

Aging and People with Disabilities

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Number: APD-IM-16-099

Issue date: 10/19/2016

CORRECTED

Topic: Other

Subject: PACE Pay-In Payments

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

Message: Program of All-Inclusive Care for the Elderly (PACE) participants now have the option of paying their monthly pay-in/liability payment by debit or credit card using the state's online payment service.

The internet address where PACE participants can log in and make a payment every month is: <https://apps.oregon.gov/ECommerce/DHSOHA/EPS/>.

Online payments can be made 24/7 by using a Visa, MasterCard or Discover credit card. A debit card may also be used as long as it has one of the above mentioned logos. If participants experience difficulty while using the online payment service, they can call **1-855-255-4304** for assistance during regular business hours.

At the website, PACE participants will be asked to enter their name, prime number, branch number and the payment amount. Attached is a copy of a letter which has been sent to all current PACE participants with a pay-in. The letters tells them about the new online payment service, including all the information they will need to make a payment.

The online payment option will be available to all PACE participants effective November 1, 2016. Please encourage use of this service when you have contact with PACE participants during assessments, reassessments or at the front desk when they

are making a payment.

Payments can be made any time of the day with immediate confirmation of payment to the participant. APD Field Services will send reports of online payments around the 20th of the month and at the end of the month. Local offices serving PACE participants are still responsible for tracking monthly pay-in payments for PACE participants to ensure Medicaid eligibility.

If you have any questions about this information, contact:

Contact(s):	Cindy Susee		
Phone:	503-945-6448	Fax:	
Email:	Cynthia.susee@dhsosha.state.or.us		



Oregon

Kate Brown, Governor

Department of Human Services

AGING AND PEOPLE WITH DISABILITIES

PACE Program

500 Summer Street NE, E10

Salem, OR 97301-1074

(503) 945-6448

ClientFirst/LastName

Street

City, State Zip



Program of All-Inclusive Care for the Elderly (PACE) Payments

You may have a liability payment, also known as a “pay-in”, due each month. Right now pay-in payments are paid by mail or in-person at local branch offices. Starting in November 2016, people in the PACE program will be able to make pay-in payments by debit or credit card. Paying by debit or credit card will make it much easier to pay your pay-in amount. Your debit or credit card must have a Visa, MasterCard or Discover logo.

Failure to pay your pay-in each month could result in Medicaid ineligibility and an involuntary disenrollment from PACE services.

The internet address where you can log in and make your payments every month is: <https://apps.oregon.gov/ECommerce/DHSOHA/EPS/>. Choose the box for PACE Pay-in.

You will be asked to give some information about your case when you go to this website. You will need to have the following information ready:

- ✓ Your medical ID prime number - Prime
- ✓ Local branch number - Branch
- ✓ Current Pay-in amount – Pay-in Amount
- ✓ Debit or credit card information

You will need to go to the website each month to pay. You cannot set up reoccurring payments at this time. When you are paying online and have questions, you can call 1-800-255-4304.

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