



Oregon

Theodore R. Kulongoski, Governor

April 17, 2008

Department of Human Services
Children, Adults and Families

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Dear Shirley:

Thank you for your email from April 7, 2008. You asked several interesting questions around OHP eligibility and errors that may occur in determining eligibility. We have attempted to respond to each of your questions, below.

Are mistakes (errors) made in OHP eligibility? Due to the complexity of eligibility rules for medical programs, mistakes can be made in determining eligibility.

If there are errors, how many? It would be difficult to provide a number of errors on medical programs at any given time. Many errors that management find do not make the individual ineligible for medical assistance, such as case coding errors or income calculated a few dollars off.

What percent of caseload is currently not eligible? Again, this isn't a statistic that is available. Medical case reviews at the OHP Statewide Processing Center focus on a variety of processing errors, many of which do not make the individual ineligible for medical assistance.

Do the errors cost tax dollars? If so, how much? In cases where an individual is given benefits in error, it cannot be stated with certainty that this results in a cost to taxpayers. Many case reviews find families ineligible for the program they are currently in, but in many cases they are still eligible for another program. Other case reviews identify an incorrect effective date, income calculated incorrectly, an eligible person that was excluded, or enrollment in the wrong managed-care plan.

Are management actions taken to monitor and/or follow recommendations for more accurate eligibility? For medical programs that DHS administers, program integrity continues to be a priority. Eligibility processes are reviewed on randomly selected cases and also on cases that have been brought to the attention of leadership at the OHP Statewide Processing Center.

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Shirley Iverson
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When errors are identified, the information is directly used as a performance evaluation tool. The review provides opportunities to give one-on-one training to individual staff, and also serves to identify training needs for the eligibility workers. The focus in the processing center continues to be quality work in a timely manner.

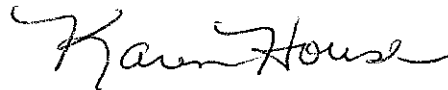
Can this information be more readily available to the public? It would be difficult to provide information based on reviews of cases from the OHP Statewide Processing Center. As stated above, many of the errors do not result in a recipient being determined to be ineligible for program benefits. The intent of the reviews is for performance evaluations and to identify training needs.

If we can be of further assistance, let us know.

Sincerely,



Monte Burke, Program Integrity Manager
Office of Self-Sufficiency Programs
Children, Adults and Families Division



Karen House, SS Medical Program Manager
Office of Self-Sufficiency Programs
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