

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-23-093

Issue date: 10/4/2023

Topic: Other

Due date:

Subject: ONGO Changes and Updates

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: Types A and 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:

ONGO Changes

There will be an upcoming change to the ONGOs. Many ONGOs are not being closed once a provider stops working for a consumer, resulting in inappropriate authorizations to the Provider Time Capture (PTC) system. This can result in providers claiming time erroneously and/or fraudulently.

The mainframe system **will automatically close ONGOs** when:

- There has been no time entered for six pay periods; or
- It has been more than 12 weeks since the voucher was created and there has been no time entered against any vouchers, whichever is later.

You will see this change starting on October 9th.

Current ONGO process

Even with this change, all ONGOs should be manually closed when a provider stops working for a consumer. If the ONGO was not manually closed, staff should void/reject any inappropriate vouchers/authorizations for the provider.

Fill-In Workers and ONGO

Fill-in workers are HCWs who are hired by a consumer as only an intermittent worker to fill in for when the primary HCW or HCWs are not available.

Case managers should use a 546SF for fill-in workers, and vouchers should be created as needed. Fill-in workers should not have an open ONGO and a 546N should not be created. Having an open ONGO means that authorizations are continuously sent to OR PTC DCI, and excessive open authorizations increases the risk of fraud.

The worker who is being subbed for should have their hours reduced on the voucher appropriately. Make sure the OR PTC DCI Authorizations are also updated.

If you have any questions about this information, contact:

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