

# Information Memorandum Transmittal Aging and People with Disabilities



Mat Rapoza

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**Number:** APD-IM-22-084

**Issue date:** 9/2/2022

**Topic:** Systems Issues

**Due date:**

**Subject:** CBC Payments Delayed

**Applies to (check all that apply):**

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

**Message:**

The payments for August services in the Community Based Care payment system (512) were scheduled to be mailed/direct deposited on September 2, 2022. However, most of the payments were not released due to a systems issue.

The 512 suspend screen (SCFP) displays the following error message for each payment that is impacted:

**ER278 TOA Code on 512 must match TOA Code in IE Elig**

This error message can't be resolved by local offices. The OIS team is working on a solution for this issue. The error message will be cleared by OIS once a resolution is in place.

Currently, OIS estimates payments will be mailed/direct deposited on September 6, 2022. Payments should be received within 5 business days after this date.

*If you have any questions about this information, contact:*

Contact(s): Mat Rapoza	
Phone:	Fax:
Email: <a href="mailto:Mathew.G.Rapoza@odhs.oregon.gov">Mathew.G.Rapoza@odhs.oregon.gov</a>	