



SSP Partner Network

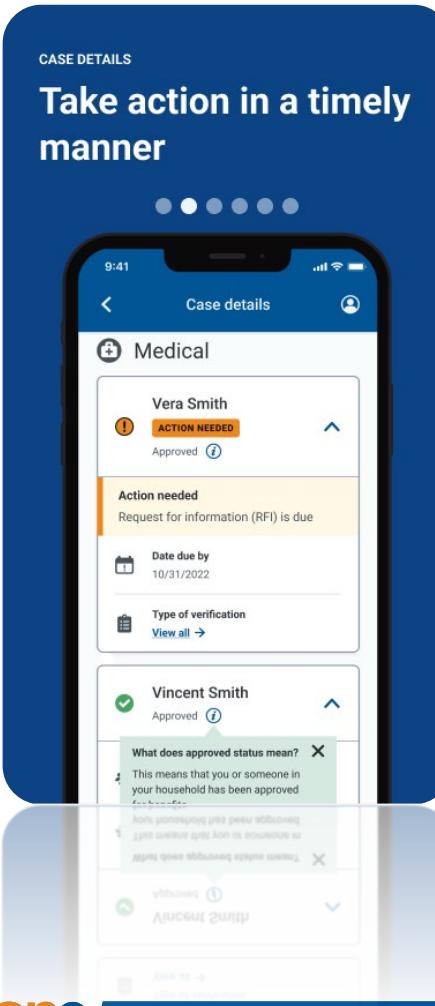
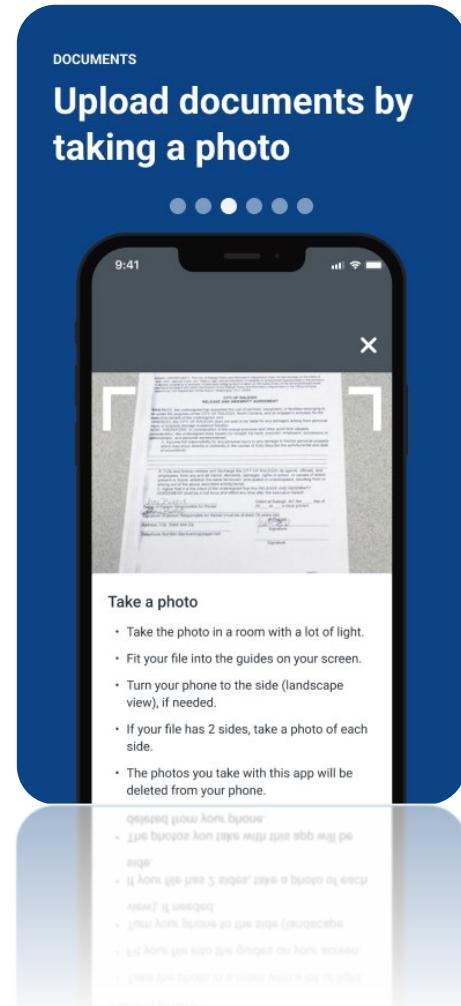
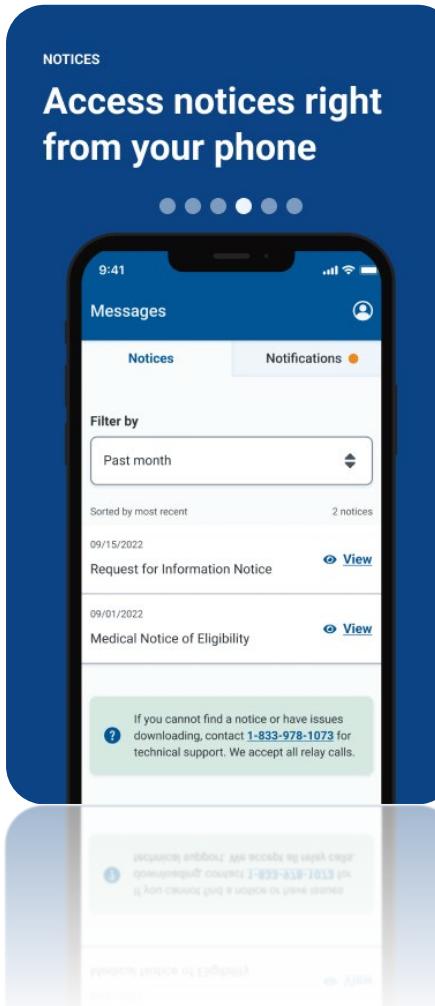
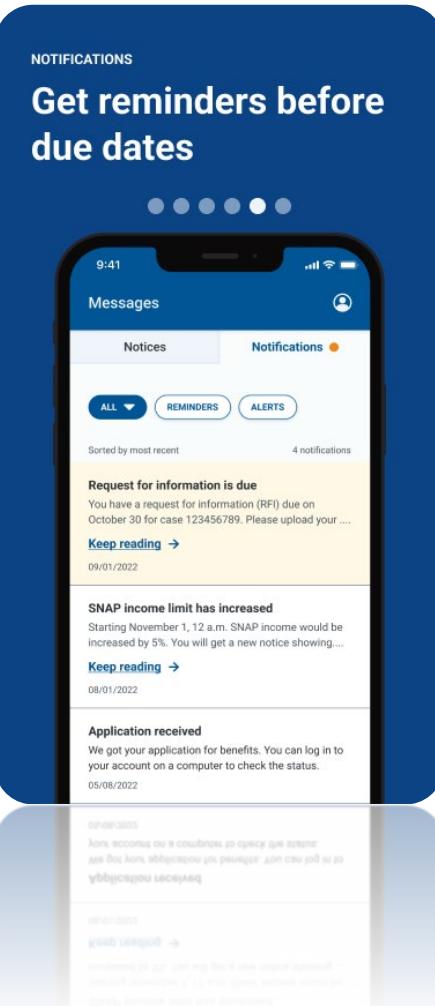
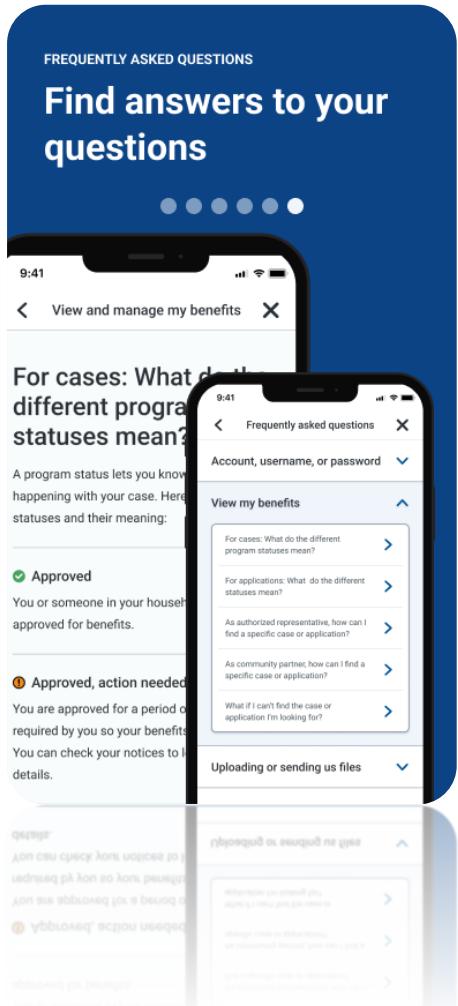
May 11, 2023

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

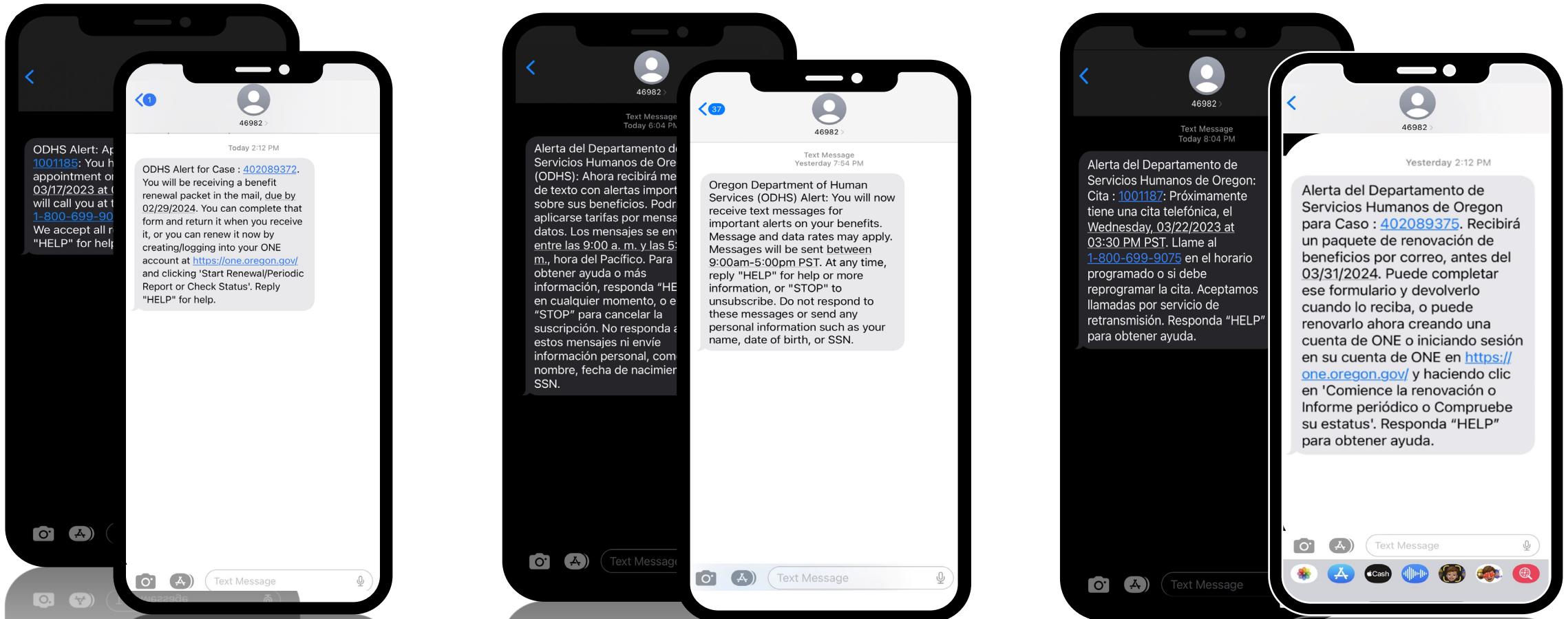


ONE Customer Service Enhancements

Oregon ONE Mobile App



Text Message Reminders

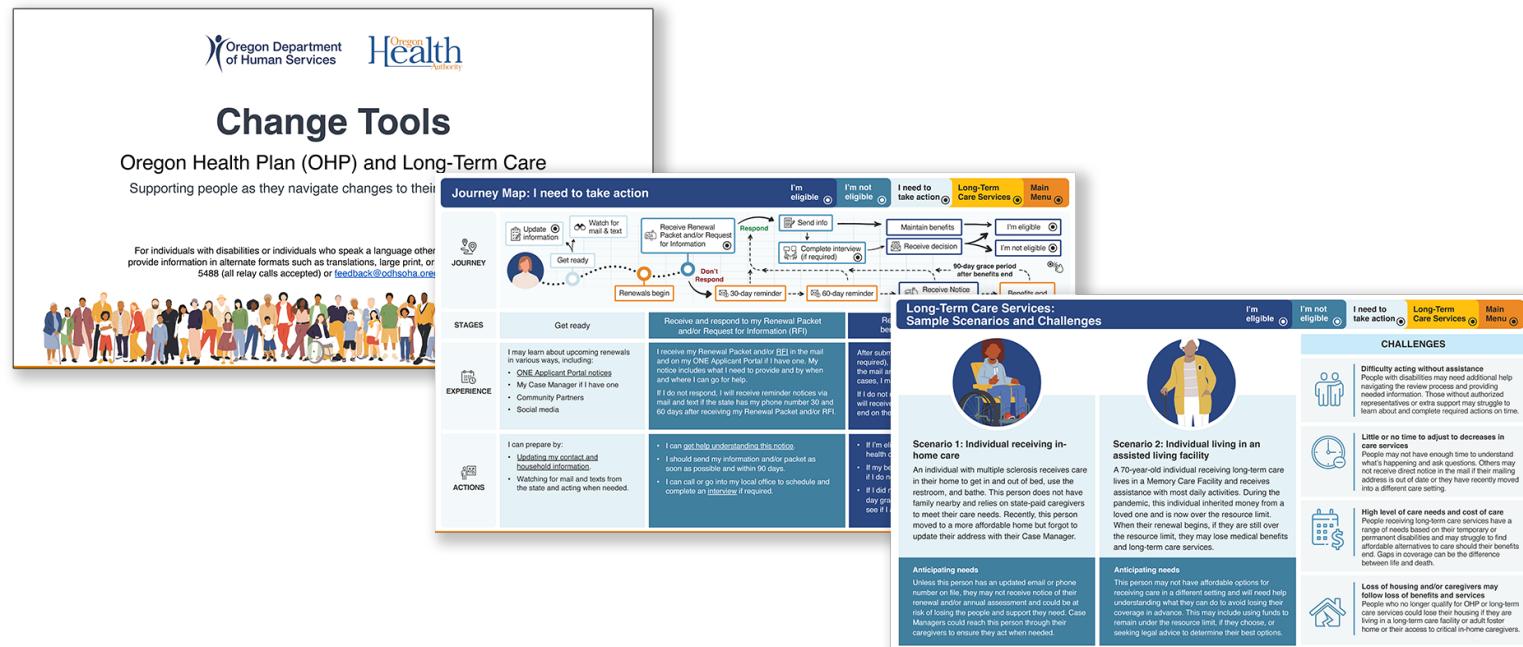


Resource: Change Tools

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.

Resource: ONE Notice Guides

ONE Notices Guide

Helping partners navigate ONE System Notices

Combined Request for Information Notice



Instructions and people

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notice to find
a text will vary

Paragraphs to the right of the notice
image highlight specific elements or
sections of each page.

Title and page summary

Descriptions to the left of the notice
image summarize the information included on each page.

The body of the cover page repeats
information people need to provide or
actions to take, by whom, and what will
happen if they do not respond. Depending
on the situation, people may need to
schedule an interview, provide proof and/or
provide more information. This section also
includes where people can go for help
understanding the notice.

Each notice includes how to request the
notice in other formats, like other
languages, large print, or braille.

Get this notice in other formats

Call ONE Customer Service Center to get this notice in other languages, large print, braille, or a format you prefer. You can also request an interpreter. Then follow the steps listed below.

Program Guide

EBSC Child Care

Medical Benefits

SNAP Food Assistance

TANF Cash Assistance

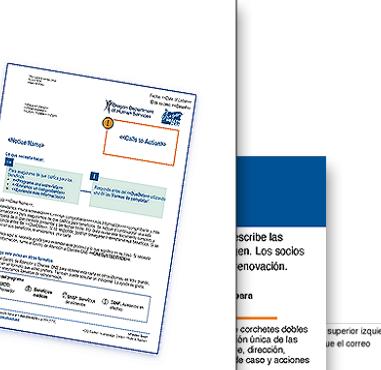
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Guía de Avisos ONE

Ayudando a los socios comunitarios a navegar los avisos del Sistema ONE.

Aviso Combinado de Solicitud de Información



describe las
gen. Los socios
novenación.

superior izquierda es
el póster del aviso. El
correto

corchetes dobles
ón unica de las
o, dirección
de caso y acciones

ágina
de la imagen del
aviso incluyen información específica de
cada página.

Título y resumen de la página

Las descripciones a la izquierda de la
imagen resumen la información incluida en
cada página.

La portada repite la información que las persona
necesitan dar en las acciones que deben tomar,
cuando y qué sucederá si no responden.

Dependiendo en la situación, las personas
pueden necesitar programar una entrevista, dar comprobantes o más información. Esta sección
también incluye dónde pueden ir las personas
para obtener más información del aviso.

Este aviso es necesario para entender este proceso y lo que significa en su caso. Necesita
esta información. Llame al Centro de Atención a Clientes ONE <ONECUSTOMER.OMG>.

Obtener este aviso en otros formatos

Uste en el Centro de Atención a Clientes ONE para obtener esta carta en otras idiomas, en grande
braille o en un formato que usted prefiera. También puede solicitar un intérprete. Le ayudé en grande.

Guía del programa

EBSC
Proceder

Beneficios
másicos

SNAP
Beneficios de alimentación

TANF: Asistencia en
efectivo

Para obtener ayuda llame al 1-800-499-9673 o TTY (770)
en el 1-800-544-5463

© 2009 Dept.
de Salud y
Humanos

Cada aviso incluye cómo solicitar el aviso en
otros formatos, como otros idiomas, letra
grande o braille.

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4

- These guides provide overviews of various ONE System Notices and are for community partners to use to support people receiving benefits who might come to them with their notices.
- Six ONE Notices Guides are available in English and Spanish. Partners can access these tools from our Oregon.gov/covid-phe-partners page.

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

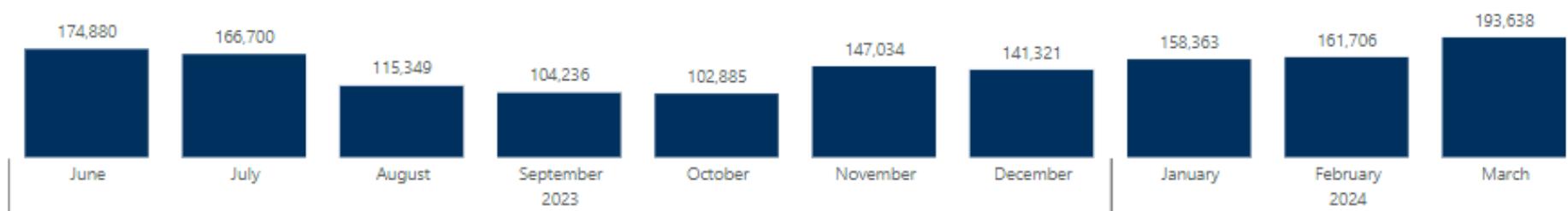
Initiated

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.

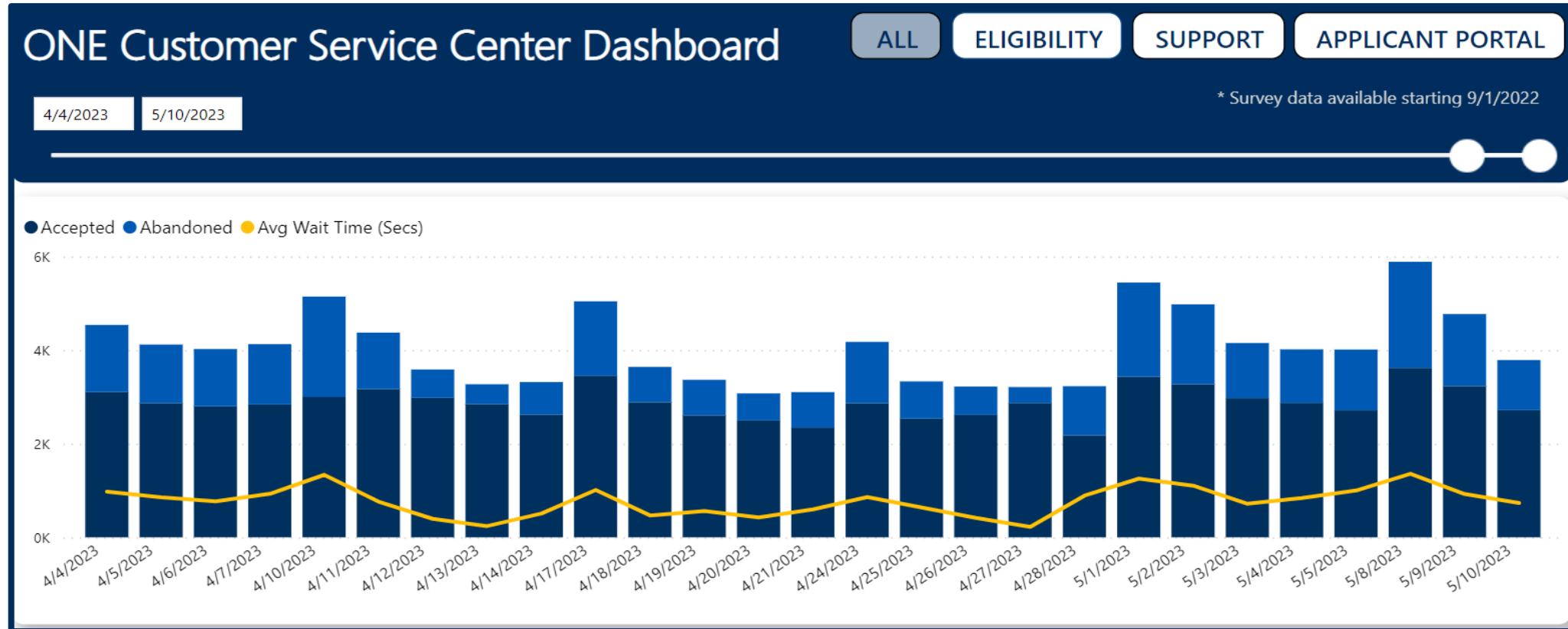
Individuals: The number of individuals whose medical benefits will be renewed between June 30, 2023 and March 31, 2024.

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



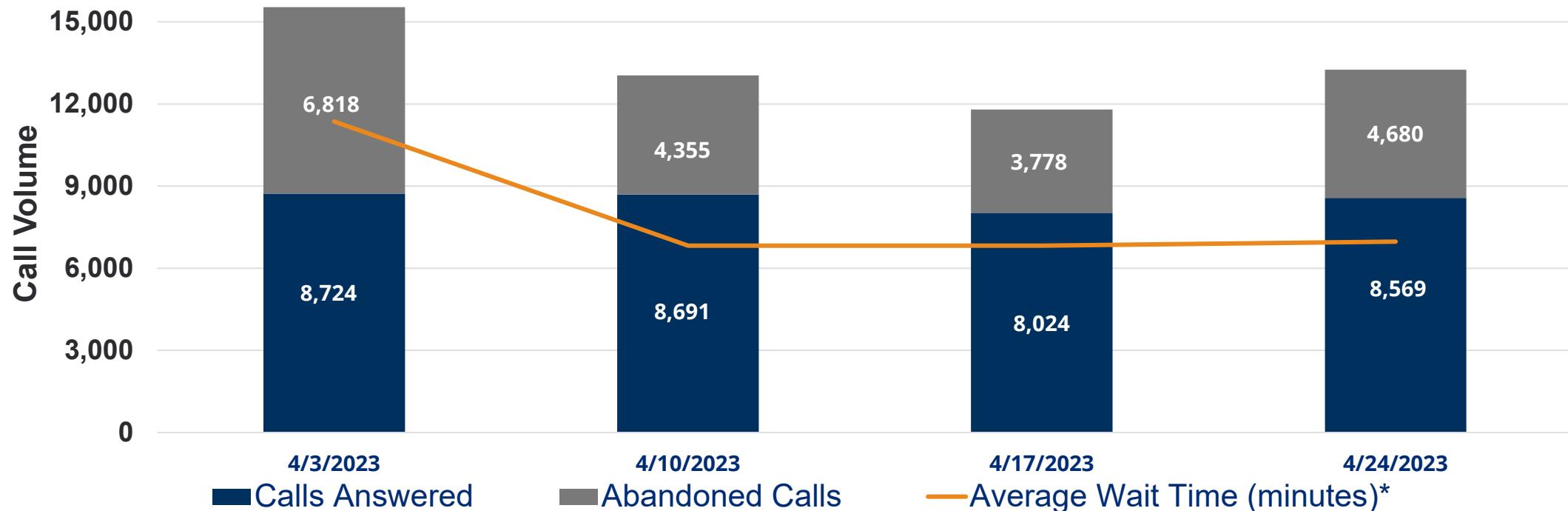
Maximum Wait Times for April 2023

- 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



Maximum Wait Times for April 2023

- Eligibility: 149 minutes
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Average Wait Times for the week of May 1, 2023

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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**.



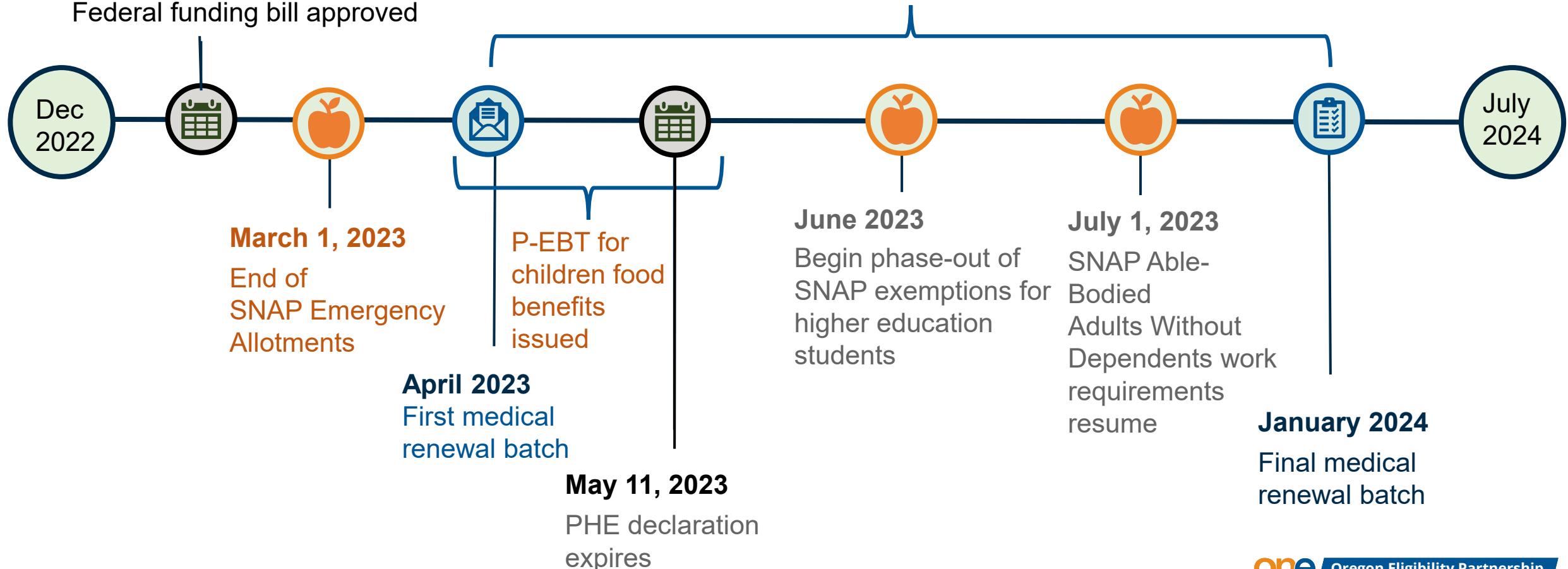
Oregon began medical renewals for more than 1.4 million individuals who have OHP on April 1, 2023. Oregon **will have 14 months to complete renewals**.

Public Health Emergency Unwinding Timeline

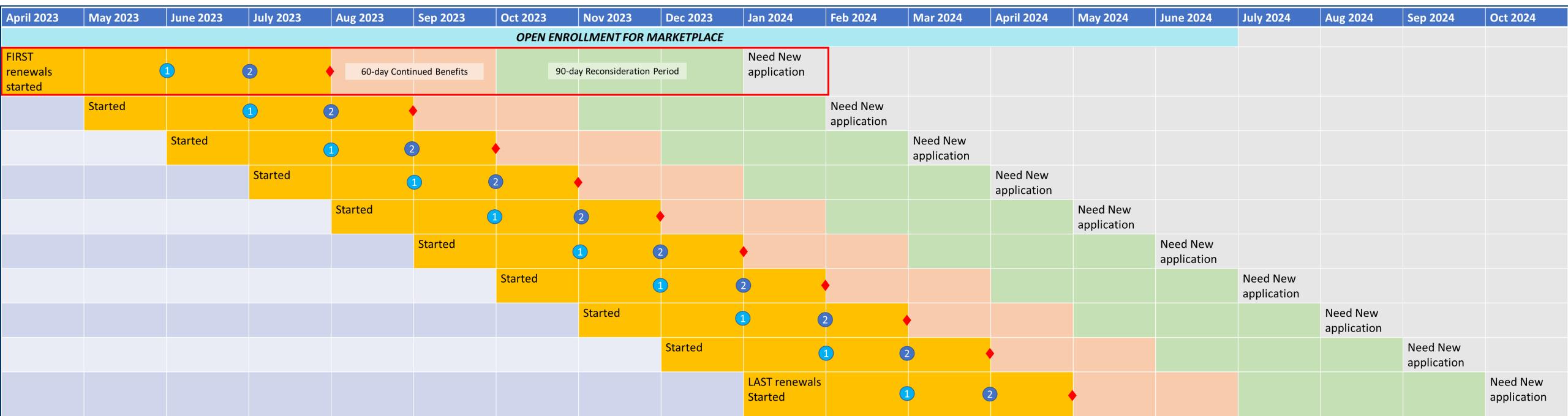
The full unwinding timeline is from April 2023 through June 2024. Medical renewals will occur in monthly batches starting April 2023 through January 2024. Responses to renewal notices and requests for information are due within 90 days.

December 29, 2022

Federal funding bill approved



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
	FIRST REMINDER NOTICE
	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

1

2

N

60-Day Adverse Period

C

90-Day Reconsideration Period

When the 90-day reconsideration period expires, the member must submit a new application

Renewal Period

1

2

N

60-Day Adverse Period

C

90-Day Reconsideration Period

When the 90-day reconsideration period expires, the member must submit a new application

Renewal Period

1

2

N

60-Day Adverse Period

C

90-Day Reconsideration Period

When the 90-day reconsideration period expires, the member must submit a new application

Renewal Period

1

2

N

60-Day Adverse Period

C

90-Day Reconsideration Period

When the 90-day reconsideration period expires, the member must submit a new application

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



Connecting People with Food Resources

Need Food Oregon Toolkit

- Websites in English and Spanish
- Toolkit with downloadable resources in multiple languages
- Social media advertising expanding to English, Russian, Simplified Chinese, Spanish and Vietnamese



¿NECESITA ALIMENTOS? ALIMENTOS.OREGON.GOV

NEED FOOD? NEEDFOOD.OREGON.GOV

para ayudar a cubrir

momento?

ay comidas gratuitas disponibles. Los menores que tengan 18

alimentos gratuitos a través del Programa de Servicios Alimentarios de

Opción Continua de Verano (Seamless Summer Option o SSO). Para

o visitar www.summerfoodoregon.org, envíe "Food" o "Comida"

mentaria (SNAP, por sus siglas en inglés) (antes conocido

tos. Presente una solicitud hoy. Encuentre toda la información

benefits, donde puede presentar una solicitud para el SNAP, dinero

en caso de violencia doméstica, todo en un solo lugar. Marque

guntas. Reciba asistencia alimentaria mientras espera su seguro

y opciones de entrega: la red de más de 1,400 despensas de Comida de Oregon está abierta a lo largo de Oregon y la zona

recen opciones de recolección en coche o a pie u opciones de

ir las ubicaciones locales o llame al 2-1-1 para obtener ayuda.

ria para Mujeres, Infantes y Niños (WIC, por sus siglas

clonado con la nutrición y la lactancia a las familias con niños

zadas. Visite healthoregon.org/wic y haga clic en el botón de

mbién puede llamar al 2-1-1 y pedir que lo/a comuniquen con

os participantes son bienvenidos!

más de 60 años de edad o vive con

ciudad (ADRC, por sus siglas en inglés) del Programa de Alimentos

proporciona comidas a las personas en todo Oregon. Cualquier

tas comidas. No hay requisitos de ingresos y no se cobra por

ar a las personas que tienen discapacidades con recursos

on.org o llame al 1-855-673-2372.

sobre los recursos?

otros recursos, incluyendo información sobre la atención de

r-covid-19.

-1-1, enviando su código postal por mensaje de texto al

Recursos de Envejecimiento y Discapacidad

855-673-2372 o visite adrcoregon.org.

diomas, tipografía grande, braille o en otro formato que prefiera.

66-698-6155 o por correo electrónico a help@211info.org.

uede llamar al 711.

DHS 2360 (6/2020) Spanish

2-1-1

Oregon Department of Human Services

You can get this document in other languages, large print, braille or a format you prefer. Contact 2-1-1 at 1-866-698-6155 or email help@211info.org. We accept all relay calls or you can dial 711.

one Oregon Eligibility Partnership

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

