

Medical Denials and Terminations with Long-Term Services and Supports Report

The Medical Denials and Terminations with Long-Term Services and Supports Report is generated daily and sent to APD/AAA Case Management supervisors. The report provides a list of Oregonians who have had the types of assistance (TOAs) MSERV, NMAGISERV, and LTCSERV denied or terminated.

The report should be filtered by branch and distributed to assigned Case Managers so appropriate timely action can be taken on the service case. When filtering the report, be sure to include SSP offices in your district as the Oregonian may not yet be assigned to an APD/AAA office in ONE.

Case Managers should work the report in the following order:

1. Terminations
2. Denials
3. Deceased

If the Oregonian was denied OHP Plus (MAGI or OSIPM) due to financial ineligibility, follow-up may include a courtesy call to the Oregonian to discuss program requirements and connecting them to other community resources, like Oregon Project Independence.

The report is also sent to the [APD Central Coordination Unit](#) who collaborates with local Behavioral Health and Intellectual and Developmental Disability programs to support Oregonians whose medical benefits have been adversely affected.

This guide provides direction to Case Managers for each medical denial and termination reason. It is expected Case Managers work with their local Eligibility team to make necessary corrections or updates in ONE; however, the majority of follow-up is done by Case Managers outside of ONE.

Table of Contents

Medical Denials and Terminations with Long-Term Services and Supports Report.....	1
Case Withdrawn	3
Concurrent Benefits: Review for Proper Authorization	3
EDBC Benefits Denied Because of Missing Information.....	3
Evaluated Service Benefit is Not Applicable to the Primary Type of Assistance.....	3
Failure to Respond to an RFI	4
Individual is Deceased	4
Individual Doesn't Have Service Eligibility	4
Individual is Eligible for a Better Medical Benefit	4
Individual Has a Disqualifying Transfer	5
Individual Has Service Eligibility That is Not Valid in the Current Period	5
Individual's Information Has Been Transferred to Healthcare.gov	5
Individual is Ineligible for Services Due to an Invalid Service Setting Group and Service Category Code	5
Individual is Ineligible for Services as They are Ineligible for Medical Benefits.....	6
Individual is Over Resources	6
Individual is Receiving Medical Benefits in Another State	6
Interview	6
Missing Verification.....	7
Resolve Open Medical Exam Benefits in the CM System	7

Medical Terminations and Denials with LTSS
Quick Reference Guide

Case Withdrawn

Denials	If the Oregonian has already been assessed to meet level of care requirements, send a Voluntary Agreement to Take Action (MSC 457D). If they decline to sign the MSC 457D or have not been assessed, send appropriate decision notice as outlined in OAR 461-175-0340 .
Terminations	Review MMIS and ONE to determine if medical was closed or reduced to a lesser benefit. Take appropriate action on LTSS case and send timely notice as needed

Concurrent Benefits: Review for Proper Authorization

Denials	Work with your local Eligibility Team to follow the instructions in the Review Concurrent Benefits Task QRG
Terminations	Work with your local Eligibility Team to follow the instructions in the Review Concurrent Benefits Task QRG

EDBC Benefits Denied Because of Missing Information

Denials	Reach out to the Oregonian and work with them to obtain needed information. If necessary, send an APD 540 to deny LTSS
Terminations	Reach out to the Oregonian and work with them to obtain needed information. If necessary, send an APD 540 to close LTSS with timely notice

Evaluated Service Benefit is Not Applicable to the Primary Type of Assistance

Denials	Review service plan and ONE to make sure authorized TOA matches benefit type (ex: KPS or APD, etc.) Coordinate with your local Eligibility Team to take actions in ONE as necessary.
Terminations	Review service plan and ONE to make sure authorized TOA matches benefit type (ex: KPS or APD, etc.) Coordinate with your local Eligibility Team to take actions in ONE as necessary.

Failure to Respond to an RFI

Denials	Reach out to the Oregonian and work with them to obtain needed information. If necessary, send an APD 540 to deny LTSS
Terminations	Reach out to the Oregonian and work with them to obtain needed information. If necessary, send an APD 540 to close LTSS with timely notice.

Individual is Deceased

Denials	If a DOR for LTSS has been established, complete a posthumous service intake as necessary to ensure provider payments are appropriately issued.
Terminations	<p>Provider payments can be issue if the medical and service benefits for the needed time frame are showing correctly in all appropriate systems. Case Managers can refer to the 512 Payment Troubleshooting Guide on how to create a one-month 512 authorization if necessary.</p> <p>If the ONE system is missing the correct medical or service TOA and providers have not yet been paid, it may be necessary to work with CMU and the service desk to remove the DOD from Client Index (CI) and MMIS. Work with your local Eligibility Team to restore benefits and run eligibility, or use the Special Circumstance Override as necessary.</p>

Individual Doesn't Have Service Eligibility

Denials	Send APD 540 for LTSS
Terminations	The SELG record has terminated. Re-assess the Oregonian and take appropriate action on the LTSS case, sending timely notice as necessary. If the Oregonian continues to be eligible for LTSS, it may be necessary to work with your local Eligibility Team to rerun eligibility in ONE after the SELG record has been approved.

Individual is Eligible for a Better Medical Benefit

Denials	Review service plan and ONE to make sure authorized TOA matches benefit type (ex: KPS or APD, etc.).
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	Coordinate with your local Eligibility Team to take actions in ONE as necessary.
Terminations	<p>SELG may have ended. Review service plan and update SELG as needed. Review service plan and ONE to make sure authorized TOA matches benefit type (ex: KPS or APD, etc.)</p> <p>Coordinate with your local Eligibility Team to take actions in ONE as necessary.</p>

Individual Has a Disqualifying Transfer

Denials	Send APD 540 for LTSS
Terminations	Send an APD 540 to close LTSS with timely notice

Individual Has Service Eligibility That is Not Valid in the Current Period

Denials	N/A
Terminations	<p>Review service plan and ONE to make sure authorized TOA matches benefit type (ex: KPS or APD, etc.).</p> <p>Coordinate with your local Eligibility Team to take actions in ONE as necessary.</p>

Individual's Information Has Been Transferred to Healthcare.gov

Denials	This is a secondary denial reason. Send APD 540 denying LTSS.
Terminations	This is a secondary termination reason. Send and APD 540 to close LTSS with timely notice.

Individual is Ineligible for Services Due to an Invalid Service Setting Group and Service Category Code

Denials	<p>Review service plan ensure benefit type and service setting (ex: APD IHC) matches service category in ONE.</p> <p>Coordinate with your local Eligibility Team to take actions in ONE as necessary.</p>
Terminations	<p>Review service plan ensure benefit type and service setting (ex: APD IHC) matches service category in ONE.</p> <p>Coordinate with your local Eligibility Team to take actions in ONE as necessary.</p>

Individual is Ineligible for Services as They are Ineligible for Medical Benefits

Denials	<p>Send an APD 540 denying LTSS. Complete a courtesy call to discuss OSIPM resource limits, disqualifying transfer of assets, and connect to community resources.</p> <p>This is a courtesy call only. If you are unable to reach the Oregonian, no further action is required.</p>
Terminations	<p>Send an APD 540 denying LTSS. Complete a courtesy call to discuss OSIPM resource limits, disqualifying transfer of assets, and connect to community resources.</p> <p>This is a courtesy call only. If you are unable to reach the Oregonian, no further action is required.</p>

Individual is Over Resources

Denials	<p>Send an APD 540 for LTSS. Complete a courtesy call to discuss OSIPM resource limits, disqualifying transfer(s) of assets, and connect to community resources.</p> <p>This is a courtesy call only. If you are unable to reach the Oregonian, no further action is required.</p>
Terminations	<p>Send an APD 540 for LTSS. Complete a courtesy call to discuss OSIPM resource limits, disqualifying transfer(s) of assets, and connect to community resources.</p> <p>This is a courtesy call only. If you are unable to reach the Oregonian, no further action is required.</p>

Individual is Receiving Medical Benefits in Another State

Denials	Send an APD 540 to deny LTSS
Terminations	Send an APD 540 to close LTSS with timely notice

Interview

Denials	Reach out to the Oregonian and work with them to connect them with an Eligibility Worker to complete an interview. If necessary, send an APD 540 to deny LTSS
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Terminations	Reach out to the Oregonian and work with them to connect them with an Eligibility Worker to complete an interview. If necessary, send an APD 540 to close LTSS with timely notice
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Missing Verification

Denials	Reach out to the Oregonian and work with them to obtain needed information. If necessary, send an APD 540 to deny LTSS
Terminations	Reach out to the Oregonian and work with them to obtain needed information. If necessary, send an APD 540 to close LTSS with timely notice

Resolve Open Medical Exam Benefits in the CM System

Denials	If an Oregonian is denied for this reason, it is a defect. Please work with your leadership team to submit a CA ticket.
Terminations	If an Oregonian's benefits have been terminated for this reason, it is a defect. Please work with your leadership team to submit a CA ticket.