

SKILL MAINTENANCE CHALLENGE
“Noticing” Clients

CAF-SSP Programs

September 2011

1. Your client is receiving MAA for herself and her child based on zero income. Mid-month she reports that she is receiving Unemployment Compensation income of \$1,109 a month. You convert her medical case from MAA to OHP-OPU and to OHP-OPC for her child. Do you need to send a notice?

Yes ___

No ___

2. Your client is receiving MAA for herself and her children. She reports that she went to work and expects earned income that exceeds the MAA standard. You determine that she is eligible for EXT. You convert the case to EXT and:

- (a) Send an approval notice for EXT.
- (b) The CM system automatically sends an approval notice.
- (c) Send a reduction notice because of the change in programs.

3. Your client is receiving OHP-OPU and gets Social Security Disability payments of \$752 a month. He reports that he is now eligible for Medicare. You know he is no longer eligible for OHP-OPU, and you look at the QMB worker guide at: <http://www.dhs.state.or.us/spd/tools/program/qmb/index.htm> and determine that he is eligible for QMB-BAS. You:

- (a) Send no notice because he is still eligible for a medical program.
- (b) Convert to QMB-BAS and send a DHS 462R or a NOTM CMRSTD1 and CMRSTD2 to reduce his benefits.
- (c) Convert to QMB-BAS and send a NOTM CMRQMB1 and CMRQMB2 listing the reason and applicable rules for why he is no longer eligible for OHP-OPU.

4. Your client is receiving MAA for herself and her child. Child Welfare reports they have custody of her child. Your client claims to have a disability that may meet requirements for OSIPM. You:

- (a) Send a basic decision notice and close the MAA case.
- (b) Convert the case to OHP-OPU, do a presumptive referral and send the DHS 462R.

(c) Remove the child, do a presumptive referral, add BED coding and leave the MAA case open until a presumptive determination is made.

5. Heidi and her 19-year-old daughter, Daphne, apply for SNAP. Daphne is an ineligible student. How do you give notice of this?

- (a) Deny the case using Reason code ST.
- (b) Send NOTM FSC00CE.
- (c) Fill out a 456, citing OAR 461-135-0570.
- (d) Send NOTM FSR00CE.

6. Jonah, Peggy and their three children apply for cash and SNAP. They are over income for cash, but eligible for SNAP. How will you give them notice? What rules should be cited?

7. You work in a processing center. When you completed Rob's SNAP recert, you noticed that he is due for referral to the OFSET program. How do you notify him? What about getting his signature on the DHS 7832R?

8. Lila has an open ERDC case. She calls you on April 25 to report that she has been off work since April 5 because of illness. Lila just went back to work today and is worried about paying her copay since her next paycheck won't come until May 4. What notice will you send to adjust her May copay?

9. Amanda works as a waitress, earning an average of \$252 per week. She also gets tips (about \$45/week) and \$90 in child support for little Justin. Will the systems-generated approval notice be sufficient?

10. Julian wants a higher rate approved to care for his son, Cash. How do you inform him of what he needs to get approval? What notice is required if the higher rate is not approved?

SKILL MAINTENANCE CHALLENGE – Answers

CAF-SSP Programs

May 2011

1. Your client is receiving MAA for herself and her child based on zero income. Mid-month she reports that she is now receiving Social Security income of \$1,109 a month. You convert her medical case from MAA to OHP-OPU and to OHP-OPC for her child. Do you need to send a notice?

Yes

No

Yes, but only for the adult.* Because the MAA program provides the OHP Plus benefit package and the OHP-OPU program provides the OHP Standard benefit package a reduction notice needs to be sent for the adult. Use the DHS 462R or the NOTM CMRSTD1 and CMRSTD2 – both list all the programs that provide the OHP Plus benefit package. List the reason for ineligibility for MAA and add Oregon Administrative Rules (OAR) 461-145-0550, 461-155-0030(1) and OAR 461-160-0100(1).

2. Your client is receiving MAA for herself and her children. She reports that she went to work and expects earned income that exceeds the MAA standard. You determine that she is eligible for EXT. You convert the case to EXT and:

- (a) Send an approval notice for EXT.
- (b) **The CM system automatically sends an approval notice.**
- (c) Send a reduction notice because of the change in programs.

3. Your client is receiving OHP-OPU and gets Social Security Disability payments of \$752 a month. He reports that he is now eligible for Medicare. You know he is no longer eligible for OHP-OPU, and you look at the QMB worker guide at: <http://www.dhs.state.or.us/spd/tools/program/qmb/index.htm> and determine that he is eligible for QMB-BAS. You:

- (a) Send no notice because he is still eligible for a medical program.
- (b) Convert to QMB-BAS and send a DHS 462R or a NOTM CMRSTD1 and CMRSTD2 to reduce his benefits.
- (c) **Convert to QMB-BAS and send a NOTM CMRQMB1 and CMRQMB2 listing the reason and applicable rules for why he is no longer eligible for OHP-OPU.**

4. Your client is receiving MAA for herself and her child. Child Welfare reports that they have custody of her child. Your client claims to have a disability that may meet requirements for OSIPM. You:

- (a) Send a basic decision notice and close the MAA case.
- (b) Convert the case to OHP-OPU, do a presumptive referral and send the DHS 462R.
- (c) Remove the child, do a presumptive referral, add BED coding and leave the MAA case open until a presumptive determination is made. (The worker may need to shorten the MAA eligibility period to add the BED coding.)**

5. Heidi and her 19-year-old daughter, Daphne, apply for SNAP. Daphne is an ineligible student. How do you give notice of this?

- (a) Deny the case using Reason code ST.
- (b) Send NOTM FSC00CE.
- (c) Fill out a 456, citing OAR 461-135-0570.**
- (d) Send NOTM FSR00CE.

The NOTM notices are used to deny the entire case or reduce ongoing benefits: neither fits this situation. Using Trans code DEN and Reas code ST is to deny the entire case. Heidi will get the automatic approval notice from FSMIS. You will need to fill out a 456, send it to the HH and state that Daphne is an ineligible student per OAR 461-135-0570.

6. Jonah, Peggy and their three children apply for cash and SNAP. They are over income for cash, but eligible for SNAP. How will you give them notice? What rules should be cited?

FSMIS will send an automatic approval notice when you CRT the SNAP case. For TANF, deny using NTCE code OI if they are ineligible for cash and medical. If the family gets medical, fill out a 456 specifying that they are over income for TANF per OAR 461-155-0030.

7. You work in a processing center. When you completed Rob's SNAP recert, you noticed that he is due for referral to the OFSET program. How do you notify him? What about getting his signature on the DHS 7832R?

Send Rob NOTM FS7832R, completing it with the place, time and date of his appointment with the contractor. There is no need to have him sign the form.

8. Lila has an open ERDC case. She calls you on April 25 to report that she has been off work since April 5 because of illness. Lila just went back to work today

and is worried about paying her copay since her next paycheck won't come until May 4. What notice will you send to adjust her May copay?

You might not be adjusting the May copay. Ask Lila how much her income will go down this month and next. You can adjust Lila's income on CMS, then e-mail DPU to cancel and reissue this month's *Child Care Billing (CCB)* to reduce the copay. No notice is needed to reduce the copay, because that is an increase in benefits. If you determine that her income loss in May will also be significant, that will also require notification to DPU (CCBs go out around the 20th of the month).

9. Amanda works as a waitress, earning an average of \$252 per week. She also gets tips (about \$45/week) and \$90 in child support for little Justin. For ERDC, will the systems-generated approval notice be sufficient?

There is no automatically generated approval notice for ERDC. Depending on the exact circumstances, you can input NTCE code 1D (ERDC approved) or 1G (ERDC approved with listed provider) on CM to send the approval notice * Another recommended option is to send the client a DHS 7294 (Notice of Income and Benefit Calculation) The 7294 also works as a 10-day reduction notice.

For new applicants include the 7478 Parent Guide to Child care and 7492 Child Care Provider Guide.

10. Julian wants a higher rate approved to care for his son, Cash. How do you inform him of what he needs to get approval? What notice is required if the higher rate is not approved?

Julian needs a DHS 7486 (*Special Need Child Care Rate Request*) to be filled out and returned by his provider. No notice is needed if we deny the higher rate (including when we simply do not get the completed form back).