

# Action Request Transmittal Aging and People with Disabilities



Erika Miller

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**Number:** APD-AR-24-023

**Issue date:** 6/24/2024

**Topic:** Long Term Care

**Due date:** 07/12/2024

**Subject:** Individuals Receiving LTSS with Resequenced Medical Renewal Dates

## **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                        |   |

## **Action required:**

As of May 2024, ODHS has completed most of Oregon 1.5 million medical renewals as part of the Public Health Emergency Unwinding (PHEU). 125,000 renewals remain, which includes Oregon Health Plan (OHP) members receiving long-term services and supports (LTSS). As of May 17<sup>th</sup>, 2024, these individuals went through a process known as resequencing. This means that the individual was assigned an updated medical renewal date. The dates are between the months of August and November 2024. They will still have 60 days to complete the renewal process. They will receive renewal letters in the mail between June and September.

During the middle of June 2024, APD sent out a list of individuals who have an updated medical renewal date to district and program managers in each area. The list includes those who have an active SELG record (which means the individual has a currently approved benefit in Oregon ACCESS) or cases where the SELG record expired on or after March 1<sup>st</sup>, 2024 (please note that this may mean some of the individuals on the report may have been determined ineligible for LTSS). The data will contain consumer identifying information, Service Benefit, Service setting (IHC, SPH, RES, NFC), and CM information.

OHP members receiving LTSS may need extra support during this time. As part of that support, Case Managers (CMs) or other staff (except for financial eligibility staff), as determined by each office, are being asked to contact individuals that were resequenced.

CMs or other staff with a higher classification may contact individuals while making their scheduled monthly direct/indirect contact (keeping in mind that some individuals, like those residing in a nursing facility, do not have scheduled monthly contacts).

These contacts will be focused on the following:

- Informing the individual of their new renewal date and the importance of completing the renewal process.
- Ensuring the individual understands the link between financial eligibility and their service eligibility.
- Connecting individuals with the local support staff to get them scheduled for an appointment if the individual's renewal has been resequenced to the month of August.

Staff are not being asked to focus on the details of financial eligibility such as income or resource limits.

**Contacts must be completed by July 12, 2024 for individuals with renewal dates in August and September. Contacts must be completed by August 31, 2024 for individuals with renewal dates of October and November. Managers will need to notify Stacey Spelman ([Stacey.D.Spelman@odhs.oregon.gov](mailto:Stacey.D.Spelman@odhs.oregon.gov)) when the contacts are completed.**

To assist with these contacts, the following resources are available:

1. "[Case Manager Talking Points and Templates for LTSS Cases](#)" - A document that has general information, talking points and templates for the required contacts.
2. [PHEU Support Video](#)- This recorded video walks through the information of PHEU, gives some additional explanation of the timeline for individuals resequencing and gives an example of a contact to use as a guide.

ODHS/OHA is also contracting with an outside vendor to reach out to individuals who do not request an interview or return their application packet. These calls will begin in July 2024. However, the initial outreach by local offices remains critical to ensure that individuals understand their updated renewal dates and the need to provide a response.

Note: If any individual meets the Incapacitated Adults criteria (sub assist or higher in self-preservation and decision making and no one to help them complete the renewal process), a sticky note must added to their ONE case and a referral should be sent for the Money Management program. Please see [AR 23-010 Incapacitated Adults and PHEU](#) for additional information.

**Reason for action:**

During the initial phase of PHEU, CMS noted concerns with our renewal process, which they refer to as Ex-Parte. During the same timeframe, concerns regarding notices sent to individuals informing them of reduction or closure of benefits were raised. To correct these issues, certain medical and service cases that had been previously closed were restored and closure actions for specific populations were not taken. These cases fall into the resequencing population. To make the required system updates in ONE, CMS granted approval to extend the PHEU.

Completion of the PHEU is vitally important. The individuals in the resequencing group must complete their medical renewal. This is especially important for individuals that are receiving LTSS benefits as having OHP Plus is an eligibility requirement.

**Field/stakeholder review:**  Yes  No

**If yes, reviewed by:** Ops, OEP, and internal review

*If you have any questions about this action request, contact:*

Contact(s): APD Policy	
Phone:	Fax:
Email: <a href="mailto:APD.MedicaidPolicy@odhsoha.oregon.gov">APD.MedicaidPolicy@odhsoha.oregon.gov</a>	