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Authorized Signature

Number: OMAP-IM-05-018

Issue Date: 02/25/2005

Topic: Medical Benefits

Subject: March Medical ID Mailing errors

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, OMHAS and OMAP transmittal

Message: The following problems occurred with the printing and mailing of the March Medical Care IDs.

1. Approximately 4,000 clients were enrolled into a dental plan in error. These clients are being issued new IDs and are being sent the following notice.
2. Approximately 20,000 of the Medical IDs sent each month include a check. This month the Medical IDs were sent without checks. The checks were mailed separately on the same day as the Medical IDs. Some of these clients will also receive a notice, printed in Russian. The Russian notice was sent to these clients by mistake.

If you have any questions about this information, contact:

Contact(s):	CASU
Phone:	1-800-273-0557
E-mail:	Fax:

Error on your OMAP Medical Care Identification

Your March OMAP Medical Care Identification (ID) is **wrong**. It shows that one or more members of your household has been newly enrolled in a Dental Plan. This did not happen.

We are mailing you a **new** Medical Care ID. Your new Medical Care ID will have a date of 02/25/2005 in section (14) in the lower left-hand corner of the ID (in the area that says "Issued On"). Until you receive your new Medical Care ID, you may use the incorrect ID, if you need to see a health care provider.

When you receive your new Medical Care ID, destroy the incorrect ID and use the new one, dated 02/25/2005.

We are sorry for any inconvenience this may cause you.

Questions?

-  Contact the OMAP Client Advisory Services Unit at 1-800-273-0557 -- if you have questions about this notice.
-  Contact your worker -- if you need this notice in a larger print size or different format.