

Staff – Updating the SELG Branch in Mainframe



Purpose: Local office staff will be able to resolve the “Branch must match service eligibility” error in Mainframe when attempting to create in HATH, OATH or MATH or update vouchers using the UATH screen.

Outcome: To successfully update and create vouchers and ONGOs after the Service eligibility branch has been updated.

“Branch must match service eligibility” error in Mainframe

Local office staff are attempting to edit or create a voucher or ONGO and are receiving the “Branch must match service eligibility” error in Mainframe.

What causes the SELG Branch error in Mainframe

- 1) A case manager (CM) has approved the initial service benefit and the remaining sections of the service plan, then transferred the case to another branch. However, the current service benefit and ONGO were not ended before the case transfer.
- 2) The CM in the new branch is informed by the consumer of a change needed to the current service plan hours, adding a new provider, or terminating a provider, and that CM **ONLY** updates the “Plans for APD-In Home Benefit” section on the service planning page of Oregon Access.

Oregon Access [Office : Portland -]

File Edit Select Status View Mainframe Windows Help

Case for: [REDACTED] Case Branch : Portland - Mid Area ADS, AAA)

Benefit Eligibility and Service Planning

Assmt Date: 09/12/23 Valid Until: 09/30/24 Pay Date: 10/05/24

Service Category/Benefit	Begin Date	End Date	Status	Ben Act
APD-In Home	04/23/2024	10/05/2024	Approved	

Hours Segments

Hours #	Begin Date	End Date	Status	Alwd	Excp	View Dtl
1	04/23/2024	10/05/2024	Approved	39	0	Hrs Act

Plans For APD-In Home Benefit (Read Only)

Plan #	Begin Date	End Date	Status
2	05/16/2024	10/05/2024	Approved
1	04/23/2024	05/15/2024	Ended

Services For Plan #1

Row #	Services	Provider Name	Begin Date	End Date	Invalid Entry
1	In-Home Care (HCW) Hou	TO BE SELECTED	04/23/2024	05/15/2024	

Provider Search Needs Association View/Assign Hours Provider Detail

Note: An update for the “Plans for APD In-Home Benefit” sections from step 2 does **NOT** trigger the SELG branch to update in Mainframe.

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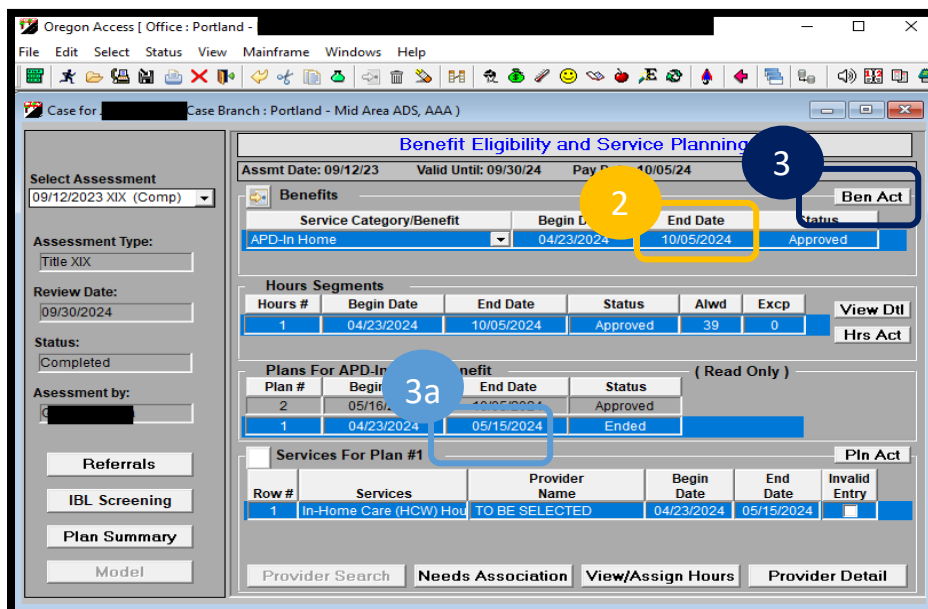


- 3) The 546 paperwork is routed to the local office staff member who updates the vouchers in Mainframe, who will receive the “*Branch must match service eligibility*” error when they attempt to update the vouchers.

To Correct the SELG Branch Error in Mainframe

The following steps MUST be taken to clear this error from Mainframe.

- 1) After the local office staff member has received the “*Branch must match service eligibility*” error, the staff member will need to communicate the following with the consumer’s case manager:
 - a. The “*Branch must match service eligibility*” error appeared when attempting to update the voucher based on the 546 form that was provided.
 - b. Request that the case manager update the Benefits section of the service plan to trigger the update of the SELG branch and reroute a new 546 when completed.
- 2) The case manager will then take note of the end date in the current plan of the benefits section.
- 3) Then end the Benefits section using the “Ben Act” button.
 - a. Use the end date from the section “Plans for APD In-Home Benefit” that was prior to the change that was submitted that received the error.



- 4) The case manager then creates and approves the new service plan in Oregon Access using the end date from step 2 (**Note:** This end date should match the end date of the current ONGO) and routes the necessary signed paperwork to the local office staff member who creates the vouchers and sets up and maintains the ONGOs.

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Note: The approval of this new service plan in the Benefits section will trigger the SELG branch to update in Mainframe.

- 5) Local office staff member may now successfully update the vouchers and manually change the branch number on the existing ONGO.