

SSP Partner Network

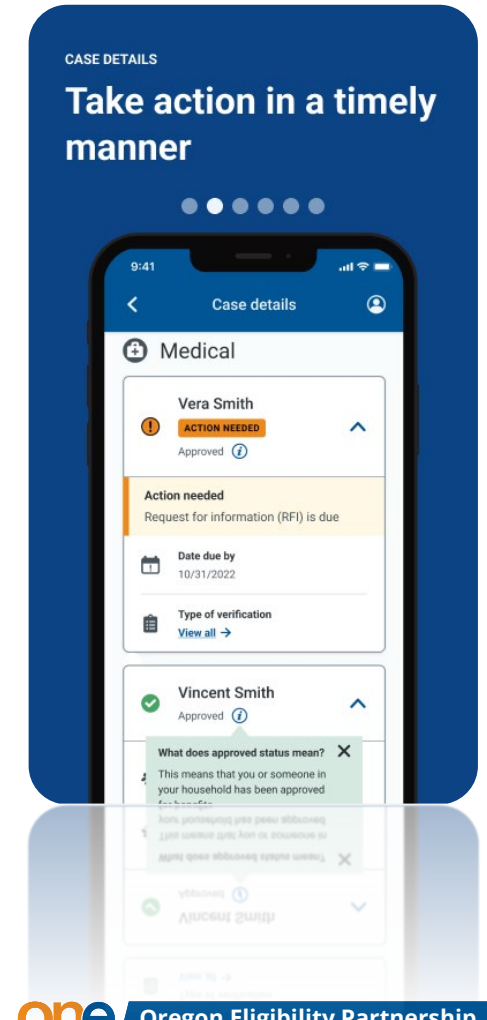
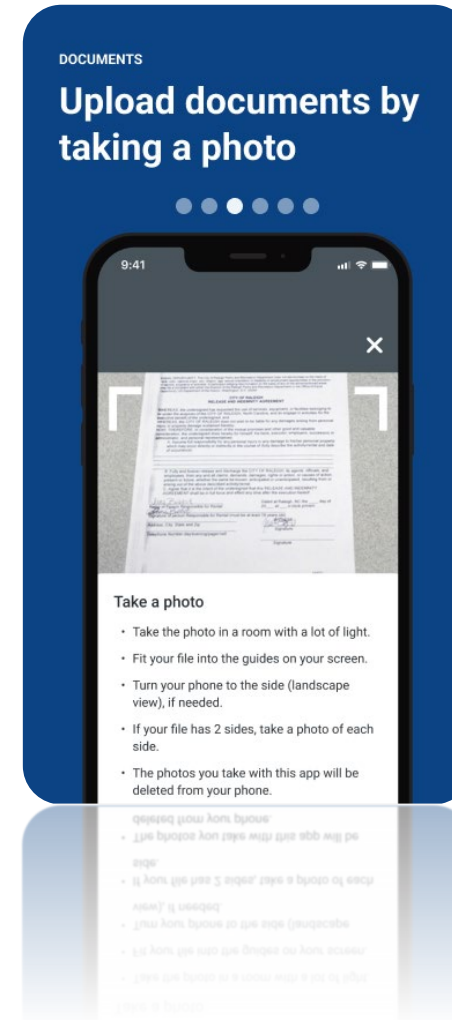
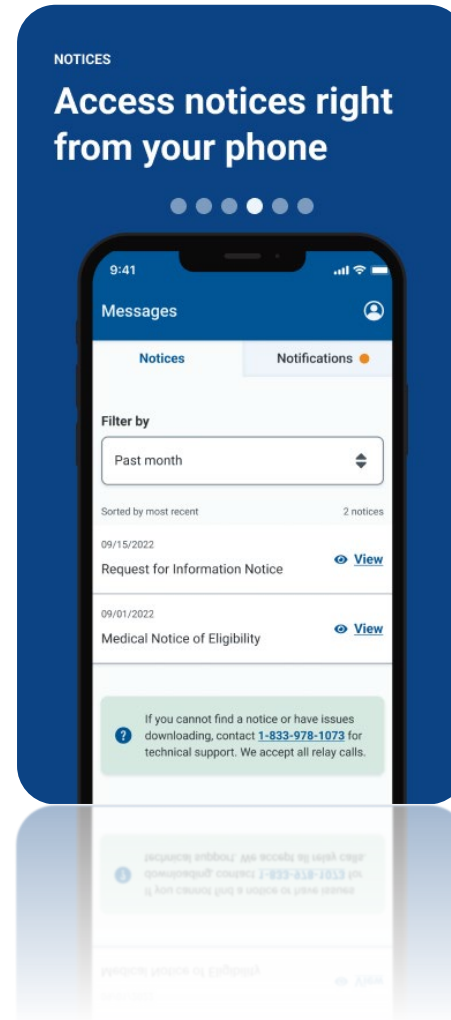
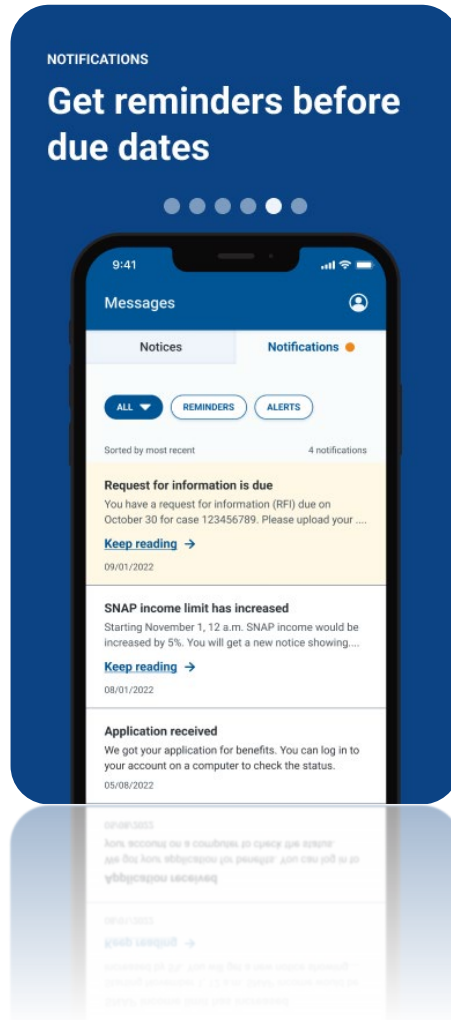
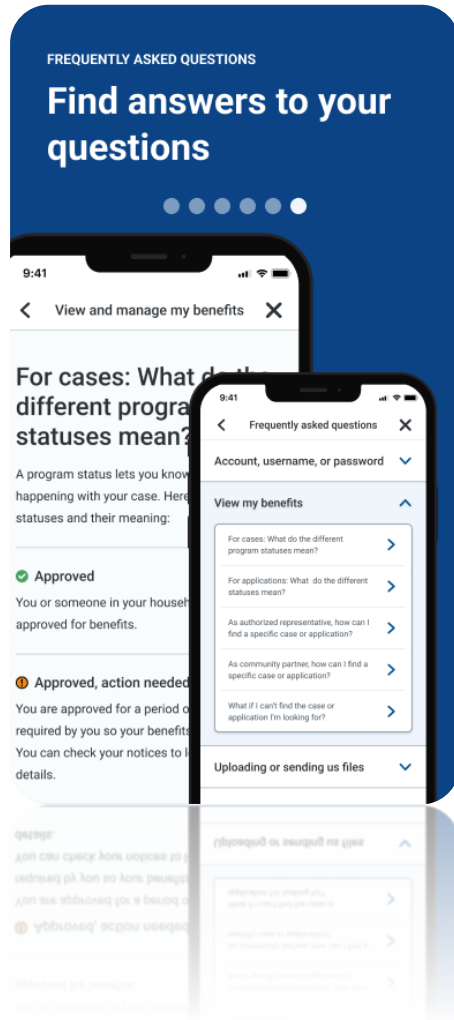
May 11, 2023

Nathan Singer, Director, Oregon Eligibility Partnership, Oregon
Department of Human Services



ONE Customer Service Enhancements

Oregon ONE Mobile App



Text Message Reminders

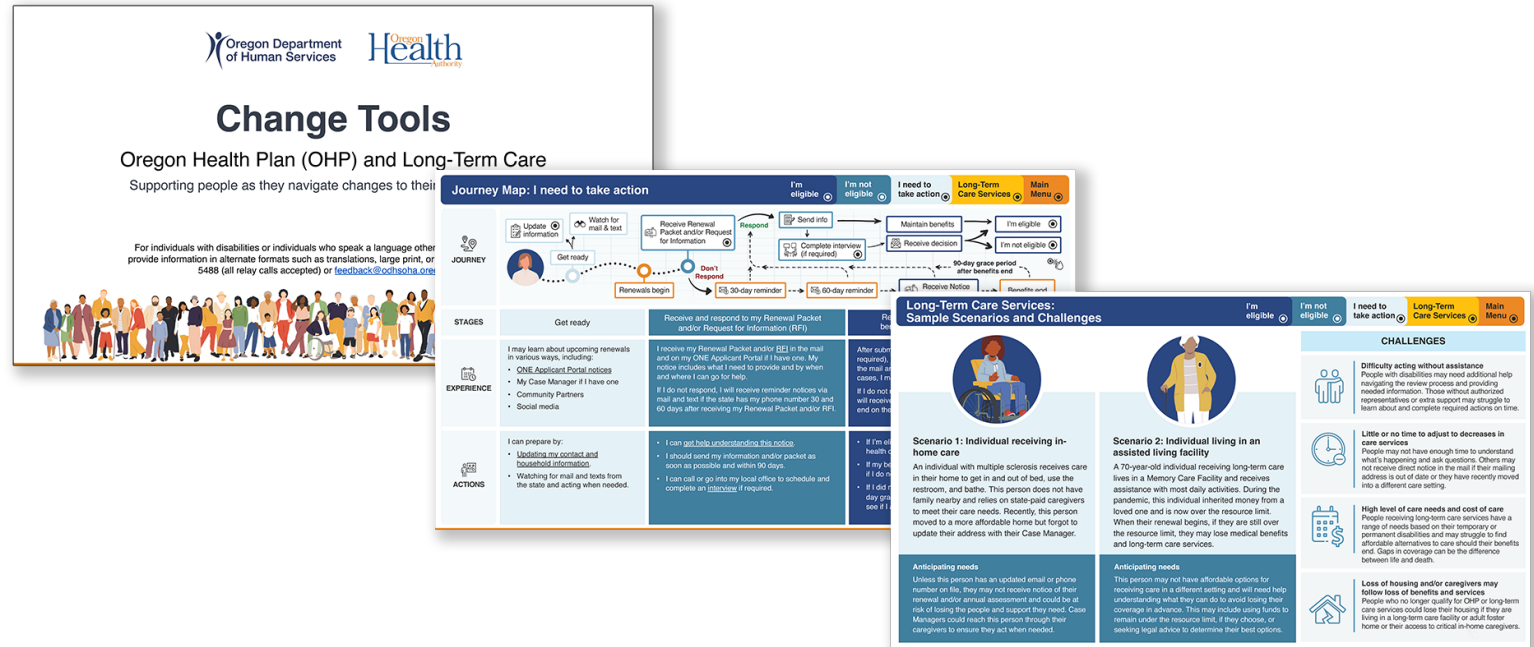


Resource: Change Tools

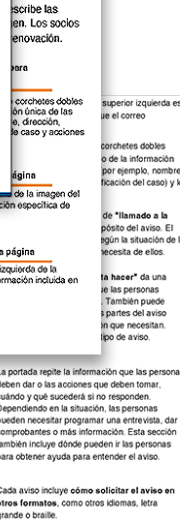
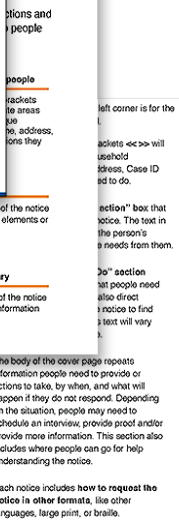
Overview: Staff and partners can use PHE-U Change Tools to educate people receiving medical and nonmedical benefits about their renewals and changes to their benefits. Each collection provides **journey maps and scenarios that illustrate what people can expect to experience during the renewal process**, as well as actions they can take and resources they can use along the way.

Change Tools include:

- OHP and Long-Term Care
- SNAP Emergency Allotments
- SNAP for College Students
- SNAP for People with ABAWD Status



Visit <https://www.oregon.gov/oha/PHE/Pages/Change-Tools.aspx> or the [PHE Unwinding OWL site](#) to access these tools.



Data Reporting & Metrics

Medical Redeterminations Dashboard

Overview of the Medical Assistance Program Redetermination Process



Total Medical Statewide

Cases

906,070

Individuals

1,466,112

Total Individual Medical Renewals

Not Started

1,124,365

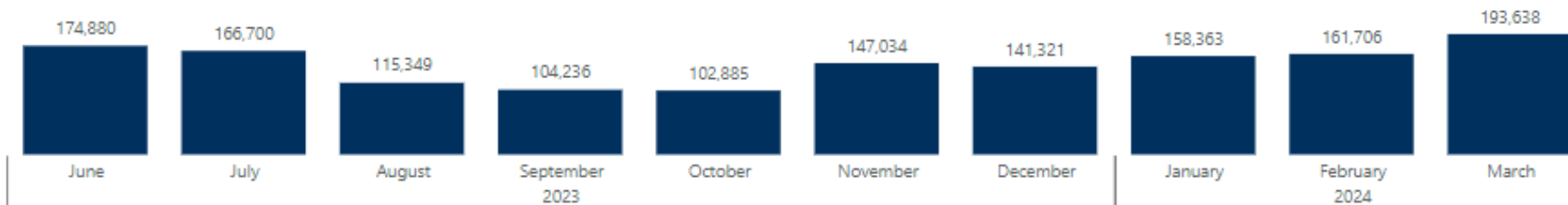
Initiated

84,466

Complete

257,281

Individuals with Redeterminations Due per Month



Cases: The number of cases in which any individual will go through medical renewal between June 30, 2023 and March 31, 2024.

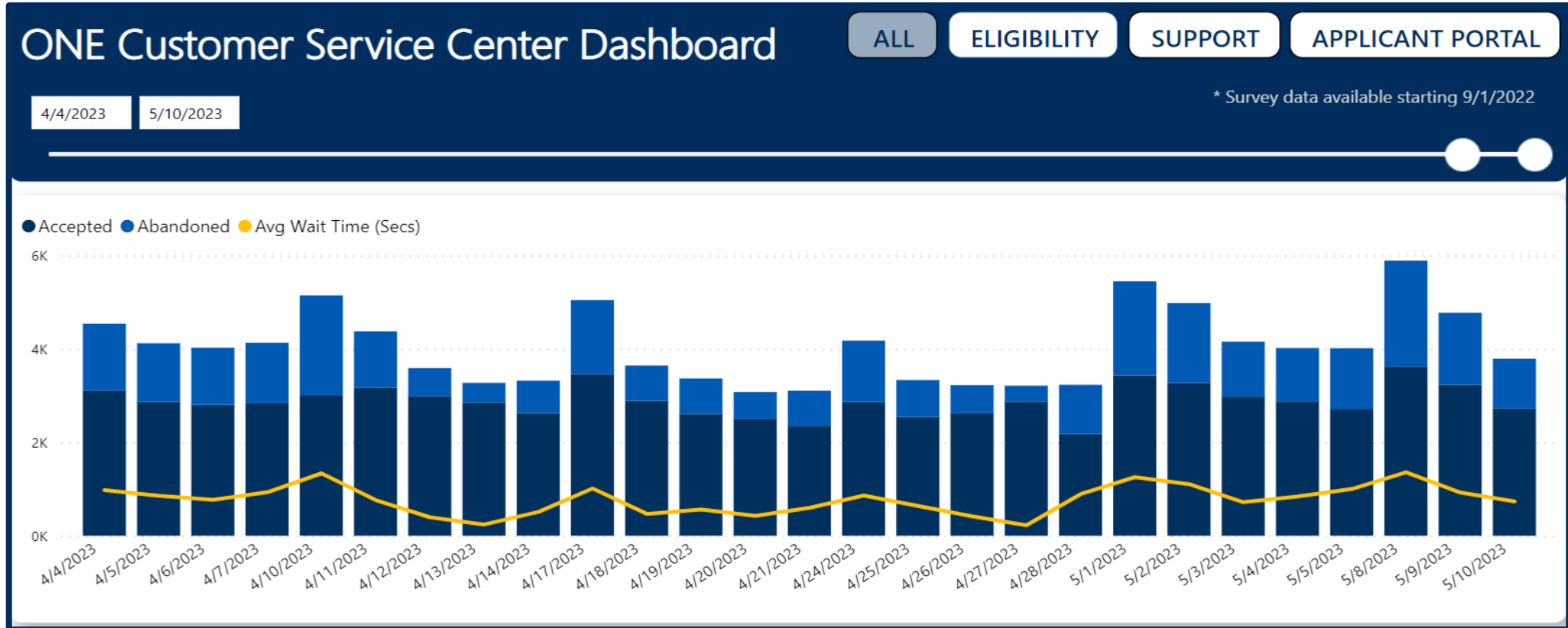
Individuals: The number of individuals whose medical benefits will be renewed between June 30, 2023 and March 31, 2024.

Not Started: The number of individuals whose medical benefits will be renewed but the renewal process has not started.

Initiated: The number of individuals whose renewal is due in the next 3 months and the renewal process has not yet been completed.

Complete: The number of individuals whose renewal process is complete. This means the individual is either approved or denied for medical benefits and eligibility is authorized.

ONE Customer Service Center Dashboard



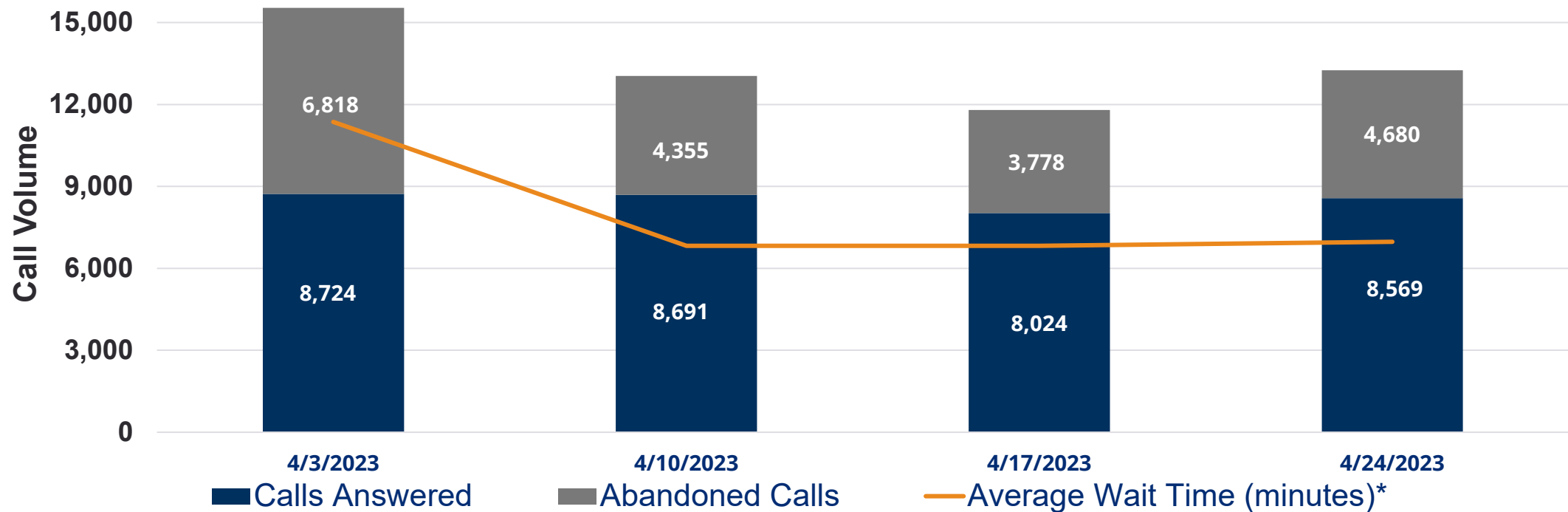
Maximum Wait Times for April 2023

- Eligibility: 149 min
- Support Staff: 28 min
- Applicant Portal Technical Support: 17 min

Average Wait Times for the week of May 1, 2023

- Eligibility: 27 min
- Support Staff: 1 min
- Applicant Portal Technical Support: 2 min

ONE Customer Service Center Dashboard



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*Data represents the average time in minutes an individual waits from initially receiving the call to answer for the eligibility queue. Wait times can be significantly longer during peak hours

COVID-19 Federal PHE Unwinding General Updates

Through the Public Health Emergency people have stayed covered on Medicaid

Family First Coronavirus Response Act:

1. Allowed individuals to stay on Oregon Health Plan (OHP) during the federal public health emergency.
2. Made it easier for individuals to enroll.

What we know now:



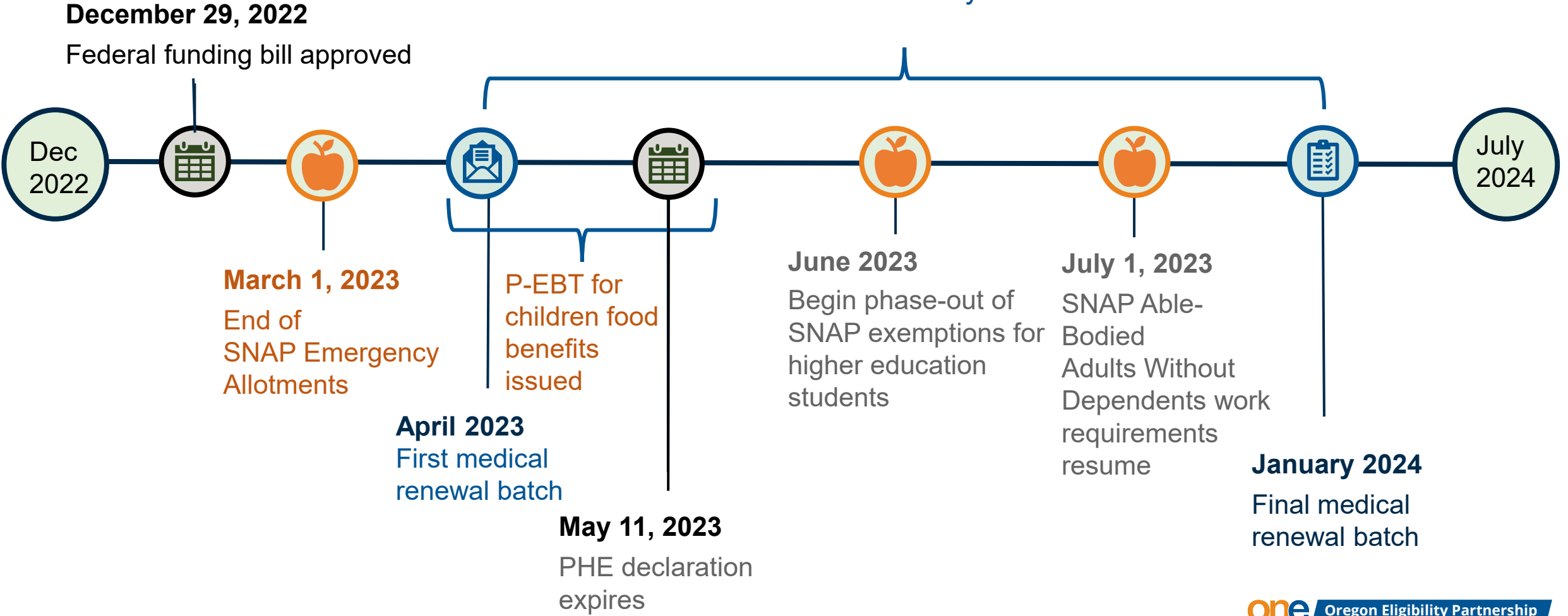
The Federal COVID-19 PHE will **end May 11, 2023.**



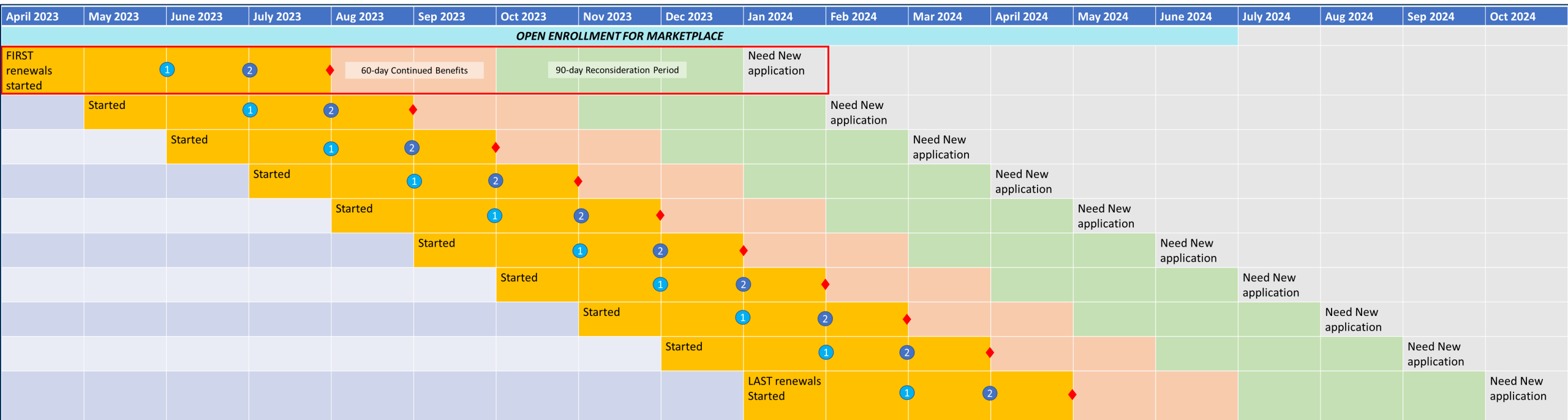
Oregon began medical renewals for more than 1.4 million individuals who have OHP on April 1, 2023. Oregon **will have 14 months to complete renewals.**

Public Health Emergency Unwinding Timeline

The full unwinding timeline is from April 2023 through June 2024. Medical renewals will occur in monthly batches starting April 2023 through January 2024. Responses to renewal notices and requests for information are due within 90 days.



Renewal Timeline



Oregon decided to spread renewals out over 10 months, April – January

The last batch of renewals will be due April 30, 2024, with benefits closing June 30, 2024 if no response.

Key	
	Renewal period
1	FIRST REMINDER NOTICE
2	SECOND REMINDER NOTICE
◆	Renewal closed due to nonresponse
	60-day period of continued benefits
	90-day reconsideration period where member no longer has benefits, but would not need a NEW application
	Period where member will need NEW application if closed due to nonresponse

This timeline illustrates key periods for members who do not respond

- 1 1st Reminder Notice
- 2 2nd Reminder Notice

- N Notice of Closure
- C Renewal Closure

Click on dates



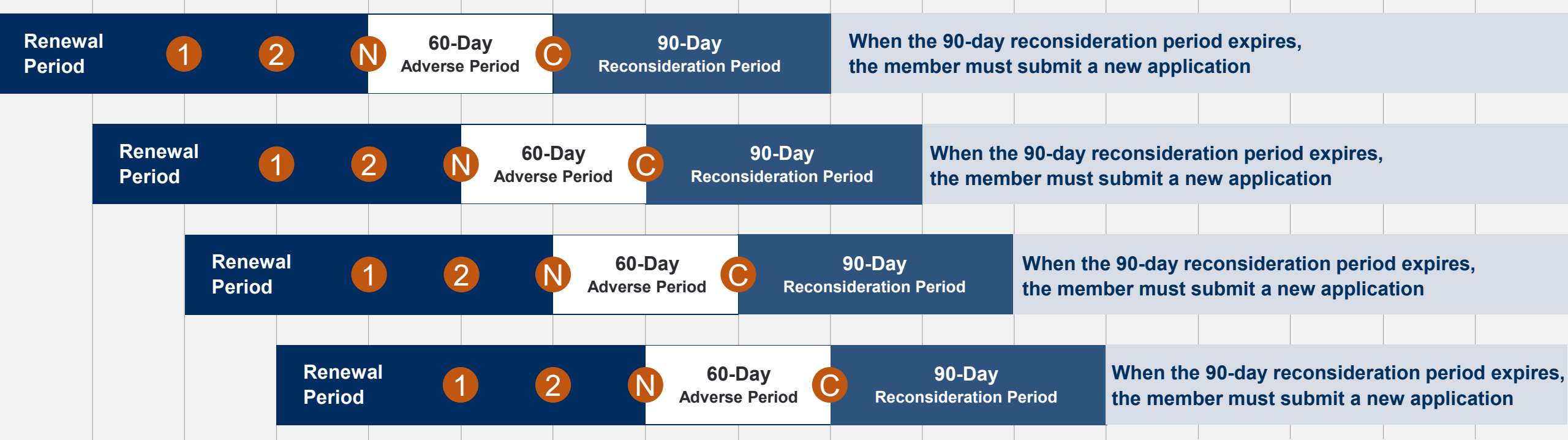
Main Menu

Special Marketplace Open Enrollment

Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
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Workload Impact

Call volume • Local Offices • ONE Customer Service Center



Renewal Period - During this time the ONE system identifies everyone up for renewal in a given month and notices are sent to members informing them of their status and if further action is required.

60-Day Adverse Period - 30 days after the 2nd reminder is sent and there's still no response from the member is sent a notice of closure. The member will continue to receive benefits for an additional 60 days.

90-Day Reconsideration Period - If the member responds during the 60-day adverse period the renewal can proceed without benefit interruption. After the 60th day, benefits will end. The member will still have 90 days to respond and resume the renewal process. When the 90-day reconsideration period expires and new application must be submitted.

Connecting People with Resources

Resources available at www.oregon.gov/covid-phe-partners

Resources

- Change tools
- Communications Toolkits
- Frequently Asked Questions Guide
- Marketplace Transition information
- Events Calendar, including webinars for partners
- Medical Renewals Operational timeline
- Notice Guides
- Timeline for benefit changes



Staying Connected to PHE-U Information & Resources



Spanish webinar on May 18 at 10 a.m., PST

Visit www.oregon.gov/covid-phe-partners for COVID-19 PHE information, previous webinar materials, and the partner toolkit.



To sign up directly for our new partner newsletter called “Keep Covered” go to: <https://public.govdelivery.com/accounts/ORDHS/signup/35855>



Email PHE-Unwinding@odhsoha.oregon.gov with questions or to share feedback.

Thank you!

one Oregon Eligibility Partnership

