

Information Memorandum Transmittal Aging and People with Disabilities



Cheryl Miller

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Number: APD-IM-21-039

Issue date: 4/28/2021

Topic: Provider Information

Due date:

Subject: Homecare Worker and Personal Care Attendant Direct Deposit Delay

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 checked="" type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> ODDS Children's Residential Services | County Mental Health Case Managers and Comagine |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

A technical error has caused direct deposit payments with a payment processing date of April 26, 2021 to Homecare Workers (HCW) and Personal Care Attendants (PCA) to be delayed by one day. Direct Deposits should be received by banks today April 27, 2021. **Workers paid by check are not impacted.**

OHCC sent social media and GovDelivery messages to workers.

Message:

Dear Homecare Worker and Personal Care Attendant,

You are receiving this email, because your direct deposit payment will be delayed by one day, because of a technical error. The error applies to direct deposits with a payment processing date of April 26, 2021.

We want you to know how much we respect and value the services and supports you provide to Oregonians. We know that this is a difficult time and we apologize for the inconvenience this error has caused.

If you have questions, please contact the OHCC Customer Relations at OHCC.CustomerRelations@dhsoha.state.or.us or 877-624-6080.

If you have any questions about this information, contact:

Contact(s): OHCC Customer Relations	
Phone: 877-624-6080	Fax:
Email: OHCC.CustomerRelations@dhsoha.state.or.us	