

## Records Request Process

This process is intended to serve as a guide for SSP staff members on directing clients to the appropriate department when a records request is being made and/or how to process a request if received.

### What is a records request?

A records request is a request from any person requesting agency records; if requestor is not a client asking for their own personal records, refer request to [DHS Public Records Unit](#) as this is considered a public records request and is processed by the DHS Public Records Unit. If the requestor is a client requesting access to their own client records, please see below for more information; the following can be provided to a client upon request:

- Confirmation of eligibility (i.e. coverage dates) and enrollment information (CCO) for a child by their non-custodial parent;
- Copies of applications/documents submitted;
- Narratives on their case (i.e.: TRACS, ONE, ORACCESS, and/or MMIS notes); and
- Copies of claims made with OHP by a provider for billing (medical billing summaries also known as OHP billing summaries) or claims.

**IMPORTANT:** A medical record is different from a medical billing summary. **We cannot provide medical records.** If a client would like medical records, they will need to request those records through their provider/ primary care office.

- ❖ A medical record is anything pertaining to the clients' treatment record such as: lab tests, x-rays, doctor's records, etc.

**The following are NOT considered "Client Records Requests" and should be routed to the correct department:**

➤ **ALL "Proof of Coverage" Requests for medical go to CSU:**

- ❖ If a client is requesting a letter stating they had or currently have coverage, complete the CSU – Certificate of Credible Coverage template below and send the document as an attachment to **CSU Issues** at [CSU.Issues@dhsoha.state.or.us](mailto:CSU.Issues@dhsoha.state.or.us):

Subject Line: Certificate of Credible Coverage (CCC)

Caller's Name:  
Member's Prime:  
Member's Name:  
Reason for request:

Mailing Address:

- ❖ Please ensure the subject line of your email says, “Proof of Coverage” or “Certificate of Credible Coverage”. This will allow for the request to be easily identified and processed with the urgency required.
  - Reasons a client might request a certificate of credible coverage: Client is scheduled for a court hearing, was sent to collections, needs to provide proof of insurance to employer and/or other third-party liability insurance, etc.

➤ **ALL “Personal Injury Liens (PIL)” go to OPAR PIL UNIT:**

- ❖ If a client has been involved in a car accident and needs to make a report to coordinate billing with auto insurance, please continue to route those requests to the Personal Injury Liens (PIL) department at 800-377-3841 or 503-378-4514.
  - The caller also has the ability of reporting an accident by going online to the [Personal Injury Liens web form](#) and selecting “Report to PIL Now” on the top right corner.

Staff can provide the following website to clients: <https://apps.oregon.gov/OPAR/PIL/>

## PROCEDURE

### How to process an OHP records request that comes in via phone, email, tor fax:

If you receive a call or are processing an email or fax, we must first identify the type of request that is being made in order to route it to the correct Public Records Unit; DHS or OHA.

➤ **OHP NARRATIVE/ELIGIBILITY matters go to DHS Records Unit:**

1. If the client is requesting additional case file information such as copies of narratives, and/or applications and other documents submitted, refer the client to the [DHS Public Records Unit](#) web portal, email address [dhs.recordsrequest@dhsoha.state.or.us](mailto:dhs.recordsrequest@dhsoha.state.or.us) or phone number 503-945-5617. If you receive a request via email or task, forward to the DHS Public Records Unit email address notated above.

➤ **BILLING SUMMARY REQUESTS go to OHA Records Unit:**

2. If the client is requesting OHP billing records or claims (**billing statements**), refer the client to [OHA Public Records Unit](#) web portal; email address [OHA.PublicRecords@dhsoha.state.or.us](mailto:OHA.PublicRecords@dhsoha.state.or.us).
  - ❖ If the client doesn't have internet access or would prefer an alternative format/language, please have the individual contact:
    - Public Records Coordinator at 503-947-5593.
  - ❖ If you receive a request via email or task, forward to the OHA Public Records Unit email address notated above.

➤ **Combined OHP NARRATIVE/ELIGIBILITY & BILLING SUMMARIES matters go to DHS:**

1. If the client is requesting case file information AND an OHP billing record, claim, or summary, please refer the client to the [DHS Public Records Unit](#) web portal; email address [DHS.RecordsRequest@dhs.ohio.state.gov](mailto:DHS.RecordsRequest@dhs.ohio.state.gov) or phone number 503-945-5617. If you receive a request via email or task, forward to the DHS Public Records Unit email address notated above.
2. After submitting the request, narrate your actions in TRACS and ONE.
3. Any requests for other Self Sufficiency Programs (SSP) such as SNAP, TANF, TADVS and/or ERDC should be referred to the [DHS Public Records Unit](#) web portal; email address [dhs.recordsrequest@dhs.ohio.state.gov](mailto:dhs.recordsrequest@dhs.ohio.state.gov) or phone number 503-945-5617.

**Additional Information:**

4. DHS and OHA will follow specific timelines and processes for responding to requests for records.
  - ❖ All requests will be processed in the order they are received.
  - ❖ DHS and OHA will complete requests within 15 business days; however, large requests may take longer depending on the volume and complexity of the request.

If the request will take longer than 15 business days, the client will be notified timely and given a date of when the records will be ready for release.