

## FREQUENTLY ASKED PUBLIC BENEFITS QUESTIONS for People Affected by Oregon Wildfires

### 1: WHAT CAN I DO IF I LOST PRESCRIPTIONS AND/OR MEDICAL EQUIPMENT DUE TO THE WILDFIRES?

If you're on Oregon Health Plan (including Cover All Kids) and have lost prescriptions and/or durable medical equipment (oxygen tanks, CPAP machines, walkers, diabetic supplies, prosthetics, etc.) you can get replacements from the Oregon Health Authority.

OHP members should contact their CCOs to get replacement durable medical equipment, supplies, or prescription drugs. CCO contact information can be found here:

<https://www.oregon.gov/oha/hsd/ohp/pages/coordinated-care-organizations.aspx>

OHP members with open cards (fee for service) should contact Member Services: 1-800-273-0557.

### 2: CAN I GET MEDICAL INSURANCE IF I AM NOT ELIGIBLE FOR OREGON HEALTH PLAN?

Even if you do not qualify for the Oregon Health Plan because you earn too much income, the September 15 federal emergency declaration for the state gives all Oregon residents the right to sign up for marketplace insurance coverage through the FEMA special enrollment period program.

**You must apply by November 14, 2020.** Find more information at [OregonHealthCare.gov](http://OregonHealthCare.gov).

### 3: WHAT CAN I DO IF I LOST FOOD PURCHASED WITH SNAP BENEFITS DUE TO THE WILDFIRES?

You can get replacement benefits as long as you report the loss and fulfill the household misfortune requirements. Burned food, loss of food due to spoilage, and not being able to get to food due to evacuation orders satisfy the household misfortune requirements.

The request for replacement benefits **must be reported within 10 days of the loss of food**. You can request replacement benefits here:

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/de0349d.pdf>

You can call 211 for help filling out and submitting the form.

### 4: HOW CAN I APPLY FOR SNAP BENEFITS?

If you need to file a new application for SNAP benefits, you can do so online here:

<https://apps.state.or.us/onlineApplication/>

For assistance with SNAP applications, contact your local DHS office. You can find a list of DHS offices and phone numbers here:

<https://www.oregon.gov/dhs/Offices/Pages/Self-Sufficiency.aspx>

### **5: HOW CAN I GET A REPLACEMENT OREGON TRAIL CARD?**

If you need a new Oregon Trail Card due to the wildfires, you can call your local DHS branch office, or the closest open DHS office to request a new one. You can find a list of DHS offices and phone numbers here:

<https://www.oregon.gov/dhs/Offices/Pages/Self-Sufficiency.aspx>

### **6: HOW CAN I GET A REPLACEMENT RELIACARD FOR UNEMPLOYMENT BENEFITS?**

You can request a replacement ReliaCard by filling out the Oregon Employment Department's Contact Us form, and selecting "I evacuated due to the fires, and I need help on my claim." A claims specialist will contact you to assist with ordering a new ReliaCard or setting up direct deposit. The Contact Us form can be found here:

<https://unemployment.oregon.gov/contact-us>

You can also contact the Oregon Employment Department (OED) by phone at 1-877-345-3483, Monday-Friday, 7 a.m. - 6 p.m.

### **7: WHAT IF I NEED TO CHANGE MY ADDRESS WITH THE OREGON EMPLOYMENT DEPARTMENT DUE TO THE WILDFIRES?**

You can change your address with the OED here:

<https://secure.emp.state.or.us/ocs4/index.cfm>

You can also contact the OED by phone at 1-877-345-3483, Monday-Friday, 7 a.m. - 6 p.m.

### **8: CAN I GET UNEMPLOYMENT INSURANCE BENEFITS IF MY HOURS WERE CUT OR I WAS LAID OFF FROM WORK DUE TO THE WILDFIRES?**

You may qualify for Disaster Unemployment Insurance Benefits if your hours were cut or you were laid off from work due to the wildfires. To find out if you qualify, file an initial claim for Regular Unemployment Insurance through the Online Claim System at:

<https://secure.emp.state.or.us/ocs4/index.cfm> or by calling 1-877-345-3484.

If you are already receiving unemployment benefits, the OED temporary rule, allows you to mark that you are actively seeking work if you are willing to resume your work search efforts once the State of Emergency has ended.