

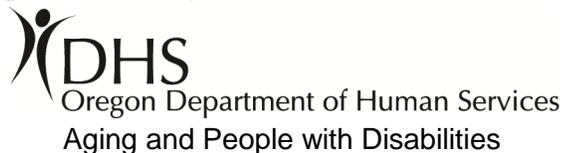
Long-Term Care Referral Registry Provider Alert

Policy updates, rule clarifications, and announcements

Date: April 2, 2019
To: Long Term Care Referral Agents
From: Safety, Oversight and Quality
Topic: **Request to Remove Department of Human Services Logo From All Long Term Care Referral Agent Paperwork**

The Department of Human Services (DHS) has received inquiries and feedback from long term care providers and other individuals unfamiliar with the Long Term Care Referral Agent (LTCRA) business model, indicating some confusion around the relationship of Referral Agents to DHS. Consumers have mistakenly believed the agents are DHS employees. The DHS logo printed on LTCRA materials has contributed to this confusion.

To resolve this issue, DHS requests that the DHS logo be removed from all LTCRA paperwork where it is currently used (e.g., disclosure forms, privacy statements, etc.) Here is an example of the logo:



Please ensure you remove the DHS logo from all LTCRA paperwork on or before June 28, 2019. In addition, please send revised copies of all LTCRA paperwork via email to: LTCR.Info@dhs.oha.state.or.us. Revised LTCRA forms will be uploaded to your LTCRA website account.

If you have questions regarding this requested change you can email the long term care referral info. electronic mailbox at: LTCR.Info@dhs.oha.state.or.us