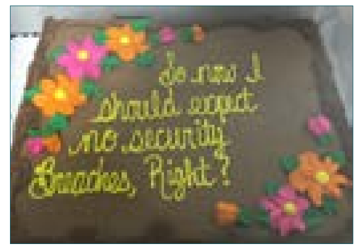
APD Field Services

July 2016

In the Loop

District 1 privacy stars!

Jessica Soltesz, District Manager in districts 1 (St. Helens) and 16 (Washington county) challenged all her offices to complete the privacy training. Jessica offered a prize for the first office to finish.



St. Helen's was the first office in either district to have everyone finish and their prize was this fabulous cake delivered as a morning treat!

Great job St. Helens - congratulations on getting it done!

To find out more about the 2016 privacy and security training requirements, see page 12 of this newsletter, and watch for updates in your email.

FYI: The privacy and security training is NOT the same requirement as the mandatory reporter training which was due earlier this year.

In this edition:

Supporting APD/AAA field structure by providing efficient, timely, and accurate information through superior consumer service.

APD 287 series updated on the form server

The APD 287 series *Provider Payment Adjustment* forms have all been revised on the form server. They can also be found on the Case Management Tools website and on the Provider Payment Adjustments page. Forms included in the update are as follows:

- APD 0287A, *CEP and In-Home Care Agency Adjustment Request Underpayment*;
- APD 0287B, *CEP and In-Home Care Agency Adjustment Request Overpayment*;
- APD 0287C, *SPD CBC Adjustment Request Underpayment*;
- APD 0287D, *SPD CBC Adjustment Request Overpayment*;
- APD 0287E, *SPD CEP Forced Payment Request*;
- APD 0287F, *SPD CBC Late Payment Request*;
- APD 0287G, *SPD OPI Adjustment Request Underpayment*;
- APD 0287H, *SPD OPI Adjustment Request Overpayment*;
- APD 0287i, *SPD OPI Forced Payment Request*.


Kickstand - Merilee Scott, Gold Beach

FYI: For those who use an internet browser other than Internet Explorer, such as Firefox or Chrome, you may experience difficulty opening the PDF forms and will therefore, need to install an Adobe Reader plugin to the browser

Don't forget! Customers cannot be required to provide a copy of their Social Security card as proof of their SSN; requiring those cards specifically violates the program guides and intentions. Wage stubs, award letters, tax forms, and a variety of other items may have their SSN; the W204 screen indicating the SSN is verified can also be used. Review the manuals and use DHS 223 form for documentation.

Online disability etiquette training

The Northwest ADA Center is offering Oregon's ADRC partners - including AAA and APD - the opportunity to participate in the on-line *Respectful Interactions: Disability Language and Etiquette* training at no cost. For ADRC partners to access the training at no cost, provide an email address and choose the registration type *Oregon Public Health* when registering. The training can be accessed here.

Respectful Interactions: Disability Language and Etiquette was designed to help organizations improve communication with and respect for people with disabilities. The content was designed to help participants develop a better understanding of the issues related to disabilities and become comfortable enough with the topic they feel confident in knowing how to use appropriate language and interact with people with disabilities in an effective manner.

Respectful Interactions offers respectful, practical advice on serving consumers and working alongside colleagues who have disabilities. Throughout the course, individuals with disabilities describe their interaction preferences through video clips. Please see APD-IM-16-057 for details including course content.

ABAWD work registration exemption

For more information on Able Bodies Adults without Dependents (ABAWD) coding see the SNAP Manual, section E.8 *Work Requirements Exemptions*, and SS-AR-15-014. There is also a Q&A document on the SNAP desk tools webpage. ***Remember!*** *ABAWD requirements apply to **every office**, not just those in mandatory counties.*

Chloe - Vicki Silva, Portland

Review the work exemption codes at certification, recertification, when a person moves in or out of the filing group, and when a change is reported that could impact an exemption. Please view this chart as *basic* information and refer to the manual for full information, explanations, and complete details.

Code:	**When to use:**	**Information:**
1: Caring for dependent CH under 6	Applies to Ofset	If anyone is under 18 in the filing group then no one is an ABAWD
2: Student exemption	If the adult is attending high school or higher education at least half time, as determined by their institution; includes consumers participating in their IRCO plan programs at least half time.	Includes students of: higher education, technical or trade school, other vocational school, high school, GED classes. For IRCO, see manual/ transmittal for details.
3: Incapacity or chronically homeless	Mental or physical condition which prevents the consumer from working	May or may not include those in shelters or "couch surfing". Look up chronic homeless to see if the they fit this criteria.
4: Working 30+ hours/ week or earning the equivalent	Verify the work hours	Use the federal minimum wage x 30 every week: 7.25 x 30 x 4.3 = $935.25 per month.
5: Self-employed 30+ hours/week	Self-employed persons who earn the equivalent of 30+ hours income/week after costs.	If costs the gross must be at least $1870.35/month ($935.25 x 2)
6: In drug or alcohol treatment	Includes meeting and rehabilitation group participation.	Alcoholics Anonymous and Narcotics Anonymous (AA and NA) participation is included.
7: JOBS participant	TANF and REF recipients.	
8: Caring for an incapacitated or disabled household group member	f the person receiving the care is not in the household the care must be provided 30+ hours/ week.	We accept their statement unless questionable.
9:Applied for/receiving UC benefits.	Verify if receiving UC. This does not include someone denied UC but in the appeal process.	Can accept consumer's statement they applied for UC unless questionable.

If you have a question about ABAWD or the exemption coding (please take the time to get it right!) and you can't find the answer, contact the SNAP policy analysts: snap.policy@state.or.us.

Don't forget! When there is a reported address change, make sure the change is made in Oregon ACCESS and on the mainframe SNAP case. Changing it only in ACCESS will not update the SNAP case which will cause notices to be sent to the wrong address and lead to errors and potential loss of benefits for our consumers!

Durin - Karen Kaino, Central Office

Looking for past issues of In the Loop? All newsletters, yearly indexes, and a master index for everything are on the APD Field Services web page.

August 2016

Happiness happens month
Water quality month
Win with civility month

Aug. 1-7: Simplify your life week
Aug. 7-13: Fraud awareness week
Aug. 14-20: Feeding pets of the homeless week
Aug. 22-25: Safe at home week

Aug. 1: World lung cancer day
Aug. 6: Hiroshima day
Aug. 7: Purple Heart day
Aug. 12: Worldwide art day
Aug. 14: Navajo code talkers day
Aug. 21: Senior citizen day
Aug. 26: National dog day
Aug. 30: National grief awareness day

Managing someone else's money

The Consumer Financial Protection Bureau (CFPB) has a series of useful booklets now available with information on managing someone else's money. The series includes:

- Help for agents under a power of attorney in Oregon;
- Help for court appointed conservators in Oregon;
- Help for representative payees and VA fiduciaries in Oregon (526 KB)
- Help for trustees under a revocable trust in Oregon (538 KB)

These booklet will be useful for case managers, adult protective service workers, options counselors, and to have in local offices for any Oregonian who might need information on managing someone else's money.

To order the free guides, use: http://promotions.usa.gov/cfpbpubs.html#someone and scroll down to the section specific to Oregon. The booklets may also be printed from the site.

Voucher reminders

Just a quick reminder for staff who process vouchers that not everything you have a question about on a voucher has to be sent back to the homecare worker. The guideline is: clarification = call; correction = send back out.

Clarifications could be things such as:

- AM or PM?
- Partial missing information which does not affect payment amount.

Corrections are things such as:

- Overlapping time;
- Requires a physical change to something in the system;
- Missing information affecting payment amount.

June 2016 SNAP honor roll

100% accuracy!

0111	Baker City APD	100%	1611	Prineville APD	100%
0310	Canby APD	100%	2311	Ontario APD	100%
1211	John Day APD	100%	2911	Tillamook AAA	100%
1311	Burns APD	100%	3112	Enterprise APD	100%
1418	South East Portland AAA	100%	3311	The Dalles APD	100%

95% or better accuracy!

3518	Gresham AAA	96.67	3515	Portland AAA	95.00
1717	Grants Pass DSO	95.83	3617	McMinnville AAA	95.00
2111	Toledo AAA	95.00			

35% of all AAA and APD branches are on the honor roll!

EDMS updates!

Check out the EDMS User Guide, located on the EDMS Home Page and in APD Staff Tools. A updated version of the Quick Reference Guide (QRG) for APD/AAA document types has been created with additional forms added for clarification. The QRG for scanner supplies, repairs and replacement has also been updated with new information about how and where to order supplies for the Kodak scanners.

Searching in Oregon ACCESS

Did you know you can use the search feature in Oregon ACCESS narratives to find information? Instead of reading through narratives to help narrow down if a consumer is a Pickle or has a lifetime pension benefit letter on record, you can use the search to quickly find the information you're looking for.

Steps:

- Click on narrative icon in ACCESS;
- Change *From Date* to 00/00/0000;
- Click on *Retrieve*;
- Click the cursor inside the previous narrative dialog box;
- From the menu on the top of narrative box click on *Search* and select *find*;
- In the search box put in keyword(s) such as Pickle.

Slade and Avery - Tawnya Baer, Portland

If the word *Pickle* is any previous narrations, it will navigate to that word and you can click *next* to take you to each instance of the word.

Darlotte Justice, Multnomah County

TTT highlights – Service case QA tips

The June 30, 2016 Train the Trainer (TTT) meeting included information on service case quality assurance (QA); see below. For information on attending TTT in person or via v-con, or about presenting at the TTT meeting, please contact Lauren Mitchell.

Below are some quality assurance (QA) guidance for service cases. Although everyone is very busy, please remember it is essential to do the best job we can with every consumer – for their benefit and to have a clear justification to the legislature for the work we do.

3 questions: All assessments should answer 3 questions clearly:

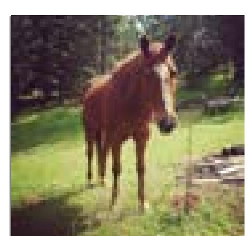
1. Why is there a need?
   - Needs to be clear in the assessment, synopsis, diagnosis tab, and other areas.
2. How frequent is the need?
   - Be specific and avoid vague phrases like *occasionally*, *only on bad days*, or *at times*;
   - If the need is not daily, describe why it is not.
3. How is the assistance being received?
   - Try to describe what the provider does instead of using words like *hands-on* or *cueing*.

Common errors: Below are common errors found in service cases across the state.

- Hypothetical or potential issues cannot be used to determine need:
  - In ambulation, staff cannot use stand-by, fear of falling, or isolation tripping over something to determine hours needed;
  - In transfers, staff cannot use “if/then” statements (if she is in a low chair, then will need assistance), standby assistance, or mimic the rule with an explanation (4x/month);
- Meshing specific rules – for instance cleanup of a person in a changing area as bladder/ bowl instead of toileting;
- Using out-of-date or irrelevant information to determine need when circumstances have changed;
- Confusing cueing and reminding;
- Documenting what happens instead of what is needed – for instance, having help off the couch when someone is present, but not needing assistance when alone;
- Contradictions such as needs help to and from the toilet, but independent in ambulation.

Reduction reminders: Don’t forget to look at reducing care need hours when –

- Home delivered meals are in place;
- Natural supports are providing for some of the need;
- A lift-chair is provided to reduce transfer hours;
- Customer no longer bathes as frequently;
- House cleaning may be lower if the home is small, such as a motor home;
- A ramp may reduce ambulation time and/or change eligibility after it is in place.



Reno - Chloe Klosterman, Medford

ABLE Act of 2014

The Achieving a Better Life Experience for Everyone (ABLE) Act was passed by Congress and signed by President Obama in 2014. The ABLE Act allows individuals with disabilities who qualify to open special accounts under Section 529 of the Internal Revenue Code. The purpose of these accounts is to allow qualifying people with disabilities to save money for items that enhance their quality of life without losing needed entitlements and public benefits. These accounts are administered by Oregon's 529 Commission, part of the Oregon Department of the Treasury, and **not by DHS**.

The 529 Commission keeps track of the amount of savings in ABLE Act accounts for each individual program participant, and reports those balances, as well as disbursements from those accounts, to the Social Security Administration (SSA). Individuals who inquire at a local APD/AAA office about how to open an ABLE Act account should be directed to Oregon's 529 program at 1-866-772-8464.

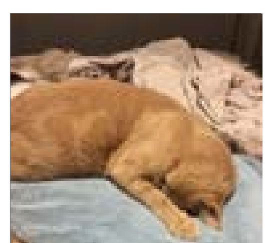
Individuals can qualify to open an ABLE Act account, or have one opened for them, if:

1. The individual is blind or has a disability that does or would qualify them to receive SSI or Social Security based on blindness or disability; and
2. The onset of the blindness or the disability occurred before the age of 26.

The SSA excludes the first $100,000 in ABLE Act accounts when determining eligibility for SSI. **However, balances in ABLE Act accounts are excluded when considering eligibility for OSIPM and the MSPs, regardless of the amounts in them.**

Withdrawals from ABLE Act accounts for qualified disability expenses, or QDEs, are excluded for OSIPM and the MSPs. QDEs include the following:

- Housing expenses, which include:
  - mortgage payments;
  - real property taxes;
  - rent;
  - heating fuel;
  - gas;
  - electricity;
  - water;
  - sewer; or
  - garbage removal;
- Education;
- Transportation;



Mr. Hobbs - Cindy Pryor, Central Office

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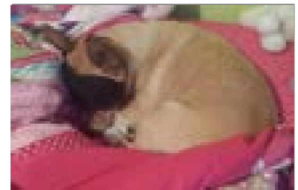
- Employment training or support;
- Assistive technology and related services;
- Health;
- Prevention and wellness;
- Financial management and administrative services;
- Legal fees
- Expenses for ABLE account oversight and monitoring;
- Funeral and burial; and
- Basic living expenses.


Maximus - Mandy Tripett, Klamath Falls

Disbursements from ABLE Act accounts for purposes other than those listed above count as unearned income in the month of the disbursement. Any money left from that disbursement would be considered a resource in the month after the month of withdrawal.

Staff are not expected to monitor these accounts with regularity, given that all monies held in the accounts are excluded, and the QDEs are written in such a broad fashion consumers have wide latitude with expenditures. When narrating information about ABLE Act accounts in Oregon ACCESS, please note the individual has an ABLE Act account in the *Resource Type* field and the amount of money in the account, if that information is available.

For more information about ABLE Act accounts, please see OAR 461-145-0000 or Counting Client Assets B-1.

Jeff Stell, Medicaid Program Analyst

More NVRA Q&A

Here are more questions and answers about the National Voter Registration Act (NVRA) procedures. If you have a question, contact Karen Kaino by phone, 503-569-7034, email: karen.l.kaino@state.or.us, or IM.

ATTENTION! All materials - including registration forms, envelopes, and lobby cards - related to voter registration can be ordered through the regular forms ordering process via FBOS. FSAM. VIII. E. Forms, 3. General information

Q: Does the 24 month SNAP cert mean we don't have to do anything with voter registration for 24 months?

A: No, it does not mean that. The same rules of voter registration still apply. If the consumer reports a new address, the certification length is irrelevant. The mid-cert (12 month) check for the 24 month cert is *not* a recertification or application for benefits so NVRA requirements do not automatically apply. The only change is the SNAP cert length so NVRA is just the same. FSAM. VIII. B. When to offer voter registration

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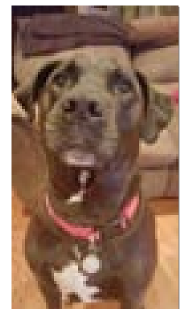
Q: A consumer takes the voter registration card home with them and the worker keeps the declination. Since I have no voter registration card to mail to the County but the declination is marked yes, how do I report this on the website?

A: We only have to report the cards which are turned in to the county elections office by us. The *yes* marked on the declination (or other approved document) is based on their request for a registration card and isn't related to if the consumer actually sends in the card. In this case, you narrate *yes,* mark the declination *yes,* and report nothing. If the consumer returns the completed card to the local office at any point, it would be reported in that week's number. FSAM. VIII. E. Forms 3. SEL 503



Rocky - Joy Kilishek, Grants Pass

Q: Since the NVRA manual is rather long, do you have a place I can find a shorter version that could easily be reviewed during a meeting?

A: Well, the manual if pretty thorough, so please (please!) look there for all your questions. However, a quick reference called *NVRA: Just the basics* is on the APD Field Services website under the *Voter Registration* header.

Q: When an interview is completed with an authorized rep, since they cannot answer for the consumer, does a declination form need to be completed and marked no? Or does the worker simply narrate *VR: N/A* with no declination completed?

A: Because the authorized rep is outside of the NVRA requirements, we have no need to complete a declination form. If your narration already indicates you are dealing with an authorized rep, you do not need to reiterate it in the VR section. If the person you are interviewing has not been specified elsewhere please indicate an authorized rep, but yes *VR: N/A* is great. The manual states the ONLY time we use N/A is for non-consumers who act on behalf of a consumer. FSAM. VIII. B. When to offer voter registration

Q: I'm the new voter registration coordinator in my office. Is there a form to fill out?

A: Yes there is. Within 10 days of the change in local site coordinators, the new coordinator should complete the online SEL504C, *NVRA Site Coordinator Change Form.* The form goes directly the Oregon Elections Division. (I would appreciate an email/IM also, please! ~ *kk*)

Q: Why are we asking non citizens if they want to register to vote?

A: We aren't. That's old information. If a person states they are a non citizen we do not have to ask them about voter registration. HOWEVER! If the non citizen requests a voter registration form you are required to give it to them. Remember - our responsibility is to get forms into their hands and turn them in - not to police the voter rolls.

Don't forget! A prime number is required to be assigned and a case created and integrated for *every application* for benefits, even when the case is denied. No exceptions!

EAU and funeral expenses

One topic that comes up quite often in the estate recovery process is in regard to funeral expenses. When reviewing a case, Estates Administration Unit (EAU) always check to see if the deceased recipient had a pre-paid funeral plan or burial insurance policy. In some cases, the person may have had money "set aside" in a bank account to cover these expenses. We really appreciate this information being noted in the Oregon Access case.

We also understand you may be contacted at times by family with questions about the use of remaining bank funds for funeral expenses. Please feel free to contact EAU for information about this subject. You may also refer the family member directly to us. We can be reached by phone at 503-378-2884, toll free in Oregon at 800-826-5675, or by email at estate.admin@state.or.us.

Kathleen Rossi, Estates Administration Unit

Hearings training

DHS APD Hearings and APD Medicaid Long Term care have jointly prepared an online hearings training for all levels of staff: *Online APD Hearings Informational Training*.

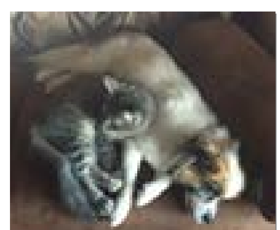
Access the training through the DHS Learning Center with key word *Hearing* or course # C05795. Topics covered include:

- How to fill out the MSC 443 form;
- Where to send hearing requests;
- The life cycle of the hearing request;
- How to process aid paid pending;
- Staff roles in hearings;
- How to prepare if you are a department witness;
- What to expect after the hearing;
- The final order and appeals.

QEDs, QEIs: BCU news you can use!

Are you missing what's important in the BCU Long Term Care Registry (LTCR)? Email BCU.LTCR@state.or.us to eliminate delays in background checks and maximize portability for your subject individuals (SIs):

- **Name, address, and driver's license** information may be sent through secure email.
- Provide the **type of government identification** used to validate the new name change.
- **Data entry errors** can prevent SIs from being found on the LTCR or on the SI Roster. If in doubt, ask BCU.LTCR@state.or.us for help.
- **Opt for providing more information** rather than less to get a match on the Registry including Driver's License, Social Security Number (optional but helpful when available).
- **New adverse history** since last check – request new background check by supplying name, date of birth and summary of how the new history was learned, and a short description of the type of crime or abuse.



Athena and Copper - Linda Lawson, OPAR

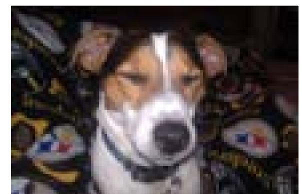
Please send any ideas for *BCU News You Can Use* to robert.d.jackson@state.or.us for upcoming newsletters.

TTT highlights – Case management

The June 30, 2016 Train the Trainer (TTT) meeting included information on case management and long-term care Medicaid policy; see below. For information on attending TTT in person or via v-con, or about presenting at the TTT meeting, please contact Lauren Mitchell.

Central Office reviews: Reviews are being conducted by long-term care Medicaid policy staff using only the electronic record to determine accuracy of the eligibility determination and service level.

The reviews are ongoing and, although some cases are very well-documented and clear, approximately 20% of the cases reviewed do not have clear documentation to support eligibility. Some state-wide issues are:



Jasper - Cynthia Susee, Central Office

- Very difficult to determine why the consumer needs in-home care;
  - The root cause of the need for care is not specified;
  - No indication how the consumer has managed until now;
- No explanation of the need is specified;
  - Terms such as *assistance*, *at least*, *often*, or *no change* do not provide specifics which can be used to assign in-home care hours.

Assigning hours: There appears to be confusion in the field about assigning in-home hours. Please:

- DO NOT automatically assign full hours for every task;
  - Hours assigned must be based on *actual* need, not *potential* need;
  - Document why the need is for either reduced of maximum hours: receives home-delivered meals, lived in a 5th wheel, infrequent bathing.
- DO assign as many hours as are actually needed instead of withholding hours for a potential request for more hours;
  - Withholding or holding back a percentage of hours are not justifiable as a “cost-savings” and are unfair to the consumers with true need;
  - If more hours are needed and justifiable beyond the maximum, please discuss an exception with your local leadership staff.

Natural Supports: Please do not start a conversation with the person currently providing natural supports by asking if they “want to be paid”. It is appropriate to assume that natural supports will continue to provide assistance to the consumer unless they state otherwise.

- Staff are encouraged to ask and document what changed to make the natural support no longer available;
  - Discuss changes with the consumer in the event a natural support will no longer provide assistance and a paid provider will take over those duties.;
- Some family members are legitimately appropriate as a paid homecare worker, but it is important to have and document a conversation which justified that role.

Mandatory privacy training

All agency employees, volunteers, partners and contractors with access to agency information systems or assets are required to take annual training so they can do their part to protect agency information from unauthorized access or disclosure. For 2016, employees, volunteers, partners and contractors are required to complete one (1) online refresher course.

Complete mandatory 2016 refresher course by Oct. 14

The course *2016 Privacy and Security Awareness* will need to be taken on the Learning Center. You can review the course at your own pace, starting and stopping as needed; it should take about 60 minutes to complete. Keyword: *Privacy*; course # C05817.

Klohe - Nanette Plotner, Milwaukie

At the end of the course, there is a thirteen question assessment on *Reporting an Incident*. You must answer 11 questions correctly to complete the course successfully and receive credit; re-take the assessment as many times as you need until you answer 11 questions correctly.

Plan now to finish the course before Friday, Oct. 14. ISPO will collaborate with DHS and OHA leadership to ensure that staff and partners complete the training before the deadline.

Questions, accommodations

- *For more information* go to the ISPO Awareness and Education page;
- Email ISPO.AwarenessEducation@state.or.us with *questions or for accommodation*.

Fraud advisory: Email phishing as SSA

The Acting Inspector General of Social Security issued a warning about an email phishing scheme where persons received a message appearing to be from the Social Security Administration (SSA) alerting them of “unusual” activity with their Social Security number.

The message includes a PDF attachment with the heading *Notification* and advises the recipient, *We detected something unusual about a recent use of your SSN* and *to help keep you safe, we require an extra security challenge*. It asks the recipient to review recent activity via an embedded link which opens an SSA-like site. The notice includes SSA’s official seal and the words *Social Security Administrator, United States Of America* in the signature.

If anyone has questions about communications - email, letter, text, or phone call - claiming to be from SSA, they should contact a local Social Security office, or call Social Security’s toll-free consumer service number at 1-800-772-1213, 7 a.m. to 7 p.m., Monday through Friday, to verify its legitimacy. (TTY 1-800- 325-0778.)

Individuals may report suspicious activity involving SSA to the Social Security Fraud Hotline via the Office of the Inspector General at https://oig.ssa.gov/report, or by phone at 1-800-269-0271, 10 a.m. to 4 p.m., Eastern time, Monday through Friday. (OIG TTY 1-866-501-2101.)

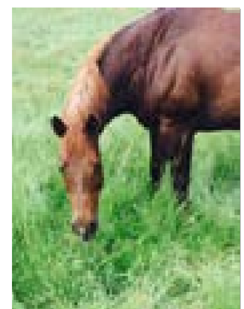
The 4 Ws

Placing a consumer into a specific needs contracted adult foster home

Do you have a consumer with high needs who wants to move out of a nursing facility into a Community Based Care (CBC) setting and you are struggling to find placement? Do you have a client who is failing standard CBC settings and who doesn't want to move to a nursing facility? Maybe it is time to explore specific needs contracted adult foster home (SNC AFHs). Here are the 4Ws to it:

WHAT is a specific needs contracted adult foster home? These homes have entered into a specific contract with the State of Oregon requiring additional staffing to provide services to people who are traditionally unplaceable in a CBC. There are 6 different types: basic dementia, basic neurological, advanced dementia, advanced neurological, bariatric, and complex ADL. *Please note: the advanced dementia contract has the flexibility to take consumers with neurological diagnoses.*

WHEN would I pursue placement for a consumer in a SNC AFH? After making *several documented* attempts to place a consumer in standard CBC settings, including memory care for dementia consumers, and are unable to find a good fit vacancy that is willing to assess/admit the consumer. Documentation should support the consumer is transitioning from a nursing facility, or diverting from a nursing facility, and have failed or are unable to access other CBC settings. The specific requirements for each contract listed on the statement of work is found towards the bottom of the page here. Pay close attention to the section titled *Target Group*; it describes admission criteria and care needs of consumers required for admission into a SNC AFH.



Utne - Suzanne Gurney, North Bend

WHY were these contracts developed?
The State of Oregon has been a leader in developing ways for our Aged and Disabled populations to live more independent lives in the community, rather than in institutions. These contracts were developed to help our consumers living in Nursing Facilities move back out into the community.

WHERE are these contracted homes located?
There are SNC AFHs located across the state, but the concentration of homes are found in the Metro Area which includes Multnomah, Washington, and Clackamas Counties. The vacancy lists are titled *Specialized Service Vacancy Reports* and can be found here on the Diversion/ Transition Page, linked from the CM Tools page. The first report titled *Specialized Service Vacancy Report* is listed by type of contract and is good to look at if the consumer does not have geographical restrictions.

The second report, under the same title, is listed by county and would be a good starting place if placement is limited to the current or surrounding counties. It may take several days for a

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new vacancy to appear on the webpage. Staff who are struggling to find SNC AFHs with vacancies can call the ones which appear with no vacancies as well as those which list an actual vacancy. Remember, advanced dementia homes also have the option to admit clients with neurological disorders.

Next month look for *How to Place a Consumer in a SNC AFH* or refer to this link.

Amy L Gordin, Transition Services Analyst

Don't forget! Please review Manual Letter #72 on the APD Staff Tools website for updated rules, procedures, and changes to the manuals; see SS-PT-16-012 and SS-PT-16-016 for complete l. Update includes changes to the OSIPM manual and Workers Guide.

Submitting 7210s

If APD/AAA staff have 7210s which need to be submitted to 5503 for processing and are NOT due process or case coordination may be scanned and emailed to: OregonHealthPlan.Changes@state.or.us.

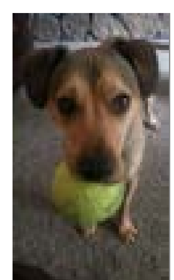
7210s needing due process or case coordination should continue to follow the instructions in the ACA procedure document for submission.

New Grants Pass address

The Grants Pass office moved to a new location as of July 18th. The new address is: 2101 NW Hawthorne Ave. Ste A, Grants Pass OR 97526-3415. Phone and fax numbers are unchanged.

MMA team – Medicare part D

Many times Medicare/Medicaid (dual) clientele have difficulty accessing their medications through the Medicare Part D program. Please contact the MMA hotline if your consumer needs assistance with any of the following Medicare part D issues:



Sage - Misty Daniel, Klamath Falls

- Pharmacy billing issues;
- Incorrect LIS co-pay amounts;
- Plan denied specific drugs;
- Medicare Part D plan enrollment issues;
- Pharmacy is unable to determine whether a medication is covered by Part B, Part D, or Medicaid;
- Or any other Medicare Part D related issues.

Please fill out a SDS 0728 form and e-mail it to MMA.REFERRALS@dhsoha.state.or.us. You can also contact the MMA team on the MMA Hotline 1-877-585-0007

The MMA team's main purpose is to ensure our Medicaid/Medicare clientele get the services they need timely and efficiently, ensuring their health and safety is not compromised.