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Research, Education and Development, DMAP

**Number:** DMAP-AR-09-001

**Authorized Signature**

**Issue Date:** 04/01/09

**Topic:** Medical Benefits

**Due Date:** 04/01/09

**Subject:** Coverage letters – Action plan and critical information

**Applies to:**

DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists

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

- |  |  |
|--|--|
| <input type="checkbox"/> All DHS Employees             | <input type="checkbox"/> County Mental Health Directors  |
| <input type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Health Services   |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities  |
| <input type="checkbox"/> County DD Program Managers    | <input checked="" type="checkbox"/> Other (please specify): <u>DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists</u> |

**Action Required:**

If a client reports receiving a mis-addressed OHP coverage letter:

1. Assure the client that we are aware of the problem and will verify addresses before mailing any future letters.
2. Instruct the client **not** to open the envelope, if they haven't already.
3. Tell the client not to forward the coverage letter but to take any of the following actions:
  - Write 'return to sender' on the envelope and leave it in their mailbox.

**OR**

- Drop the letter off at any DHS office. Send all coverage letters received at the branch office to: DMAP CAPE Unit  
500 Summer St NE, E35  
Salem, OR 97301-1077

Coverage letters were mailed in yellow envelopes.

This is only for instances where the client reports a mis-addressed letter. Follow your standard branch/office procedure for other mail returned by the post office.

## **Reason for Action:**

In March, the department began mailing coverage letters to medical assistance clients. Before all coverage letters were mailed, we became aware of a critical error which resulted in some coverage letters being misaddressed. In those instances, the coverage letter did not go to the intended client but to a client who has a relationship to someone on the case. For example, an absent father who has his own case may have had his coverage letter sent to the address at which his child resides.

The department stopped mailing these letters as soon as the issue became known to us; however, 168,000 coverage letters did go out before we became aware of the problem.

This problem is a result of data pulled from the new MMIS system. DHS is working closely with the MMIS contractor to correct this problem and make sure that future client communications are accurate and addressed correctly.

**Field/Stakeholder review:**     Yes     No

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

<b>Contact(s):</b>	DMAP CAPE Unit
<b>E-mail:</b>	Internet: <a href="mailto:dmap.info@state.or.us">dmap.info@state.or.us</a> Groupwise: <b>Info, DMAP</b>