

# Information Memorandum Transmittal Aging and People with Disabilities



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**Number: APD-IM-20-004**

**Issue date: 1/16/2020**

**Topic:** Long Term Care

**Due date:**

**Subject:** Additional Information Needed for the Adjustment Request Underpayment Form (0287A)

**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: Types A and B | <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"/> Support Service Brokerage Directors              | <input type="checkbox"/> Other ( <i>please specify</i> ):                     |
| <input type="checkbox"/> ODDS Children's Residential Services             |   |
| <input type="checkbox"/> Child Welfare Programs                           |   |

**Message:**

APD needed to make changes in the mainframe system to accommodate the federal W-4 changes per [APD-AR-20-001](#), which also impacted the process to make underpayment adjustments. While APD continues to evaluate the next steps on how to properly process timely underpayment requests, additional information will be needed at this time to process any requests.

When completing the "CEP Adjustment Request Underpayment" form (0287A) or the "OPI Adjustment Request Underpayment" form (0287G), staff will need to provide the specific date of the adjustment, the start time that wasn't originally paid, and the end time that wasn't originally paid. This information may be provided in the "reason for adjustment" text field.

For example, let's say that on January 15, 2020, a provider worked from 8:00 a.m. to 12:00 p.m. However, the CEP system paid for the time 8:00 a.m. to 11:00 a.m.

The request is as follows:

Adjustment Date: 1/15/2020 Start time: 11:00 a.m. End time: 12:00 p.m.

Request being made due to accidentally entering in the wrong end time.

If staff have recently submitted an underpayment request that has not been processed, please resubmit your request with the additional information indicated above.

APD will update the above forms once a permanent process is in place to manage underpayment requests.

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

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