Action Request Transmittal
Aging and People with Disabilities

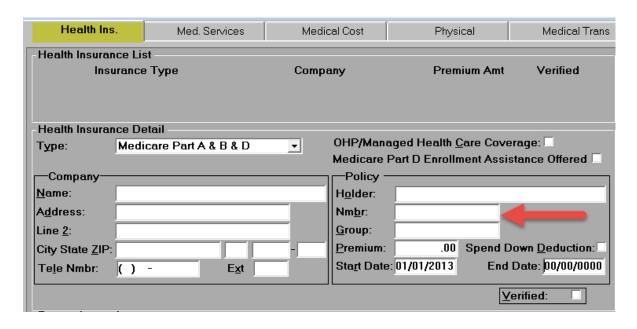DHS | Oregon Department of Human Services

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Mike McCormick
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Topic: Systems Issues

Number: **APD-AR-19-022**
Issue date: 5/15/2019
CORRECTED
Due date: 08/01/2019

Subject: Medicare ID Numbers Must Be Updated in Oregon ACCESS - CORRECTED

Applies to (_check all that apply_):

- [ ] All DHS employees
- [x] Area Agencies on Aging: Type B
- [x] Aging and People with Disabilities
- [ ] Self Sufficiency Programs
- [ ] County DD program managers
- [ ] Support Service Brokerage Directors
- [ ] ODDS Children's Residential Services
- [ ] Child Welfare Programs

- [ ] County Mental Health Directors
- [ ] Health Services
- [ ] Office of Developmental Disabilities Services (ODDS)
- [ ] ODDS Children's Intensive In Home Services
- [ ] Stabilization and Crisis Unit (SACU)
- [x] Other (_please specify_): CMEU

Action required: All Medicare ID numbers must be updated in Oregon ACCESS by 8/1/19. Medicare recipients who live in Oregon were sent new Medicare cards with new Medicare ID numbers between April and June of 2018. See APD-IM-18-030 for more information about the new Medicare ID numbers.

The individual's Medicare ID number can be found on the **Recipient Information** panel in MMIS:

The new Medicare ID number must be entered in **Nmbr** field on the **Health Ins.** tab in Oregon ACCESS as shown below – <u>do not enter dashes or spaces between digits</u>:

Reports
To help identify records that require updates, the **APD-1203 Medicare ID Report** was created and will be posted in the Medicaid section of OBI. This report will be refreshed on the 15th or next business day each month through September 2019. The report may also contain Medicare Supplement records, which you can disregard.
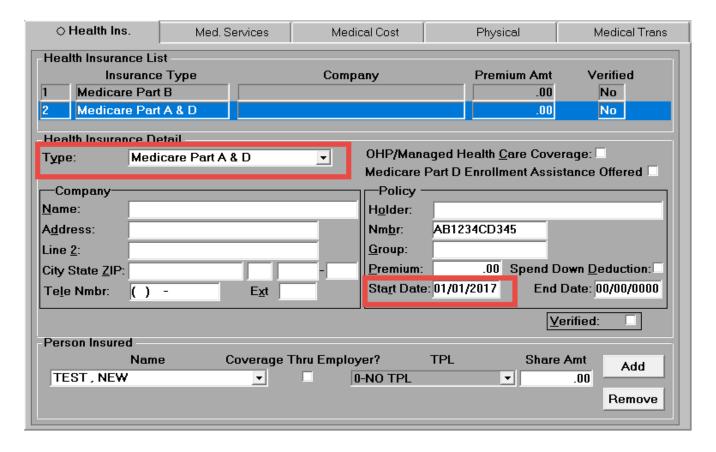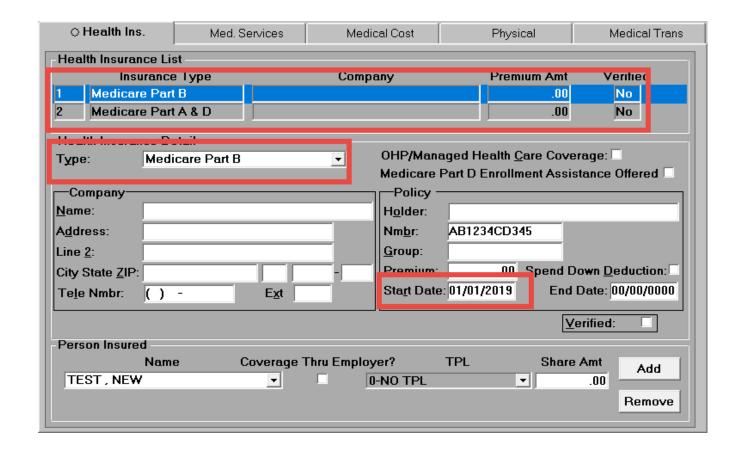
Duplicate and Separate Records
In general, individuals should only be associated with one Medicare record for Part A and Part B in Oregon ACCESS reflecting their current enrollment. Any duplicate records should be deleted. This does not include Medicare Supplement records, which are a separate insurance type; continue creating a separate record for Medicare Supplement plans.

Example: Lois has a **Medicare Part A & D** record with a **Start Date** of 1/1/17, and a separate **Medicare Part A & B & D** record with a **Start Date** of 1/1/19. Delete the Part A record and leave the Part A & B & D record as-is.

If Lois has a **Medicare Part A & D** record with a **Start Date** of 1/1/17 and a separate **Medicare Part B** record with a **Start Date** of 1/1/19, it is not necessary to delete one and combine them; however, if you are correcting Lois's Medicare ID number, you do have the option of combining them into one **Medicare Part A & B & D** record using the latest **Start Date**. Again, this is optional, it is not absolutely necessary to combine these particular records because the dates don't overlap for any one part of Medicare.

Note: If there are separate records for Part A and Part B, the Part D can be included with either record, it's not necessary to record the Part D enrollment date anywhere. See below for an example of how this would look in ACCESS:

Reason for action: When the Integrated ONE system is implemented, information will be converted from our current computer systems into Integrated ONE. Medicare information will be converted from the **Health Ins.** tab in Oregon ACCESS. The Medicare ID number field in Integrated ONE will only allow the new ID number format; consequently, errors may occur during conversion if the ID numbers in ACCESS aren't updated.

Field/stakeholder review: ☒ Yes   ☐ No
      If yes, reviewed by: APD Operations, APD Policy

If you have any questions about this action request, contact:

Contact(s): APD Medicaid Policy	
Phone:	Fax:
Email: APD.MedicaidPolicy@dhsoha.state.or.us	