

**Health Services  
Office of Medical Assistance Programs**

**Policy  
Transmittal**

Barney Speight, OMAP Administrator  
OMAP Program and Policy Section

**Number:** OMAP-PT-05-001  
**Issue Date:** 2/1/2005

**Authorized Signature** \_\_\_\_\_

**Topic:** Medical Benefits

**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):**

- All DHS employees     County Mental Health Directors  
 Area Agencies on Aging     Health Services  
 Children, Adults and Families     Seniors and People with Disabilities  
 County DD Program Managers     Other (please specify): OMAP transmittal lists

Policy/Rule Title:	OMAP Web page contributions		
Policy/Rule Number(s):		Release No:	v.1
Effective Date:	2-1-05	Expiration:	
References:	NA		
Web Address:	NA		

**Discussion/Interpretation:** New OMAP policy for who/how material will be posted to OMAP pages on the DHS Web site, including submission form and list of pre-approved submitters (attached).

**Implementation/Transition Instructions:** effective immediately

**Training/Communication Plan:** none

**Local/Branch Action Required:** none

**Central Office Action Required:** read and follow directions

**Field/Stakeholder review:**     Yes     No

**If yes, reviewed by:**

**Filing Instructions:** NA

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

<b>Contact(s):</b>	Mary Gail Jones, OMAP Communications		
<b>Phone:</b>	503-947-5484	<b>Fax:</b>	
<b>E-mail:</b>	mary.gail.jones@state.or.us		
<b>-Or-</b>	Sandy Wood, Mgr. OMAP Training & Communication Unit		
<b>Phone:</b>	503-945-6530		
<b>E-mail:</b>	sandy.a.wood@state.or.us		

# Office of Medical Assistance Programs

## Policy Title: OMAP Web page contributions

Effective Date: February 1, 2005

Approved By: Barney Speight



---

### Overview

OMAP desires to keep information on its portion of the DHS Web site current, concise, accurate, user friendly, and in compliance with DHS Web standards (see their policy on [http://www.dhs.state.or.us/policy/admin/is/070\\_012.htm](http://www.dhs.state.or.us/policy/admin/is/070_012.htm)). OMAP Communications and Training Unit will be the Gatekeeper for OMAP Web pages. Anyone wishing to add, delete or change material on the Web pages will use the procedures outlined below. The Gatekeeper will use an approval process for substantial changes.

### Purpose

To ensure consistency, readability, accuracy and usability of all OMAP Web pages.

### Applicability

Failure to comply may result in the Gatekeeper's disapproval of posting requests or removing materials from the OMAP Web pages.

### Policy

Any content appearing on the OMAP Web pages first must be approved for posting by a minimum of (1) the manager of the originating work unit, plus (2) the Health Financing Operations manager and (3) the Program and Policy Section manager. The Gatekeeper for OMAP's Web pages will be the OMAP Communications and Training Unit.

In general terms:

- Management must approve content before submitting material for posting.
- Submitters will provide material in the correct, DHS-proscribed format.
- The originator will be responsible to monitor their materials on the Web to maintain accuracy and timeliness of posted material.

## **Procedure: Routine submissions**

A number of posting requests are routine in nature, such as meeting notices, agendas or minutes, and monthly statistics. Once managers have approved their unit's regular submissions, they will give the OMAP Gatekeeper the name of the person(s) in the unit who are responsible to submit material on a regular basis. It won't be necessary to get sign-off every month on routine submissions, once the initial approval is granted.

The Gatekeeper will inform DHS webmasters of those OMAP staff members who are approved, regular contributors (See Attachment A). Gatekeeper will also instruct the DHS webmasters to reject materials submitted by anyone else and refer unauthorized contributors to the Gatekeeper for help.

Routine contributors will **send material electronically to DHS-Web in GroupWise**, not to any staff member by name. That way, there is a back-up system available if our regular webmaster is absent.

The contributor must inform DHS-Web:

- The exact URL (Web address) where the information is to appear
- Where on that page it should appear
- Any text to add or change on that page, including effective dates
- If there is any text or file to be deleted
- If there is any file to be archived online (if so, list the URL of the Web archive)

## **Procedure: Formatting**

If the information normally appears in .html format on the Web site, the contributor needs to give the webmaster only the new text. Most meeting notices and Q&As, for example, appear on .html pages. Look at the web address to find the file extension (.htm, .html or .pdf)

If the material is in .pdf format on the Web, the contributor must give the information to the webmaster in a .pdf file. Most documents (letters, graphs, tables, minutes, instructions) will need to be converted into a .pdf file, which requires Adobe Acrobat software. The contributor must "metatag" all .pdf files (i.e., title, author, subject and keywords added to the document properties) in order for search engines to find specific materials. The Gatekeeper will teach contributors how to convert documents and add metadata.

## **Procedure: New material**

If OMAP employees, units or workgroups need to create new pages (i.e., not previously authorized) or add new material to the existing OMAP Web pages, they must submit a Web project request form to the Gatekeeper. A Communications team writer will

work with the unit or workgroup to prepare the materials appropriately and will secure management approval. Only the Gatekeeper can forward new materials to the DHS webmasters for posting.

### **Procedure: Corrections**

If an approved, routine contributor finds his or her material is incorrectly posted, he or she may deal directly with the DHS-Web group to fix the problem.

A non-contributor finding an error should report it to the Gatekeeper, who will correct it.

If any other OMAP staff member wants to make substantial changes (e.g., content, the page format, or the way users access the material) the requester will complete a Web project request form so the Gatekeeper can secure approval on the idea.

### **Procedure: Screening submissions**

The Gatekeeper will screen submissions for readability and ease of utilization or “user friendliness,” keeping in mind the various audiences who use the DHS Web site.

### **Procedure: Periodic review**

OMAP will assign unit managers to appropriate sections of OMAP’s Web pages (See Attachment B). The unit will be responsible to check periodically for ease of navigation, accuracy, timeliness of the text and links on its part of the OMAP site. Part of the criteria for review will be to ensure user-friendliness. Any changes will be forwarded to the Gatekeeper using the procedures above.

## ATTACHMENT A

### Individuals Authorized to Post (Effective January 2005)

Mary Gail Jones, Dar' L. Nelson and Kim Witbeck in the OMAP Communications and Training Unit have been trained and have the software installed on their computers to enable them to post items to a limited number of specified places on the OMAP Web pages. All other submissions must go to DHS-Web group for posting. These three can forward such items to DHS-Web, but the following people routinely submit their own material to DHS-Web:

### Pre-Authorized Routine Contributors

<i>Material</i>	<i>Frequency</i>	<i>Unit</i>	<i>Contributor</i>
Mtg notices (Contractors) & county resource pgs	monthly	PPS Admin	Candy Broucek
Mtg notices/agendas (Regionals; contractors)	twice a year	DSU	Carolyn Thiebes
Updates to SPDAP provider list	monthly	CTU	Cheryl Terry
Mtg notices	monthly	contractor	Dayna Steringer
Actuarial workgroup mtg notices	monthly	contracts	Donna J. Wilson
Fee schedules & stats (FFS and "secret" MCO)	monthly	BPAU	Jamie Huiett
Data reports (eligibles)	monthly	FPA	Laura Flora (Mo)
3 Mtg notices/agendas	monthly	A&E	Leona Schelb
Financial solvency WG Mtg notices	monthly	A&E	Linda Moss
Mtg notices (contract WG)	as needed	DSU	Manuel Rivera
Mtg notices/minutes & encounter data	monthly	TEDS	Maria Ahrendt
Medicaid Advisory Mtg notices	monthly	Admin	Mary Reitan
Capitation rates & per capita docs	annual	FPA	Nora Leibowitz
Mtg notices and HIPAA docs	as needed	TEDS	Patricia Krewson
Mtg notice/agenda/minutes and HIPAA codes plus info updates	monthly	Admin - HIPAA	Rebecca Unger
6 data reports	monthly	A&E	Steven Broich
PHP marketing WG mtg notices	monthly	DSU	Sue Burlison
Contracts WG mtg notices	monthly	PPS Admin	Wendy Edwards

# ATTACHMENT B

## OMAP Web site content responsibility

for periodic review of usefulness, ease of navigation, accuracy, timeliness

**OHP home Page** <http://egov.oregon.gov/DHS/healthplan/>

*Note: Many pages are cross-referenced (i.e., have links to the same information, such as FAQs)*

Section	Sub-section	Sub-Subs	Responsible unit
<b>Overview</b> <a href="http://egov.oregon.gov/DHS/healthplan/">http://egov.oregon.gov/DHS/healthplan/</a>			CTU
<b>Application &amp; Benefits</b> <a href="http://egov.oregon.gov/DHS/healthplan/app_benefits/main.shtml">http://egov.oregon.gov/DHS/healthplan/app_benefits/main.shtml</a>			
	Are you eligible?	1. Oregon Health Plan (OHP) 2. Text with link to Family Health Insurance Assistance Program (FHIAP) 3. Text with link to CMS State Children’s Health Insurance Program (SCHIP) 4. Annual federal poverty level (FPL) chart	1. M.Greipp 2. M.Greipp 3. S. Hill 4. M.Greipp
	How to apply	OHP, FHIAP, CHIP, HealthyOregon (Rx)	M.Greipp RxCBroucek
	Prescription drugs	1. Senior Prescription Drug Assistance 2. Other prescription assistance links	1. S.Wood 2. C.Broucek
	FAQs	Applying, enrollment, benefits, access to care, premiums, copayments	Special Projects team
	Other resources	Eight text sub-sections with links to: Medicare, OSIPM, OMIP, FHIAP, Veterans, IPGB, OregonHelps, HealthyOregon	Special Projects team
<b>Client info</b> <a href="http://egov.oregon.gov/DHS/healthplan/clients/main.shtml">http://egov.oregon.gov/DHS/healthplan/clients/main.shtml</a>			
	Resources in your county	36 statewide “county books” (listing of local resources)	C. Broucek
	About your OHP benefits	2004 OHP client handbook; Recent client mailings; Other resources	CTU Writers
	FAQs	Five text pages: Benefits, enrollment, premiums, copayments, complaints	Special Projects
	Managed care	Plan “comparison charts”	CTU forms coordinator

	Prescription drugs	1. Link to AARP guide 2. Your pharmacy benefits (practitioner managed prescription drug plan) 3. Home-delivery pharmacy 4. Senior prescription drug program 5. Drug assistance	1, 2, 3 Rx Policy Analyst 4 CTU 5 C. Broucek
	When you need help	1. OHP Complaint form 2. Client Advisory Services Unit (CASU) 3. What to do if you receive a bill; 4. Recent client mailings 5. Gov's Advocacy/Ombudsman link 6. Pain mgt link 7. "County books"	2-3 CASU 1, 4 CTU 5 CASU 6-7 Broucek

## Data & publications

[http://egov.oregon.gov/DHS/healthplan/data\\_pubs/main.shtml](http://egov.oregon.gov/DHS/healthplan/data_pubs/main.shtml)

	Policies	1. Proposed rule revisions & hearings; 2. Provider rules and guidelines; 3. Contracts; 4. Fee-for-Service fee schedule; 5. OMAP Worker guides	1-2 Rules coordinator & policy unit 3 Admin/research 4 BPAU 5 CTU
	Reports	1. OHP eligibles; 2. OHP managed care enrollment; 3. CMS quarterly reports; 4. Capitation rates; 5. Historical overview ("brick-less wall")	1, 2 Analysis/Evaluation (A&E) 3, 5 CTU 4 FPA
	FAQs	General; applicants; for clients; for providers;	Special Projects
	Forms	OHP and OMAP forms	CTU forms coordinator
	Managed Care	1. Plan list by county ("comparison charts") 2. Cap rates & per capita costs	1 CTU forms coordinator 2 FPA

**Prioritized list** (Text explanation & Links to HSC & CMS)

<http://egov.oregon.gov/DHS/healthplan/priorlist/main.shtml>

C. Barber

## Public meetings

<http://egov.oregon.gov/DHS/healthplan/meetings/main.shtml>

	HIPAA Task Force		Krewson ?
	Helpful Info	About contractors' mtg; committees; staffing lists; public contacts for plans	Delivery Services Unit (DSU)
	Monthly, e.g. Jan '05	11 groups listed with links to their individual sites.	various (see separate list)

<b>Tools for Policy makers</b>			
<a href="http://egov.oregon.gov/DHS/healthplan/tools_policy/main.shtml">http://egov.oregon.gov/DHS/healthplan/tools_policy/main.shtml</a>			
	State Medicaid Plan	Text and links to CMS	Policy Unit, State Plan Coordinator
	FAQs	Links back to general, applicants, client and provider FAQs	Special projects
	Prioritized list	Text & links to HSC	C. Barber
<b>Tools for providers</b>			
<a href="http://egov.oregon.gov/DHS/healthplan/tools_prov/main.shtml">http://egov.oregon.gov/DHS/healthplan/tools_prov/main.shtml</a>			
	Contacts	Lists helpful OMAP phone numbers, addresses for provider resources	CTU
	Contracts	DCO, PCO, FCHP, CDO Plan contracts and exhibits	W.Edwards
	Eligibility verification	1. AIS (user manual & Web link) and 2. EEVS (list of vendors) page	1. Policy 2. Provider services ?
	FAQs	Goes to same general/app, client & providers as above + FAQs on OHP Plus & Standard	Special Projects
	HIPAA	Links to DHS Electronic business, provider resources, companion guides (EDI testing & registration)	TEDS unit
	New Providers	1. How to enroll, 2. What rulebooks do you need, 3. Billing tips 4. Who to call for help	1 Provider enrollment 2 Provider enrollment 3-4 CTU
	Pharmacy providers	1 Sr. Rx Assistance Program; 2 Rules and proposed rule revisions & hearings; 3 Recent provider notices	1 C Broucek 2-3 CTU
	Policies	Links to OARs	Rules Coordinator
	Prioritized list, fees, & costs	Links to prioritized list info, FFS fee schedule	BPAU Policy
	Provider tax rules & forms	Link to FPA site	FPA
	Reports & Notices	1. OHP eligibles, 2. OHP managed care enrollment 3. Provider notices 4. Pharmacy notices	1-2 A&E 3-4 CTU

<b>Tools for staff</b>			
<a href="http://egov.oregon.gov/DHS/healthplan/tools_staff/main.shtml">http://egov.oregon.gov/DHS/healthplan/tools_staff/main.shtml</a>			
	Overview	Brief text introducing OHP	CTU
	Client materials	Link to Client handbook; recent clients mailings	CTU
	Forms	Links to OHP & OMAP forms,	CTU forms coordinator
	FAQs	Links back to the general, apps, client & provider FAQs	Special projects
<b>Staff tools cont'd</b>	Managed Care	Links to Comparison charts	CTU forms coordinator
	Staff reference tools	1 OMAP Worker guides; 2 county books; 3 comparison charts, 4 Staff memo transmittals; 5 OMAP technical assistance directory	1,3-5 CTU 2 Broucek
<b>Senior Prescription Drug Assistance Program</b>			
<a href="http://egov.oregon.gov/DHS/spwpd/hlth_med/rx/spdap.shtml">http://egov.oregon.gov/DHS/spwpd/hlth_med/rx/spdap.shtml</a>			
	FAQs		CTU
	Participating pharmacies		CTU
	OHP mail-order Rx		Policy
	Cost comparison charts		CTU
	Rx drug assistance		Broucek
	How pharmacies can participate		CTU
<b>Staff transmittals</b>			
<a href="http://www.dhs.state.or.us/policy/healthplan/transmit/main.htm">http://www.dhs.state.or.us/policy/healthplan/transmit/main.htm</a>			
	Staff transmittals	2004/2005 Policy Transmittals, Information Memos (IMs) & Action Requests	CTU and message originators
	IMs	1. KSEL notices 2. OHP Regional mtgs. 3. Provider/client letters client 4. Misc	1-2 DSU 3-4 PPS or HFO originator

<b>Policy-OARs</b>			Rules Coordinator
<a href="http://www.dhs.state.or.us/policy/healthplan/main.html">http://www.dhs.state.or.us/policy/healthplan/main.html</a>			
	Proposed rules & hearings	Varies month to month	Policy Unit
	Temp rules	Varies month to month	Policy Unit
	Current rule	20+ programs each have a "page"	Policy Unit
	Rules archive	20+ programs each have a "page"	Rules Coordinator

# OMAP Web Project Request Form

To request placement of new material or changes in existing Web information, complete this form and return to the OMAP Communications and Training Unit.  
§ § §

Date of request \_\_\_\_\_ Effective date \_\_\_\_\_ Expiration date \_\_\_\_\_

Contributor name \_\_\_\_\_ Work unit \_\_\_\_\_

## Edit existing Web material

URL (Web address) http://www. \_\_\_\_\_

Section on page: \_\_\_\_\_

Describe desired changes:

Delete     Add     Edit

What? \_\_\_\_\_

How? \_\_\_\_\_

\_\_\_\_\_

(use back of form if necessary)

Originator is required to seek approval for edits before submitting for placement on the Web.

## Approval of edits

Unit Mgr. signature \_\_\_\_\_

PPS Mgr. signature \_\_\_\_\_

HFO Mgr. signature \_\_\_\_\_

## Create new Web material

New projects go through an approval process upon completion. A writer will be assigned.

Approximate desired placement (e.g., provider section, applicant page):

\_\_\_\_\_

Describe material to be added to Web site:

\_\_\_\_\_

\_\_\_\_\_

(use back of form if necessary)