

Information Memorandum Transmittal Developmental Disabilities Services



Lilia Teninty

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Number: DD-IM-22-069

Issue date: 06/30/2022

Topic: Developmental Disabilities

Due date:

Subject: ONE System Liaison

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All ODHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging: {Select type} | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Aging and People with Disabilities | <input checked="" type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input checked="" type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input checked="" type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input checked="" type="checkbox"/> Support Service Brokerage Directors | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input checked="" type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

The Office of Developmental Disabilities Services (ODDS) is excited to welcome our new ONE System Liaison, who is available for technical support as identified below.

Important:

- All questions **specific to Medicaid eligibility** should be directed to the customer's local store front office or to ONE customer service at 800-699-9075.
- Questions and requests for ODDS technical support should be sent to ODDS.ONEQuestions@odhsoha.oregon.gov.

Some examples of technical support to send to the ODDS ONE System Liaison for problem-solving include, but are not limited to, the following:

- Loss of Medicaid and questions related to Medicaid being closed
- Start dates of Medicaid eligibility and DD services in eXPRS (e.g., PMDDT approval but no ONA/LOC is approved for paid services)
- Coordination of Medicaid and I/DD service eligibility (i.e.: unrelated to an

individuals need to apply for Medicaid; Case Management Entities [CME's] should continue to follow policy guidance on Medicaid referrals)

- Employed People with Disability (EPD) issues (i.e.: enrolled in or disenrolled from EPD in error, errors in liabilities, ABLE accounts not being excluded)

Please send all ONE system Medicaid (non-eligibility related) and service eligibility issues to ODDS.ONEQuestions@odhsoha.oregon.gov to ensure timely processing and response.

Related Policies:

[DD-AR 21-026](#) - CME Guidance for Medicaid OregONEligibility (ONE) Applications

[DD-IM 20-115](#) – ONE Frequently Asked Questions

[DD-IM 22-001](#) – Medicaid ONE 2022 Renewal Process

Training/communication plan:

This transmittal will be discussed during the next Monthly Transmittal Review. Please send questions in advance to ODDS.Questions@dhsaha.state.or.us.

The Monthly Transmittal Reviews are held the second Wednesday of every month at 2 pm using the Zoom platform. Please register in advance for these meetings:

<https://www.zoomgov.com/meeting/register/vJlsc-qvqD8iGURx5OQk8TAdIS6Arg9ZAf4>

After registering, you will receive a confirmation email containing an appointment and information about joining the meeting. American Sign Language (ASL) and live captioning will be provided. To request other accommodations or languages, please send an email to ODDS.Questions@dhsaha.state.or.us at least three business days prior to the meeting.

Field/stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this information, contact:

Contact(s): ONE System Coordinator / Barbara Carroll	
Phone:	Fax:
Email: ODDS.ONEQuestions@odhsoha.oregon.gov	