

Division of Medical Assistance Programs

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Research, Education & Development Section

Number: DMAP-IM-07-003
Issue Date: 11/29//2007

Authorized Signature

Topic: Medical Benefits

Effective Date: Immediately

Subject: Check December's branch held Medical Care IDs

Applies to (check all that apply):

- All DHS employees
Area Agencies on Aging
Children, Adults and Families
County DD Program Managers
County Mental Health Directors
Health Services
Seniors and People with Disabilities
Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists

Action Required:

- 1. Check your branch hold report against the Medical Care IDs you receive for December 2007
2. Deal with correctly held IDs as you normally would.
3. For extra IDs, not on the report, double check client addresses, then forward to the client's current address.
4. Since some envelopes may also contain checks, treat them as secured documents.

Reason for Action: Branch held Medical Care IDs may arrive a day late. DHS is experiencing unidentified technical difficulties for December 2007. Each branch will discover that more client Medical IDs will arrive at the branch than you requested to be held. The system directed the requested holds to your branch, but it also sent you additional IDs.

The common factor among the extra IDs seems to be address discrepancies, although it doesn't appear to be the fault of UCMS entries. DHS staff is still trying to determine why this happened. All other client IDs appear to be correct and on time.

Field/Stakeholder review: Yes No

If yes, reviewed by:

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

Table with 3 columns: Contact(s), Phone Number, and Email Address. Rows include CAF Lisa Stegmann, Joyce Clarkson, and SPD Carolyn Ross.