

Sandy Wood, Manager
DMAP Research, Education and Development

Number: DMAP-IM-11-114

Authorized Signature

Issue Date: 11/21/2011

Topic: Medical Benefits

Subject: **Announcement:** Phone script to help with Cash Medical Assistance letters

Applies to:

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DHS and OHA staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers | |

Message:

DMAP mailed a letter to about 700 custodial parents or guardians of children receiving OHP medical assistance benefits. The attached letter states that we will be sending checks to the custodial parent to offset their out-of-pocket medical expenses for the child.

The attached phone script is for DMAP Client Services that you may reference to help answer questions you receive from clients.

If you have any questions about this information, contact:

Contact(s):	Judy Calvo, DMAP Client Services Unit		
Phone:	1-800-273-0557	Fax:	
E-mail:	Judy.Calvo@state.or.us		



November 14, 2011

500 Summer St NE E35
 Salem, OR, 97301
 Voice: 503-945-5772 or 1-800-527-5772
 FAX: 503-373-7689
 TTY: 711
www.oregon.gov/OHA/healthplan

Custodial Parent Name
 Custodial Parent Address
 City, State, Zip Code

RE: Custodial Parent or Guardian of child(ren) receiving Oregon Health Plan Benefits (OHP)

The Oregon Health Authority (OHA)/Department of Human Services will soon be sending you a check for \$(actual refund amount for individual) to offset the costs for your child's out-of-pocket medical expenses. The Oregon Department of Justice, Division of Child Support (DCS), collects this money from the non-custodial parent.

Where does this money come from?

Federal law requires states to collect money from non-custodial parents to assist with costs for children with no private health insurance coverage.

How does OHA/DHS determine the amount of refund?

The refund amount is the difference between what the non-custodial parent paid and what the state has paid on your child's medical claims. We plan to send the check in six to eight weeks.

**IMPORTANT!
 LET US KNOW IF YOUR ADDRESS HAS CHANGED.**

We can't forward your check to another address. If your current mailing address is different than the one on this letter, please give us your correct mailing address below so we can update our records. Mail this letter back to us in the enclosed self-addressed, postage-paid envelope.

My current address is: _____ (Street)
 _____ (City, State, Zip)

If you have any questions about this information, please call Client Services Unit at 1-800-273-0544 (TTY 711) Monday through Friday, 8:15 a.m. to 4:45 p.m. (phone lines closed 11:30 a.m. to 12:30 p.m. daily).

Sincerely,

Sandy A. Wood, Manager
 Research, Education and Development Section
 Division of Medical Assistance Programs
 Oregon Health Authority

DMAP guide on Cash Medical Assistance Support

Administered by the Child Support Program

Direct questions to DMAP Client Services.

- 1-800-273-0557 (TTY 711) *The telephone number on the letter is incorrect.*
- Monday through Friday, 8:00 a.m. to 4:55 p.m. Closed 12:30 a.m. to 1:30 p.m.
- Parents/guardians should not call Sandy Wood (the person who signed the letter).

I don't know why I got this letter.

- We show you had custody of a child on OHP between July 1, 2010 to July 1, 2011.
- The *Child Support Program* sends money collected from a child's non-custodial parent(s) to us to offset costs for OHP.
- The check amount is the difference between what the non-custodial parent paid and OHP costs during this time.

Money

Does the money have to be spent a certain way?

- The money is for the custodial parent/guardian to offset your out-of-pocket medical costs for the child. So, it is your money.

I need the money now; how can I get it sooner? *(More info may be coming later)*

- We have several hundred checks to issue and we promise to do it as quickly as possible.
- We apologize, but we cannot guarantee that it will be quicker than 6 to 8 weeks.
- Let's make sure your address is correct, because the postal service will not forward checks.

Calls *before* January 15 asking about a check.

- Give it until January 15, and if you did not get the check by then, call us back.

Callers *after* January 15 asking about a check.

- Let's make sure your address is correct, because the postal service will not forward checks.
- Let me check into it and get back to you.

The check amount is wrong.

- Our records show your check should be for \$xx.
 - How much is the check?
 - If **different**: Let me get back to you. Please hold the check until then.

I have custody or provide foster care for several children. For which child did I receive the money?

- Our records show Child A = \$xx, Child B = \$xx, etc

Incorrect Information

Why did I get this letter? I do not have custody of a child.

The child is no longer in my custody, so can I keep the money?

- Thank you for telling us. We will need to check into this and get back to you.
- Let me look into this and get back to you.
 - If you get the check, please do not cash it until I get back to you.

I am moving within the next 6 – 8 weeks; should I change my address now?

- We will make a note that you are planning to move on xxxx.
 - The check will return to us if it goes to your old address because the postal service will not forward checks.
- Call back as soon as you move to your new address.

The child is no longer in my custody, so can I keep the money?

- Thank you for telling us. We will need to check into this and get back to you.
- Let me look into this and get back to you.
 - If you get the check, please do not cash it until I get back to you.

How do I sign up other children?

- This is not a program you sign up for. It is a child support issue. You may have to talk with your caseworker.