian to assist the cardholder in obtaining a replacement card.*

This change has been added in the Field Business Procedures [Manual](#) and is on the staff [web page](#) for the Oregon Trail Card Replacement Line.

### Alternate Payee:

- Alternate payees may use the Replacement Line to replace their own cards; they cannot call to request replacement of the customer's card.

### Authorized Representative:

- An Authorized Representative cannot call the Replacement Line to request a card on the customer's behalf.

### Guardian:

- A customer's guardian may have an Oregon Trail Card and PIN only when also designated as an Alternate Payee for the customer. The guardian's card must be in their name and have their own PIN. Guardians who are Alternate Payees can use the Replacement Line to replace their own cards; they cannot call to request replacement of the customer's card.

If you would like a refresher or more information about exceptions to the Replacement Line, please see the staff [web page](#) or talk with your supervisor. Questions also can be directed to Melissa Gomez at [melissa.gomez@state.or.us](mailto:melissa.gomez@state.or.us).



Dixie - Chris Angel, Central Office



**Don't forget!** If you need a case transferred from 5515, contact Karen Gulliver

([karen.l.gulliver@state.or.us](mailto:karen.l.gulliver@state.or.us)), Lauren Mitchell ([lauren.e.mitchell@state.or.us](mailto:lauren.e.mitchell@state.or.us)), or Angela Munkers ([angela.p.munkers@state.or.us](mailto:angela.p.munkers@state.or.us)) by email with the prime number of the case and the branch number where it needs to go. The Service Desk is not able to make these transfers.

## On Target index

In response to a Continuous Improvement suggestion, there is now an [index](#) for the Self-Sufficiency newsletter, *On Target*, available on the APD Field Services [webpage](#).

To search the index, use *Ctrl + F* and type your search criteria. Remember to check the rules and manuals before acting on information in older newsletters – there may be a change!

Thanks for the suggestion! Keep those CI sheets coming!

## Mortgage lending changes

Sweeping changes have been made which affect mortgage lending and refinancing. We're all familiar with the mortgage crisis of the last several years perpetrated by deceptive lending practices. While mortgagees of all backgrounds were affected, communities of color were hardest hit. African-Americans, Latinos, Asian Americans, and Native Americans were more likely to receive high-priced loans than their white counterparts with the same credit scores. This resulted in higher rates of foreclosures among borrowers of color.

Illegally discriminatory loan practices that target or have a disproportionate impact on a given protected class group violate fair housing laws.

Effective January 2014, new regulation covers all housing-related loans and sets minimum standards, making it easier to identify predatory loans and provides greater protections for home loan borrowers and those seeking to refinance. Additionally, lenders are required to assure applicants can be expected to afford to repay any loan secured by a house. This will eliminate negatively amortizing and minimum interest loans, or unrealistic balloon payments.



Maeby - Darci Hogue, Coos Bay

For more information about fair housing visit: [www.FHCO.org/hm\\_buying.htm](http://www.FHCO.org/hm_buying.htm). The Fair Housing Council is a nonprofit organization serving Oregon and South West Washington. Anyone may call the Fair Housing hotline at 800-424-3247, ext. 2; or visit [www.fhco.org](http://www.fhco.org).

*Jo Becker, Education and Outreach Coordinator*

## SNAP shelter costs accuracy

Shelter costs for SNAP continue to be a problem for accuracy. Shelter errors can usually be prevented by asking questions during an interview.

Here are some questions you can ask that will help you get what you need. After you have all the information - don't forget to narrate and code the information on the system.

1. How much is the total rent or mortgage cost where you live? If they have a mortgage – don't forget to ask about the property insurance and taxes.
2. A follow up to this question would be – What is the amount of the total rent or mortgage you are responsible to pay?
3. Do you pay heating or cooling costs which are separate from your rent or mortgage costs?
4. If not heating or cooling costs are separate – Do you have any other utilities that you are responsible to pay?

Remember DHS does not determine eligibility for the Heat and Eat program (LHP coding). It is your responsibility to code all for the shelter and utility costs on the case correctly. Let the system match with Housing and Community Services to determine whether or not they are eligible for the LHP coding.

*SNAP Policy Analysts*

## More NVRA Q&A

Here are more questions and answers about the National Voter Registration Act (NVRA) procedures. If you have a question, contact Karen Gulliver by phone, 503-569-7034, email: [karen.l.gulliver@state.or.us](mailto:karen.l.gulliver@state.or.us), or IM.

**Q: If a homecare worker fills out a change of address do I have to ask them about voter registration?**

**A:** No. Only someone who is a customer of DHS or an applicant for DHS benefits has to be asked about voter registration. If the homecare worker does not receive any benefits (SNAP, Medicaid, Services), they are outside of the NVRA and we do not have to ask them if they want to register to vote. If they do want to register to vote, the MSC 500 lobby forms – the ones with the lick-and-stick edge - are for them.

**Q: How do I find my agency number? Can I use the branch number?**

**A:** No you cannot use your branch number as your agency number for the voter registration report. If you don't know what your agency number is, take a look at the [list](#) posted on the Field Services [webpage](#). Your agency number is assigned by the Elections office and they don't know who you are if you use the branch number on your reporting forms.

**Q: Can we put up a sign to tell customers the voter registration deadline has passed instead of telling them each time?**

**A:** Sadly no – here's why. The federal Department of Justice (DOJ), who owns the NVRA, use census data to determine what languages to print voter registration forms. The last census set Oregon's NVRA language at only English; we have Spanish language forms so we can continue to use them, but we can't get or provide any other language.



*Tucker - Jodi West,  
LaGrande*

DHS has a policy of providing all publications owned by DHS in the language the customer needs. Our signage in offices is either in multiple languages or there is contact information to get the information in other languages. So – DHS says all languages must be available, DOJ says English only if it's NVRA related. See the problem?

My advice to you is avoid all signage related to voter registration that doesn't come from the Elections office. The chance of getting it wrong and either violating the Act or not serving our customers are just too high.

**Q: I have a few voter registration cards I forgot to send in. Do you want me to send them in now, even though they are late?**

**A:** Yes, definitely! Even though the cards are past the 5 day deadline, we have an obligation to send the cards in to the county elections office regardless of how old they are. When you find those forgotten cards, do your best to figure out why they are late and what happened to cause the delay. Once you identify the cause, do your best to make sure it doesn't happen again. Remember - every late card can be a \$1000 fine for your office.

## May 2014

ALS awareness month  
Celiac awareness month  
Mental health month

May 1 - 7: Choose privacy [week](#)

May 4 - 10: Public service recognition [week](#)

May 11 - 17: Nursing home [week](#)

May 18 - 24: EMS [week](#)

May 1: Silver star [day](#)

May 3: Free comic book [day](#)

May 8: Victory in Europe [day](#)

May 15: Tuberosus sclerosis [day](#)

May 18: Visit your relatives [day](#)

May 26: Memorial [day](#) - **CLOSED**

May 28: World MS [day](#)



**Don't forget!** If a person applying for SNAP is elderly or disabled, do not deny their application if they are over the categorical eligibility limit (185%) or for being over the countable income limit (130%). Instead, enter all of the applicant's information on FSMIS, including their medical deductions and total shelter costs, code with an *N* in the *Cat El* field and let the system make the eligibility decision. [461-135-0505](tel:461-135-0505)



Solomon,  
Bruno, Zeek,  
and Roxy -  
Karin Olson,  
The Dalles

## Senate bill 21/Long Term Care 3.0 update

The work for [SB 21](#) continues as a Steering Committee of 19 stakeholders meets to develop a plan for the future of long term services and supports (LTSS) in Oregon. The Steering Committee recently discussed data on new LTSS consumers and what an ideal LTSS system would look like in the future. And at the Oregon State University Gerontology Conference, staff presented the current work of SB 21 with Mike Volpe, a consumer member of the Steering Committee. To learn more on the planning work of SB 21 and Long Term Care 3.0, see the [webpage](#), or contact [Max Brown](#).

**SB 21 service assessment subcommittee update:** The following work from the service assessment subcommittee was accepted by the SB 21 Steering Committee:

- The sub-committee reviewed work of a prior internal workgroup from 2013 which included focus groups involving over 70 field staff. The staff workgroup had developed a detailed list of assessment tool recommendations and the sub-committee found that list substantive. The sub-committee added additional recommendations, which are available [here](#).
- Recommendation to re-construct the service priority level framework for service eligibility into a Long Term Services and Supports Acuity and Prevention scale to better stratify and distinguish need levels and support more person-centered planning. The new [scale](#) would allow for earlier intervention and prevention services for individuals with lesser needs and redefine levels for greater needs and as a result reducing exceptions.
- A summary of the recommendations is available [here](#).

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- For more information about the Service Assessment sub-committee, please see the subcommittee [website](#), or contact [Naomi Sacks](#).

**SB 21 caregivers subcommittee update:** The primary focus of the caregiver subcommittee is to answer this question: Are the human and technological caregiver resources adequate to meet the current and future needs in the delivery of LTSS in Oregon with these goals:

- Serving seniors and people with disabilities in the home setting they choose;
- Supporting independence and delaying the entry of individuals into publicly funded LTSS; and
- Serving individuals in a culturally and linguistically responsive manner?

As this subcommittee continues its work please remember the meetings are open to the public and anyone is invited to attend and participate. To learn more about the Caregiver Subcommittee, including future meeting dates and locations, please contact [Cynthia Vargo](#) or [Jeannette Hulse](#) or visit the subcommittee's [webpage](#).



Samson -  
Shelly Lofgren,  
Salem

**SB 21 service equity subcommittee update:** The service equity subcommittee for SB 21 is developing strategies to ensure individuals are served equitably and in a culturally and linguistically responsive manner. Here is an overview of meeting activities and discussions:

- Discussion of equality, everyone receiving the same treatment regardless of outcomes, versus equity, everyone receiving what they need to achieve equal outcomes;
- Current demographic data and challenges to collecting other data to better understand and serve underserved groups and communities;
- Using a strengths-based approach and working with community partners to better understand and address each community's needs;
- Demographic shifts in Oregon – the increasing population of people with disabilities and older adults of color as well as the higher concentration of older adults in rural areas, compared to urban areas. Members began to draft a set of recommendations to be presented to the SB 21 Steering Committee, and these will be discussed and revised over the next few months.

**We are still seeking input from consumers of color and consumers living in rural areas. If you have recommendations, please let us know. It's important as many voices as possible are heard!**

The service equity subcommittee will meet Tuesday, May 20, 2014 at 1:00 in the Oregon Child Development Center in Wilsonville.

Please contact [Ann McQueen](#) or [Theresa Powell](#) for more information or with any questions about the Service Equity Subcommittee. You can also find past agendas and other information by visiting the [website](#).

### March 2014 SNAP honor roll

#### 100% accuracy!

0111 Baker City APD	100%	2411 Salem AAA	100%
1211 John Day APD	100%	2911 Tillamook AAA	100%
1311 Burns APD	100%	3013 Hermiston APD	100%
1418 Portland South East AAA	100%	3111 La Grande APD	100%
1611 Prineville APD	100%	3112 Enterprise APD	100%

#### 90% or better accuracy!

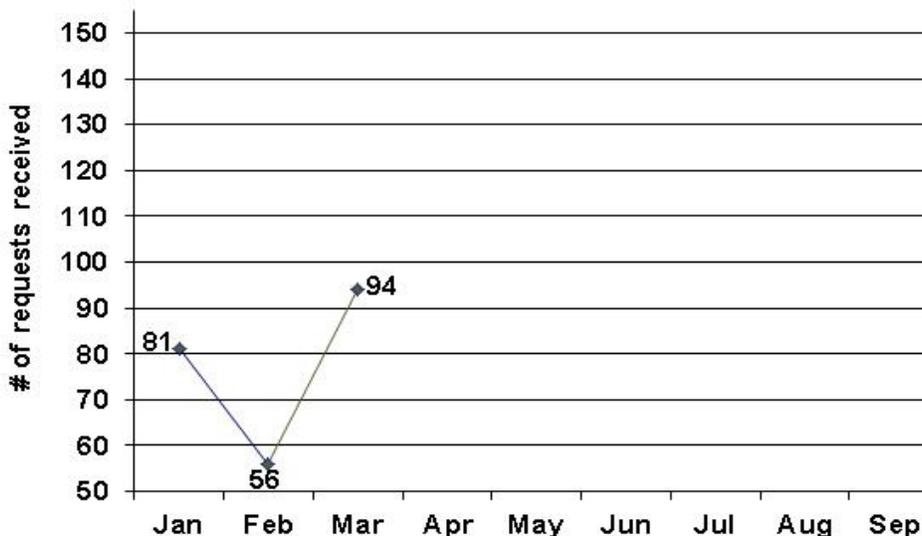
2011 Eugene AAA	97.78	1011 Roseburg SSO	92.00
1811 Klamath Falls APD	96.00	1017 Roseburg DSO	92.00
2711 Dallas AAA	96.00	1513 Medford SSO	92.00
3617 McMinnville AAA	96.00	1517 Medford DSO	92.00
2019 Cottage Grove AAA	93.33	1717 Grants Pass DSO	92.00
3211 Florence AAA	92.86	3515 Tigard APD	90.91

**FYI - many branches are taking a hiatus from regular targeted reviews to focus on specific areas for accuracy improvement. Some offices have zero or only a few reviews. This month's Honor Roll is based on only the reviews completed.**



**Don't forget!** Please review the Manual letter # 63 on the APD Staff Tools [website](#) for updates to rules and procedures impacting your work. See [SS-PT-14-009](#) for a complete list of the updated OAR's.

Hearings received and assigned  
Calendar year 2014



	# of Hearings	# Recvd via Hearings mailbox	# of Expedited Hearings
Jan	81	78	11
Feb	56	56	8
Mar	94	93	12
Apr			
May			
Jun			
<b>TOTAL</b>	<b>231</b>	<b>227</b>	<b>31</b>



Snooki and Princess  
- Christine Greening,  
Eugene

## Fraud prevention tips

Although Medicaid fraud cannot always be prevented, local offices can be alert to the warning signs and take action: Trust your instincts and follow-up. Here are some helpful tips:

- ***Always ask open-ended and follow-up questions*** during assessments, especially if a consumer reports he or she has “good days and bad days.” Does the answer seem reasonable? Consider requesting medical records. The Department of Justice sees a higher likelihood of fraud when the consumer’s disability is based on self report.
- ***Use your senses*** during assessments and direct contacts – are you seeing or hearing inconsistencies in what the consumer says he or she can or cannot do? For instance, the consumer reports she cannot walk by herself, but she answered the door without assistance during your visit or walked by herself into the office. Make sure you narrate what you are seeing, hearing, or smelling in your assessment.
- ***Are there inconsistencies*** between what the homecare worker says she does versus what the consumer reports? For example, the consumer reports she needs help with “everything” and the homecare worker reports the consumer only lets her help with housekeeping. Consider interviewing the consumer and homecare worker separately and compare information.
- ***Follow-up when you hear or see inconsistencies.*** For example, the homecare worker reports she works 40 hours per week, but the consumer reports she hasn’t seen the homecare worker in weeks. You check the vouchers and the homecare worker claimed all the hours and the consumer’s signature does not appear authentic. Be on the look-out for vouchers when you know the consumer is out of the home (e.g. in the hospital or nursing facility, on vacation with family, or other occasions).
- ***Question why you never see the live-in provider*** when you visit or he or she is never around when you call the home.
- Always ***arrange for a professional translator*** and do not rely on family members. There have been many fraud cases in which the homecare worker or family member also served as the translator.
- ***Make a fraud referral*** when you see a consumer doing something in the community that he reports he cannot do. For instance, case managers have seen consumers walking unassisted, doing their own grocery shopping, running down the street, working on cars, and other activities. These same consumers reported they couldn’t even get out of bed by themselves.
- During your direct contacts, ***ask the consumer about the quality of services*** they are receiving, what the homecare worker’s schedule is, and whether he or she has any concerns. During indirect contacts, ask the homecare worker about his or schedule. Does it match what the consumer is reporting?
- ***Follow-up when a consumer does not provide information*** after repeated requests. This could be financial information or requests for medical records.



Cosmo - Darla  
Mersal, Estacada

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- **Consider whether the hours authorized per month for a provider is reasonable.** Is it reasonable for a provider to work 10 hours per day for one consumer everyday even though they are working for other consumers that same day? Before authorizing hours, check HINQ, p, provider # to see how many hours the homecare worker is authorized to work for others.
- **Give the homecare worker clerk a 546 to stop or change a plan** so vouchers are stopped or the hours are reduced. Make sure to close any 512's when the consumer is no longer in the facility.
- **Report possible provider fraud** to the Department of Justice Medicaid Fraud Control Unit (MFcU). You do this by completing SDS 727 (revision date of 9/13) and faxing or emailing the form to the Department of Justice. The new email address is [Medicaid.fraud.referral@doj.state.or.us](mailto:Medicaid.fraud.referral@doj.state.or.us). Make sure to send a copy to Jenny Cokeley at Central Office. If you believe the consumer is in cahoots with the provider, send the referral to DOJ. If you have questions about whether to refer the case to MFcU, give them a call, but always follow-up with a referral form, even if they decline the case. Do not refer to DOJ if it does not involve a provider.
- If suspected fraud involves a consumer, but does not involve the provider, **refer to the Office of Payment Accuracy and Recovery (OPAR)** by completing form MSC 0371. Submit the Word version, not the PDF version.

For technical assistance, contact Jenny Cokeley with the Medicaid Long Term Care Systems Unit at 503-945-6985 or by email at [jenny.e.cokeley@state.or.us](mailto:jenny.e.cokeley@state.or.us).

### Audit follow-up

Just a reminder, to prevent a recurrence of similar audit errors next cycle:

- Keep applications you are currently using in the *working file* for as long as you are using it – no exceptions!
- All provider records must be kept in a provider file – not in the customer file;
- Make sure each provider has a signed Provider Enrollment Agreement and an application in their file;
- EBT cards are required to be secure. If you have rights to cards, access to card storage, or any other aspect of EBT issuance you no longer need, make sure you tell someone!



Thanks for your help!

### More pets, please!

If you are reading this and have a pet in your life, send in their picture! I'm getting low on my stash of pictures and need your help to build it back up for the coming months.

You probably guessed, I love black cats (*see Boris in his life-is-so-depressing pose, page 5*). If you have a black cat, dog, fish, snake, horse, pig - whatever - send in their photo and let's see if we can get an all black fur-baby edition!

*BTW - it's never too early for holiday snaps!*

## Oregon Deaf and Hard or Hearing Services Program

Oregon Deaf and Hard of Hearing Services Program (ODHHSP) Advisory Committee was officially regenerated on March 14, 2014 at DHS. The purpose of ODHHSP is to raise the voice of deaf and hard of hearing Oregonians and to provide feedback and recommendations and to ensure state agencies make programs available and accessible to individuals who are deaf or hard of hearing.

It was a pleasure to have Mike McCormick, APD Director, attend the meeting and acknowledge his support for reconstituting this committee. His words of inspiration and desire to make services accessible to all people with disabilities were a welcome message to committee members.

Bob Weir, Manager of APD's Advocacy and Development Unit, also shared his commitment to listen to the requests of the committee and support their work. During the public comment portion of the meeting, Margi, a member of the prior ODHHS group, announced her enthusiasm about the Advisory Committee restarting after several years.



Director of Human Services, Erinn Kelley-Siel, appointed members to this Committee to advise her regarding DHS programs and services. All Committee members have experience and/or knowledge about deaf and hard of hearing services, and the majority is deaf or hard of hearing themselves.

The Committee's first task was to discuss and identify future strategies for bringing the Committee's work to the public and how to best involve the community. As a new group, Committee members agreed to elect two co-chairs with the possibility of a Secretary during their second meeting on April 18<sup>th</sup> in the Human Service Building in Salem, room 160 from 10:00 am - 12:00 pm.

The new Committee off to a good start, and they encourage the public to attend the next meeting with comments and/or concerns. For more information about ODHHSP, please contact Theresa Powell at: [theresa.a.powell@state.or.us](mailto:theresa.a.powell@state.or.us).

### Forms update

The SDS 0539C, *Medicaid Redeterminations/Medicare Savings Program Application*, now has a Large Print English [version](#).

Also, the SDS 0850E, *Notice of Participant Fee*, is in large print [English](#), too.

Look for these updates on the DHS [forms server](#).



Ashes - Lisa Mogan, Bend



**Don't forget!** Using DCMS to "delete" a case on the CM system *after* a real-time update does nothing.

The case looks good on CM, but MMIS will still show the case as active and will pay capitation rates and any provider bills which may come in for that person. Instead of using DCMS – check twice, update once, and avoid DCMS!