

**Children, Adults and Families**

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**Authorized Signature**

**Number:** SS-IM-09-027  
**Issue Date:** 05/27/2009

**Topic:** Medical Benefits

**Subject:** MMIS and CM System Eligibility Reconciliation

**Applies to (check all that apply):**

- |                                     |                               |                                     |   |
|-------------------------------------|-------------------------------|-------------------------------------|---|
| <input 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 type="checkbox"/>            | Children, Adults and Families | <input checked="" type="checkbox"/> | Seniors and People with Disabilities              |
| <input checked="" type="checkbox"/> | County DD Program Managers    | <input checked="" type="checkbox"/> | Other (please specify): CAF SSP transmittal group |

**Message:** On Wednesday May 20, DMAP distributed [DMAP-IM-09-064 "Client Eligibility – Reconciliation between MMIS and CMS."](#) The transmittal said, in part:

"DHS has confirmed a lag or mismatch between the eligibility showing in the department's Client Maintenance System (CMS) and the eligibility showing in the Medicaid Management Information System (MMIS).

- 6,381 recipients are no longer eligible for medical benefits according to CMS; however, the MMIS still shows these recipients as eligible. Of these recipients, 220 have eligibility on a different CMS case.
- DHS will close MMIS eligibility effective 5/31/09 for these mismatched recipients during a data fix that will run at 8 p.m. this evening."

**Update**

The system action to correct (close) MMIS eligibility May 31 was completed as planned.

The system problem that resulted in the majority of the mis-matches has been resolved.

To ensure client eligibility on MMIS and the Client Maintenance system (CM) stays in synch, reports listing eligibility mis-matches are being worked daily by designated staff at the OHP Statewide Processing Center and at SPD.

## Responding to client inquiries

Clients affected by the May 31 MMIS corrective action may contact offices/branches to ask about their medical benefits.

To identify clients affected by the system problem, compare the eligibility end date on MMIS recipient information with the eligibility end date on CM/Oregon ACCESS. If affected by the mis-match, the medical end date on MMIS displays as May 31, 2009, but the CM/Oregon ACCESS end date will be earlier (usually December 31, 2008).

If contacted:

- Explain that the client's medical benefits had remained open solely because of a system problem and should have ended earlier. Let the client know the Department sent the client an earlier notice terminating benefits.
- A copy of the original close notice is available on the DHS Notice Retrieval system. If the client requests a copy, use Oregon ACCESS or Notice Retrieval to print out a copy. If no one in your office/branch has access to Notice Retrieval, contact the DHS Service Desk.
- Most clients have received at least one MMIS coverage letter letting them know how to access their medical benefits. If the client mentions receiving one or more MMIS coverage letters, let them know coverage letter(s) do not override close notices.
- Some clients may worry about having a medical program overpayment. Please reassure them that if the Department did provide medical benefits because of the system problem, the client will not have an overpayment.
- Eligibility workers should not reopen the client's medical benefits unless the client reapplies and is found eligible.
- If the client wants to request ongoing medical, establish a date of request for medical benefits following the office/branch's usual procedure. If not currently receiving other program benefits, give the client a new application.
- If requested, provide the DHS 443 Administrative Hearing Request form. Compliance Specialists will be given guidance on how to handle the hearing requests.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Please contact the appropriate SSP/SPD medical policy analyst		
<b>Phone:</b>		<b>Fax:</b>	(503) 373-7032
<b>E-mail:</b>			