# Process for SSP staff to work OHP returned mail

-**SSP Staff member receives returned OHP mail at the Branch:**

- Check to see if we have an updated address for the customer. Check ONE worker portal, Tracs and DHR.
- If you **can** locate a more recent address, update all systems to reflect the change, and re mail the correspondence to the new address.
  - If you also see new information reported, such as reported income change, someone moving in or out of that household, newborn, etc. Then you would want to report that information to Oregon Health Plan with a MEDC.
- If you **cannot** locate a new address, follow the below steps:
  - Locate the ONE case number for the customer (this would be a **400**#)
  - At the top of your ONE worker portal screen, you will click on the **"Tools"** tab.

  Tools

  - (this is next to Quick Search) Then select **"Reception log".**

  Tools   Quick Search
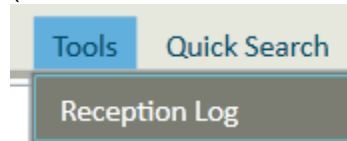
  Reception Log

  - Once you click on Reception log, you will select a **"Reason for Visit"** from the drop down. The reason will be **"Undelivered Correspondence".**

  Reason for Visit*   Undelivered C ▼

  - Then directly below, you will enter the ONE case number **(400#)**

  Case #

 - Now you can click the blue **"Submit"** button to your right.

  Submit

  - You should now see a green banner at the top of you screen. This means you have successfully created a task for a worker to pull at OHP.
- You will then scan and upload the returned mail to the case
  - While you are still inside the **"Case Summary"**, you will use the **"Document Upload"** button on the lower right-hand side of the screen.

  Document Upload

  - The case number will prefill for you. The Document category will be **"Other".**

  Document Category*   Other   ▼
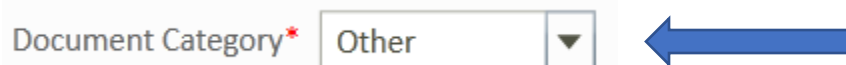
  - Document title will be **"Other-unknown"**

  Document Title*   OTHER - Unknown   ▼
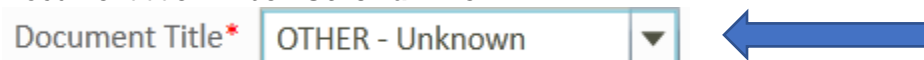
- You will not select the blue **"Browse"** button. Then will allow you to search for the returned mail you have already scanned onto your computer.

  Browse

- Once you select the document, you will see the file name appear. Click **"Submit"**

  Submit

- Now the document will show up under the **"Electronic Case files".**

- Please remember to narrate in both **ONE Worker Portal**, and **TRACS**.