Action Request Transmittal Aging and People with Disabilities



Mike McCormick	<u>Number</u> : APD-AR-20-071			
Authorized signature	Issue date : 7/14/2020			
<u>Topic</u> : Systems Issues	Due date : 7/14/2020			
Subject : Oregon Access utilization of new us	er role, Super User			
Applies to (check all that apply):				
All DHS employees	□ County Mental Health Directors			
	☐ Health Services			
□ Aging and People with Disabilities	☐ Office of Developmental			
Self Sufficiency Programs	Disabilities Services (ODDS)			
☐ County DD program managers	ODDS Children's Intensive In			
☐ Support Service Brokerage Directors	Home Services			
ODDS Children's Residential Services	☐ Stabilization and Crisis Unit (SACU)			
☐ Child Welfare Programs	☐ Other (<i>please specify</i>):			

Action required:

Effective immediately, please ensure your office has a supervisor assigned to the Super User role in Oregon Access. Emails are going out to supervisors who were provided these rights already. If you need additional supervisors to have this role please submit the completed 784 form to APD.Security-Requests@dhsoha.state.or.us.

In case you might not be aware, here is a description of what the Super User rights provide:

Users granted Super User rights have the ability to integrate cases, change the Applying For status on the Case Overview tab and navigate to the Medical Assistance tab in OA that non-Super Users cannot. For Super Users, the integration process works the same way it did before the IE/ONE changes were implemented. This also means that Super Users will not receive any warnings if the consumer already has eligibility in the ONE system. It is VERY important that Super Users ensure integrating a case will not result in duplicate benefits before they take any action.

Non-Super Users will be prompted when an action they are attempting to take must be performed by a Super User.

As a reminder, here are some brief descriptions for each of the IE/ME statuses you may see:

- NO = this status means the consumer has no current eligibility in the ONE system.
- MED = A status of MED indicates that the consumer is currently receiving at least 1 benefit through the ONE system. If integrating a case for a consumer with this status, **verify** it will not result in duplicate benefits.
- FAIL = this means that an attempt was made to convert the consumer's record to the ONE system, but the conversion failed. If integrating a case for a consumer with this status, **verify** it will not result in duplicate benefits.
- YES = a status of YES indicates that the consumer's DHS benefits (SNAP, OSIPM, etc.) was successfully converted to the ONE system. This status generally means that program eligibility is managed through the ONE system

Local Management may decide to allow a Lead Worker to have this role, this should be discussed and approved by the District Manager or Program Manager, noting the intent is for a supervisor to approve these rare instances for approvals.

Reason for action:

New edits were added to Oregon Access to ensure that duplicate benefits are not issued. Non-Super Users will be prompted when an action they are attempting to take must be performed by a Super User.

How to request Super User rights:

- Search for and open the de0784.pdf form from this location https://sharedsystems.dhsoha.state.or.us/forms/
- Be sure to use the PDF version of the form. The Word version is out of date.

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- Select a branch, then scroll down to page 12. Select the 'Add' IE/ME Super Users Override box.

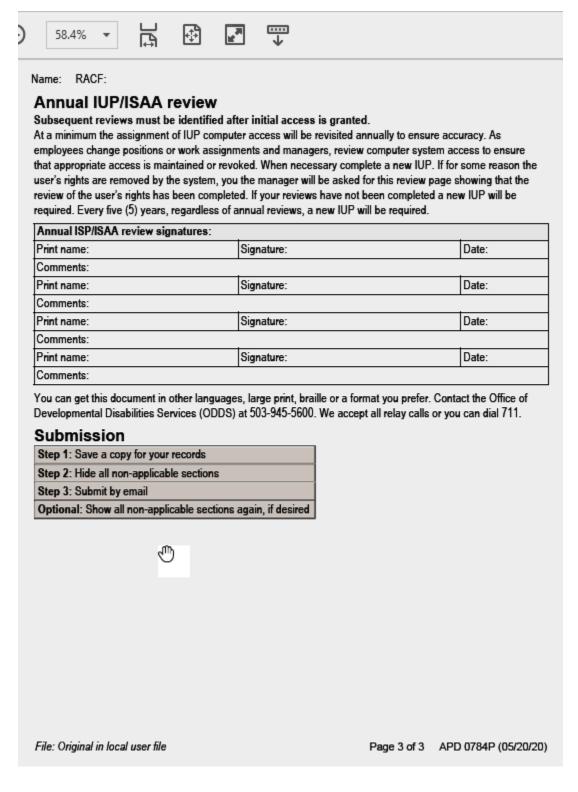
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File: Original in local user file

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High level APD mainframe user groups None selected.							
APD Oregon Access (OA) security groups No Oregon Access rights needed None selected.							
Statewide roles for Oregon Access only None selected.							
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- Select Step 2 on the last page to Hide all non-applicable sections.
- Save a copy for yourself.
- Submit by email. The email will open, already addressed to APD Security. If the
 manager needs to submit it directly instead of signing the form, then take out the
 APD security email box and put in the managers email and then they can forward it
 directly to APD Security.

Field/stakeholder review: Yes No						
If yes, reviewed by:						
If you have any questions about this action request, contact:						
Contact(s): OIS Service Desk						
Phone: 503-945-5623	Fax: N/A					
Email: OIS.ServiceDesk@dhsoha.state.or.us						