

Roseburg AAA & APD D6 workflows for OPI-M/FCAP

Situation:	Communication Process/Method:	Process Notes
Phase 1: June 3, 2024	OPI-M is only being provided as an option to individuals receiving OPI benefits and their waitlist.	<i>APD and AAA will not be choice counseling new intakes or recerts about this program until a future date.</i>
Existing OPI consumer	AAA CM will reach out to consumer and provide option counseling on OPI-M. AAA CM will provide APD with a warm hand off list of consumers interested in OPI-M by 6/7/2024. Once decision is made (approved or denied) the below processes will be followed.	<i>APD will handle the interested cases following our already established below.</i>
	The D6 AAA and APD will work together on the capacity of cases APD is able to take. Once screening begins 6/3 by the AAA, they will compile a list of cases based of the waiting list first and prioritize by care needs/risks. The AAA will email APD leadership by 6/7/24 with a list of 15 names. APD will give each CM 1 case to start with. After our first round of cases APD will communicate with AAA to discuss workload and if any changes need to be made by the number of referrals. APD goal	

	<p>is to give each CM 1 case per month at minimum until we have gone through the entire waitlist and then current OPI consumers. <i>*per our estimated numbers this should be completed by 11/2024.</i> If we are unable to meet this goal we will have a discussion with our partners in regards to adjusting timelines. We will contact CO if more help or guidance is needed. Our current goal is to work on the waitlist for June, July and August of 2024. Then work towards the current OPI consumers September, October and November of 2024.</p>	
<p>Phase 2,3 and 4: December 2024</p>	<p>OPI-M will be provided as an option to all individuals applying for Medicaid Services.</p>	
<p>AAA receives consumer contact; consumer only wants regular OPI</p>	<p>AAA will handle this case. Referral does not need to go APD at this point.</p>	
<p>ONE denies and referral sent to APD</p>	<p>Referral email sent to APD intake team (1017.IntakeTeam@odhsoha.oregon.gov). Intake worker refers financial to CO OSIP-M eligibly team</p>	<p><i>CAPS is done first. Once we know 1-18 SPL we can do a referral form to AAA office.</i></p>

	APD CM does OPI-M and CAPS for SPL level.	
CCO referral to APD	<p>Provide consumer the 4 ways to apply for services with APD.</p> <ul style="list-style-type: none"> • Call our front desk to schedule a appointment 541-440-3580 – Roseburg APD • Call the virtual eligibility center (VEC) 800-699-9075 • Fill the application out online https://one.oregon.gov/ 	<i>This should not really apply. We should be getting our list through local AAA office for the implementation. But ongoing we will need to follow this process.</i>
AAA referral to APD for eligibility determination	<p>Provide consumer the 4 ways to apply for services with APD.</p> <ul style="list-style-type: none"> • Call our front desk to schedule a appointment 541-440-3580 – Roseburg APD 	<i>AAA – will need to train ADRC employees to be able to answer questions when they get calls in.</i>

	<ul style="list-style-type: none"> • Call the virtual eligibility center (VEC) 800-699-9075 • Fill the application out online https://one.oregon.gov/ 	
APD denies for OPI-M, refers back to AAA	<p>APD will send transfer email to AAA informing of denial decision.</p> <p>Denial for OPI-M, in subject line of email.</p>	<p><i>Action Items:</i> <i>Make template – to communicate decision of Denial/Referral.</i></p>
APD approves for OPI-M, refers to Roseburg	<p>Transfer email sent to AAA notifying of approval.</p> <p>Approval for OPI-M, in subject line of email.</p>	<p><i>The APD CM will email the AAA email (1017 PTC email for the county). Then if they need/want they can set up a case staffing with the CM for more info.</i></p> <p><i>AAA needs training on TBD placeholder training.</i></p>
Annual re-determination due. AAA refers to APD	<p>If kept in branch 1017 then the CM will be aware of recert. The APD CM will schedule the recert like we would any other recert.</p>	<p><i>Figure out if we can keep have the OPI-M CM work out of 1017 as the CM.</i></p>

		<i>Then keep the APD CM on the case as support.</i>
Annual re-determination: client is eligible. APD communicates to AAA Case Manager.	APD Case Manager will send email template to AAA, notifying that case is approved. Redetermination approval for OPI-M, in subject line of email.	<i>The APD CM will email the AAA email (1017 PTC email for the county). Then if they need/want they can set up a case staffing with the CM for more info. AAA needs training on TBD placeholder training.</i>
Annual re-determination: client is ineligible. APD communicates to AAA Case Manager.	APD Case Manager will send email template to AAA, notifying that case is denied. Redetermination denial for OPI-M, in subject line of email.	<i>Action Items: Make template – to communicate decision of Denial/Referral.</i>
Other? Service plan needs to be adjusted	AAA will send 546N to 1017 voucher clerks? (This question has been sent to Central Office for clarification.)	APD will send out their appropriate paperwork. ET worker/ONE will send out financial stuff. Or CO special unit.

		AAA will send out all other ongoing paperwork for the OPI-M program.
--	--	--

Notes from CO:

Phase 1:

Please address the referral process for Phase I including the number of referrals and frequency and the target date for completion of Phase 1.

This has been completed.

Please clarify if this phase includes all individuals receiving OPI or if you will be reviewing for OPI-M at re-assessments.

This has been done and added to process above.

Phase 2:

APD/AAA should not wait to send the financial request to CO until after the CAPS is done. The referral to CO for financial review should be simultaneous with the CAPS work.

made update to process. Originally this was writing thinking of a new intake coming through vs. working the lists. We will send eligibility referral up as soon as we think OPI-M is a possibility.

Please add content about how referrals from ADRC or AAA office will be handled.

They will at first be emailing specific names of consumers to the APD leadership team. Once things are live they will email the 1017 intake team email box. They will also offer the Oregonian all the ways to apply for services like they currently do.

It looks like the plan includes a detailed referral process document embedded with the implementation plan. This is an important part of the process.

Thank you.

Local offices have until March 1, 2025 to fully implement all phases. The district may decide to take a more phase by phase approach and focus on different groups if needs arise for a slower implementation. Please notify CO if the implementation plan is updated.

We have noted this and will do.

Phase 3:

CO requests one change- that you address (under the Additional Items) question 3- what process will occur if deadlines cannot be met.

We will communicate with CO.