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Children, Adults and Families

Authorized Signature

Number: SS-IM-04-005

Issue Date: 04/15/2004

Topic: Medical Benefits

Subject: Redistribution of 5503 TANF Related Medical and Extended Medical Cases

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Message: We want you to know about important changes being made to the Statewide Processing Center's (5503) workload responsibilities. Right now, 5503 carries TANF related (MAA/MAF) cases that in the past had been worked by the clients' local branches. They have also been determining medical eligibility for clients reapplying for medical when their Extended medical (EXT) is due to end.

Customer service and staffing considerations have driven recent decisions to redistribute the work. 5503 TANF related (MAA/MAF) medical cases will be returned to the clients' local CAF SS branch. Clients losing their Extended medical (EXT) coverage and reapplying for medical will be told to return their reapplications to their local CAF SS branches.

MAA/MAF Redistribution:

MAA/MAF cases currently carried at the 5503 will be transferred over the next several months as their redeterminations become due. The first 354 cases to be transferred are MAA/MAF cases with redeterminations due by June 2004. MAA/MAF clients with June 2004 redetermination due dates will be told to return their 415F redetermination packet to their local branch. Transfer notices will be sent to inform them of their new branch.

The proposal to transfer 5503 MAA/MAF cases was carefully evaluated. A statewide committee determined that MAA/MAF clients would be served best at their local branches. They felt that the local branches would be able to provide the most

appropriate customer service for cases at high risk for TANF and case management needs.

Return of EXT Reapplications:

Clients losing EXT medical are mailed OHP 7210 reapplication packets and are told to return the packets to 5503. Beginning with reapplications due next month, EXT leavers will be told to return the reapplication packets to their local EXT worker. They will receive envelopes with their EXT worker's branch address.

The decision to return EXT leavers reapplications was made separately from the MAA/MAF decision, but for much the same reasons. Many EXT leavers remain at very high risk for TANF and it was felt that the clients would have the most appropriate level of customer service at their local branch.

If you have any questions about the transfer process, call Karen House at 503 373-1100. For eligibility questions, call Roger Staples at 503 945-9072 or Joyce Clarkson at 503 945-6106.

If you have any questions about this information, contact:

Contact(s):	For contact information, please see above text.		
Phone:		Fax:	
E-mail:			