

PacificSource Medical Closure Process

[APD-PT-25-005](#)

Updated: May 04, 2026

Individuals losing their Oregon Health Plan (OHP) Plus benefits for financial reasons are not eligible for Long-Term Services and Supports (LTSS) benefits and must have their service benefits closed with timely notice. Program of All-Inclusive Care for the Elderly (PACE) participants are required to receive a 30-day involuntary disenrollment letter from the PACE organization (PO) if they are unable to remain enrolled in PACE without Medicaid benefits. Medical benefits and LTSS must end on the same date as the involuntary disenrollment notice.

Closure timeframes in ONE may not allow enough time for the PACE notice requirements. In scenarios where there is not sufficient time, case managers (CMs) will need to create a task in ONE to request an override of medical benefits through the end of the following month, or the minimum amount of time necessary for all notice requirements.

For example, the CM receives an alert on 3/14/25 that a PACE participant's OHP Plus benefit will be closing 3/31/25. The CM will need to ask for an override of the OHP Plus benefits through 4/30/25 before ending the benefit line in Oregon ACCESS (OA) and sending a 540 Notice of Planned Action. The PO must be notified at the same time.

The PO should counsel the participant about Medicare only or private pay PACE enrollment since Medicaid eligibility is not a requirement for PACE enrollment before initiating the involuntary disenrollment notice.

To ensure the PO has enough time to create and send the involuntary disenrollment notice to the individual the local office must:

- Develop and implement a process for pulling and reviewing the Service Clients Losing Eligibility (labeled as Scheduled) report in ONE, which includes:
 - Generate the report, at a minimum, the first working day of the month. A secondary report may be generated after the 15th of the month, if necessary, by clicking on Service Clients Losing Eligibility Report (labeled as On-Demand).
 - Filtering the results to 'PACE' only in the Service Category Code (column L) and by branch.
 - Review the list and remove individuals whose OHP Plus benefits are still in effect (such as an MSP closure) and
 - Closures that can be fixed by the CM (such as updating the SELG record);
 - Contact participants (or representatives) who are being closed due to not responding to an interview or an RFI to encourage the participant (or representative) to respond to the interview or RFI to avoid closure; and
 - Review the list to determine if any PACE participants meet the criteria for **Incapacitated Adults** and follow the instructions in [APD-AR-23-010](#)
 - Ensure that an override has been requested for any PACE participant that is losing OHP Plus benefits. The reason for the override is "PACE timely notice".
 - After the override is completed, end the Benefit line in OA matching the new date of closure
 - Send a 540 notice to the PACE participant and a copy of the notice to pace@pacificsource.com by the twentieth of the month.
- Ensure that CMs are checking alerts in ONE on a regular basis and taking the necessary actions if they are alerted to the closure of a PACE participant.

- Develop and implement a process for reviewing and monitoring caseloads without an assigned CM to ensure that necessary actions on those cases are completed. Staff can filter Column Q to 'Unassigned' on the report.
- Develop and implement a local process for sending the completed report and copies of the 540 notices to the PO at the pace@pacificsource.com which includes:
 - Who will send the report for the local office
 - When the report is sent to the PO, no later than the twentieth of the month

The local office and PO should maintain communication during the period prior to closure. If the participant reinstates Medicaid eligibility before the closure date, the SDS 540 closure notice and the involuntary disenrollment notice may be rescinded, with benefits and services restored.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Aging and People with Disabilities at apd.ltss@odhs.oregon.gov or [503-945-5600](tel:503-945-5600). We accept all relay calls.



Aging and People with Disabilities

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