



GOVERNMENT OF GUAM  
**DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES**  
**DIPATTAMENTON SALUT PUPBLEKO YAN SETBISION SUSIAT**



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APR 26 2012

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**NEWS RELEASE**

Release No. 2012-020

**Implementation of New Eligibility and Medical Claims System (PHPro)**

The Director of the Department of Public Health and Social Services, Mr. James W. Gillan, announces that effective April 30, 2012, the Division of Public Welfare, Bureaus of Economic Security and Health Care Financing Administration, will be implementing a new eligibility and medical claims system to process public assistance applications and medical billings.

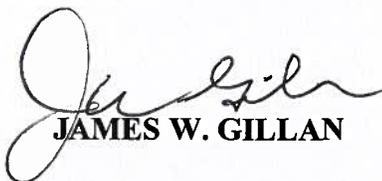
Some things to expect:

1. Your cash benefits may decrease due to the Family Cap policy
2. Your cash benefits may terminate due to the 60 months life-time limit
3. Your SNAP benefits may decrease due to the income level
4. Your SNAP benefits may decrease due to the shelter deduction policy
5. Your wait time for your scheduled interview appointment may be longer as workers work with the new eligibility system

The public's patience is requested and appreciated as we transition from the Agupa system to the PHPro system. It is expected that as the workers adjust to the use of the new system, the cases would be processed quicker in the future.

Should you have any questions or need additional information, please contact the following:

Central Facility: Norma Rojas at 735-7241  
 Northern Facility: Elsa Perez at 635-7426  
 For Medical Claims: Marissa Roldan at 735-7225

  
**JAMES W. GILLAN**