

# Information Memorandum Transmittal Aging and People with Disabilities



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***Authorized signature***

**Number:** APD-IM-23-062

**Issue date:** 6/22/2023

**Topic:** Long Term Care

**Due date:**

**Subject:** New Way to Submit Tier Three Admin Service Plan Extensions

## **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: Type 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:**

### **What's Changing**

APD Central Office (CO) has developed a new process for submitting administrative (admin) service plan extensions requiring Tier three approval by CO. Effective July 1, 2023, staff will no longer submit extension requests to CO by email and instead will complete a Microsoft Forms to submit the request.

### **How to Make a Request**

A request can be submitted once the assessment has been put into admin status, selected an admin reason, and set-up a service plan in pending status. Staff will continue to follow their local office process for submitting admin extensions to CO for approval. For example, if a local office process requires all requests be reviewed and submitted by a supervisor then this process would remain the same unless changed by local office management.

Requests can be submitted on a work computer or a work cellphone by accessing the form at the following link: [CO Admin Extensions](#). The link can also be found on the

“Case Management Tools Page”. A new section labeled “Make a Request” has been added under the “Recent Updates” Section.

The Case Management Tools page:

### **Make a Request**

- [Central Office ADMIN Extensions](#) (New June 13, 2023)
- [Crisis Support Program](#) (New June 13, 2023)

The Case Management Tools page on OWL:

## **Make a Request**

- [Central Office ADMIN Extensions](#) (New June 13, 2023)
- [Crisis Support Program](#) (New June 13, 2023)

Requests not set-up and ready for approval as described above when received by CO will be returned to the case manager with directions to correct the errors and to reply to the email once completed.

Requests marked yes for “Provider Payment Issue” on the request form will receive priority followed by the order the request is received. However, many requests come in marked yes for provider payment issues and it may still take some time to process. CO strives for a quick turnaround whenever possible. Requests are anticipated to be worked within 7-10 business days and requests marked yes for “Provider Payment Issue” within 3 business days. At times, requests may take longer to process.

Once the request is completed, CO will narrate the actions on the case in Oregon ACCESS and will send an email to the assigned case managers identified in the online form.

### **Why the Change in Process**

CO has identified the need to adapt to a new method of tracking and processing of admin extensions because of the volume of requests received. This new process allows for precise tracking of all requests, instant notification of requests to the CO review team and faster processing.

CO recognizes the delay in approving admin service plans directly impacts the work of case managers. The change to this process is to help with the speed and accuracy of admin extension requests and to better support case managers.

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

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