

Administrative Services

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Number: OPAR-IM-18-002

Issue date: 04/24/2018

Topic: Client Direct Deposit

Subject: CMU Client Direct Deposit Procedure Changes

Applies to (check all that apply):

- | | |
|--|---|
| <input checked="" type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input checked="" type="checkbox"/> Office of Developmental |
| <input checked="" type="checkbox"/> Self Sufficiency Programs | Disabilities Services(ODDS) |
| <input checked="" type="checkbox"/> County DD Program Managers | <input type="checkbox"/> ODDS Children's Intensive |
| <input type="checkbox"/> ODDS Children's | In Home Services |
| <input type="checkbox"/> Residential Services | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Child Welfare Programs | <input checked="" type="checkbox"/> Other (<i>please specify</i>): OPAR |

Message:

The client direct deposit process (for TANF, SIP, ICP, FSCO, etc.) administered by the Office of Payment Accuracy and Recovery (OPAR), Client Maintenance Unit (CMU) has been changed.

Effective immediately, all client direct deposit requests need to be submitted electronically to CMU via the CMU Request System at cmurequest.org. A new Direct Deposit request type has been added to the [web form](#).

The Direct Deposit request type can be used to:

- Set up direct deposit (must submit the AFS7262 or DHS7262i with the web form)
- Update direct deposit information
- Cancel direct deposits
- Research payment issues

Clients can continue to mail the AFS7262 and DHS7262i forms to CMU. However, if the client submits a completed AFS7262 or DHS7262i form to a local office, staff need to scan the form(s) including a voided check or banking institution document identifying the account and routing numbers (if available) and attach to the CMU request web form.

Requests are typically processed within one to two business days. If urgent processing is needed, mark the request as urgent and it will be processed within one business day.

Training:

If you are not familiar with the CMU web form, please review the [CMU Web Form PowerPoint](#) and the [CMU Quick Reference Guide](#).

Contacts:

If you need technical assistance or have any questions, please contact CMU at 503-378-4369.

If you have any questions about this information, contact:

Contact(s):	Barbara Key, OPAR Policy Analyst	
Phone:	503-378-3299	
Email:	barbara.key@state.or.us	