

Policy Transmittal Aging and People with Disabilities



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Number: APD-PT-20-060
Issue date: 10/13/2020

UPDATED #2

Topic: Long Term Care

Due date:

Transmitting (check the box that best applies):

- New policy
 Policy change
 Policy clarification
 Executive letter
 Administrative Rule
 Manual update
 Other:

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 | |

Policy/rule title:	Email Submission of Vouchers		
Policy/rule number(s):		Release number:	
Effective date:	Immediately	Expiration date:	
References:			
Web address:			

Discussion/interpretation:

This transmittal has been amended to remove the option for HCWs to submit their vouchers through the SEIU website, as SEIU is no longer providing this option. HCWs may still submit vouchers through email by utilizing another available option provided below.

The 2019-2021 Collective Bargaining Agreement (CBA) between the Department of Administrative Services (DAS) and the Service Employees for International Union (SEIU) and the Oregon Home Care Commission (OHCC) for Homecare (HCWs) and Personal Support (PSWs) Workers has been

ratified.

This transmittal provides additional guidance to [APD-PT-20-017](#) and [APD-PT-20-040](#) in regard to HCWs sending vouchers securely to APD and AAA office emails.

HCWs continue to be responsible for ensuring vouchers are sent securely if submitted via email.

APD has been working with SEIU to provide an additional option for HCWs to accomplish this. The web-based company [Send Safely](#) is an option to allow HCWs to create an account and send vouchers via secure email.

HCWs may submit vouchers for processing via secure email

APD Offices:

- May provide HCWs with the language at the end of this transmittal to inform them of the option to create an individual account through <https://www.sendsafely.com>.
- May also continue to use the APD secure portal through <https://secureemail.dhsoha.state.or.us/encrypt>.

AAA, Type A and B:

- May provide HCWs access to their secure portal if available to the AAA.
- May provide HCWs with the language at the end of this transmittal to inform them of the option to create an individual account through <https://www.sendsafely.com>.

Processing an unsecure voucher:

Local offices may proceed with processing a voucher that is not submitted securely if the HCW was not aware of the secure email requirement. However, the HCW must be informed of this requirement and that continued submissions of unsecured vouchers will not be accepted.

As a reminder, a voucher is also not considered secure when it is submitted as a picture or scanned from a smart phone application. In rare instances, a local office may decide to accept a voucher submitted in this way if the HCW has no other viable way to submit their voucher while under the COVID-19 emergency declaration.

Technical support:

- HCWs who are having technical difficulties with setting up an individual account or utilizing the Send Safely platform should be referred to the Send Safely website at <https://sendsafely.zendesk.com/hc/en-us>.
- Technical support for HCWs using the APD secure portal is limited to password resets by calling the service desk at 503-945-5623. However, the self-service password reset should be utilized prior to calling the service desk.

- Technical support for HCWs using a AAA office’s secure email portal is determined by the AAA.
- Offices utilizing the Send Safely platform may be required to either setup an account or use passcodes in order to access vouchers sent through this platform.

Local offices should not provide any technical support.

Implementation/transition instructions: All APD and AAA Type A and B should have an email account set up to provide to all HCWs who request to email vouchers. Local Office email addresses can be found on the [HCW website](#), under the “Other Materials” section.

If the local office hasn’t provided an email address, please send that information to the APD LTSS Policy email: APD.MedicaidPolicy@dhsosha.state.or.us

AAA Type A and B are encouraged to test the system to verify that Send Safely, which is an Amazon Web Service, will not be blocked by email systems.

The APD secure portal is only available for email domains with @dhsosha.state.or.us. Therefore, it is not currently available for AAA Type A and B offices.

Training/communication plan: SEIU will provide this information to their members.

The OHCC will post the information here: <https://www.oregon.gov/DHS/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Homecare-Workers.aspx>.

Local/branch action required: Create an email account for vouchers to be submitted. Create a flyer with the language provided below and provide to HCWs who are requesting to email vouchers.

Central office action required: Provide additional assistance to local offices as needed.

Field/stakeholder review: Yes No

If yes, reviewed by: Policy and Operations Review

If you have any questions about this policy, contact:

Contact(s): Traci Lerner	
Phone: 541-705-7324	Fax:
Email: traci.d.lerner@dhsosha.state.or.us	

Possible Flyer Language:

Dear Homecare Worker,

If you wish to submit your vouchers via email, the voucher must be sent securely in order to protect your consumer employer's information. One option is to send the voucher through <https://www.sendsafely.com/>.

If you choose to set up an individual account with *Send Safely*, you may send in your vouchers to this email address: **(insert email address here)**.

Please note: Vouchers sent as pictures, scanned from a smart phone, or not sent through a secure email, will not be accepted.

If you work for multiple consumer-employers, please send only one voucher per email. Send each voucher to the office that typically processes your voucher.

If you are having technical difficulties with your individual account via Send Safely, please refer to the Send Safely website at <https://sendsafely.zendesk.com/hc/en-us>. The Department is unable to provide any technical support.

Sincerely,

Department of Human Services
Aging and People with Disabilities