



# SSP Partner Call

July 13, 2023

James Barta, Engagement Strategies Manager,  
Oregon Eligibility Partnership, Oregon Department of Human Services



# ONE Customer Service Enhancements

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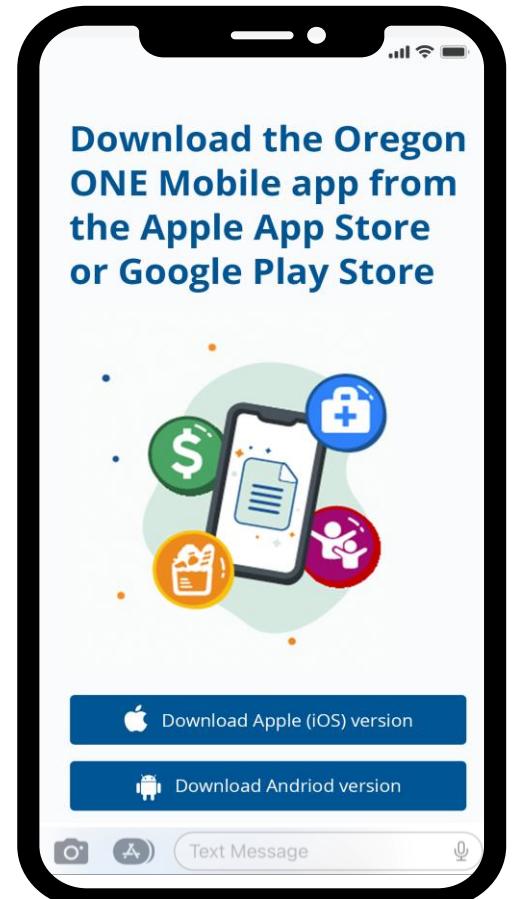
# The Oregon ONE Mobile app

## Features

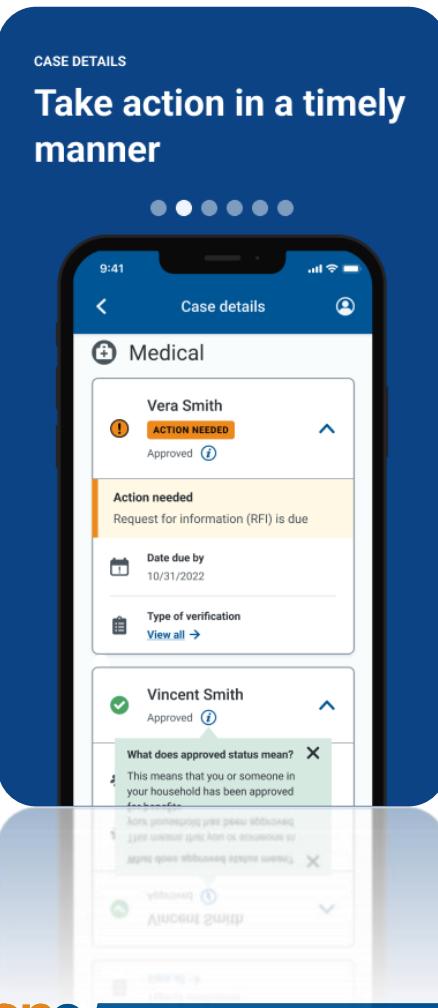
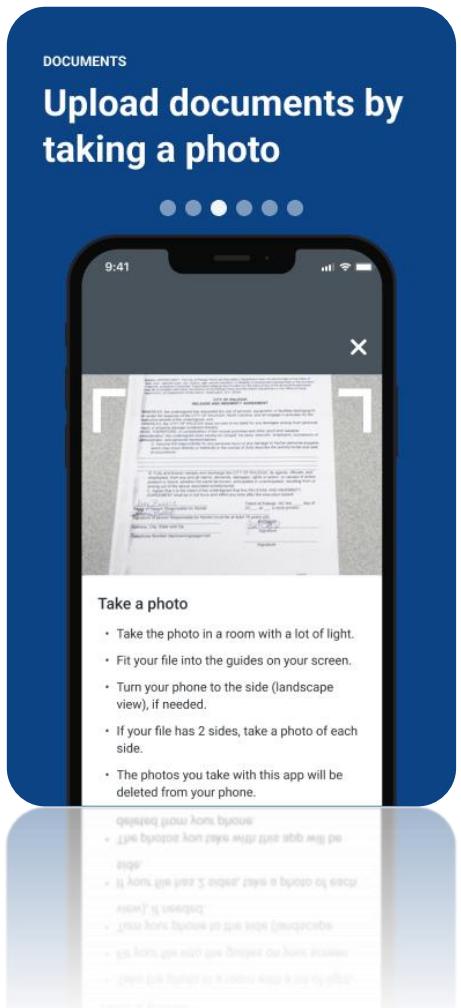
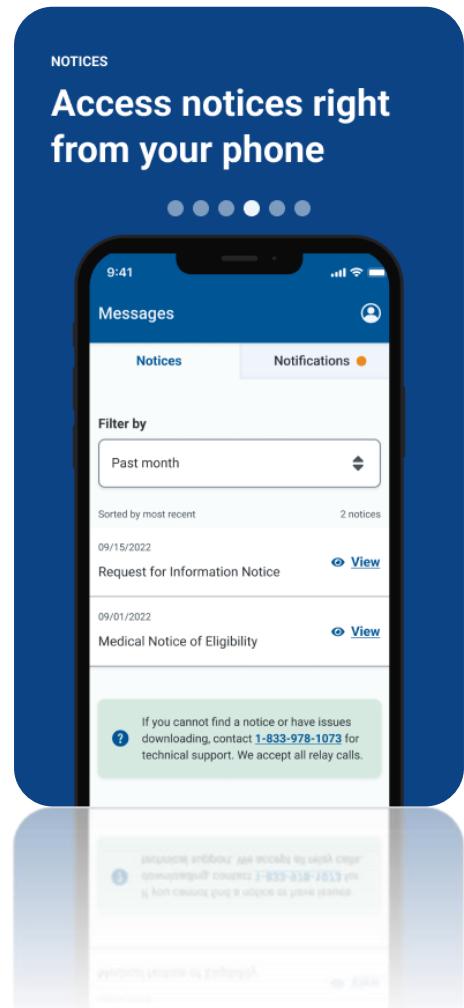
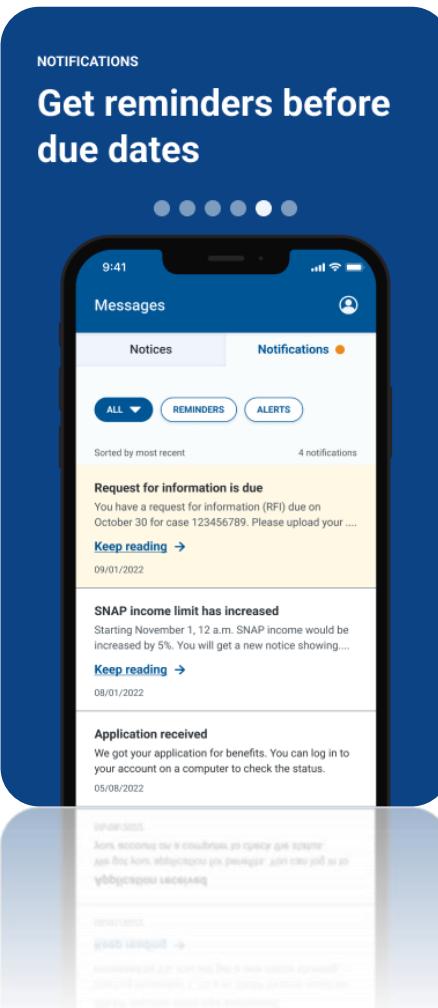
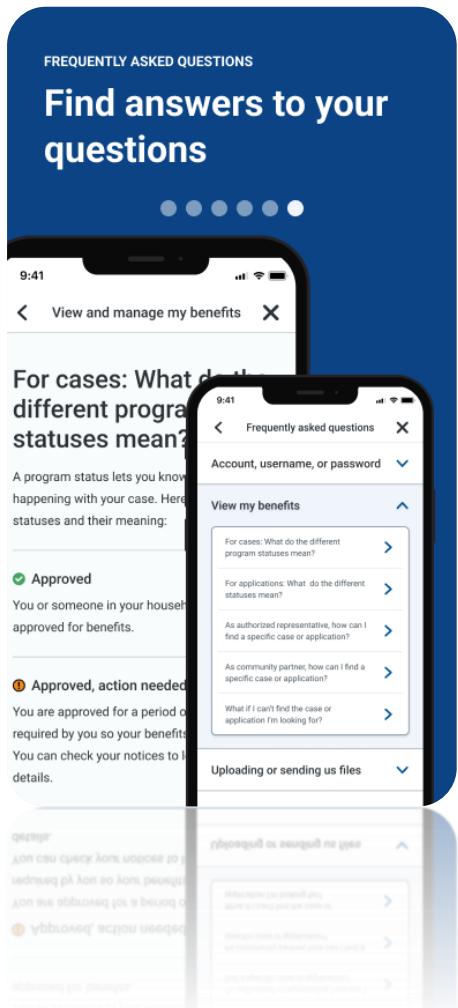
- Create a ONE Online Account.
- View the status of their case.
- View and download notices that were mailed.
- Receive important, time-sensitive alerts and notifications about their benefits.
- Upload documents using a smartphone camera.
- Manage their ONE Online Account's email and password.
- Report changes to household information
- View benefit issuance history for medical, food, cash and child care related payments.

## Partners and Providers

- Individuals who are Authorized Representatives and Organizations  
Authorized Representatives can review case details, receive case and ODHS-wide alerts and reminds, upload documents and view correspondence notices.



# Oregon ONE Mobile App



# Text message notifications

- **Language Access**

The ONE System can send text message notifications in English and Spanish

- **Opt In**

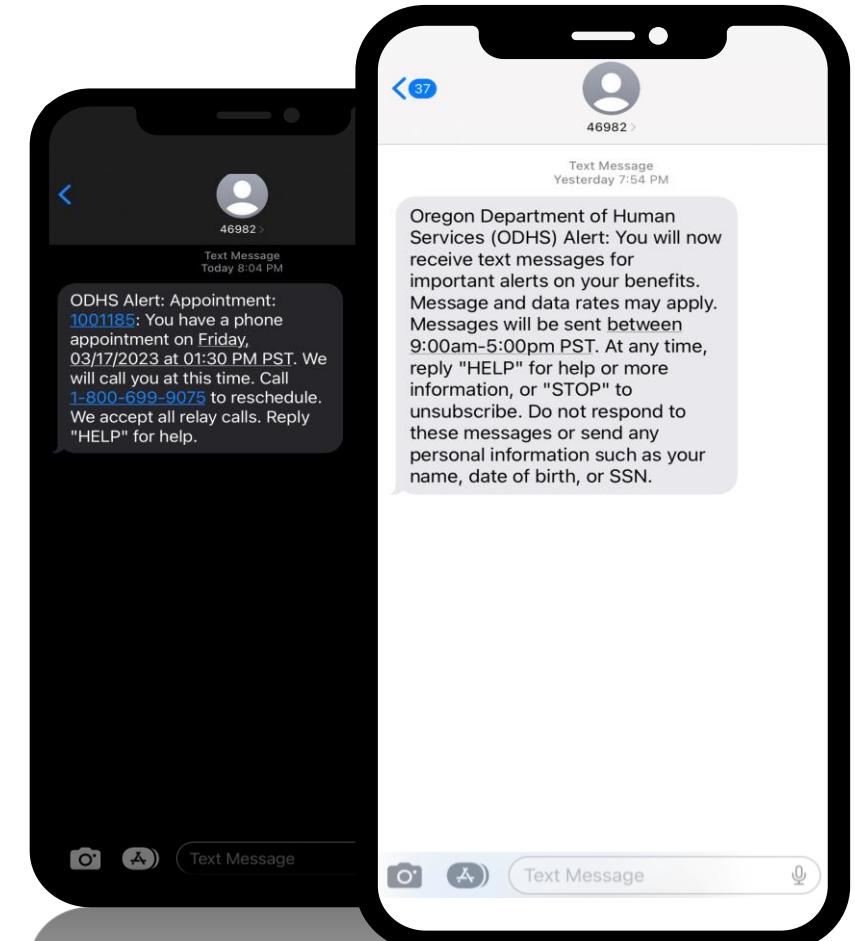
Anyone with a ONE Online account can opt-in or out of Text Message Reminders at anytime

- **Get Important Reminders**

- Upcoming appointments
- Requests for Information
- Returned mail alerts
- Renewal reminders

- **Accounts**

If someone does not have a ONE Online account, an eligibility worker can help them enroll



# Oregon ONE Online Improvement Committee

- The goal is to improve the online interface that people experience as they apply for medical, food, cash and child care services.
- This committee will have 10-20 community members from various areas throughout the state who come from various backgrounds and program experience.
- Some committee members have experience helping others apply through the ONE system and some members apply for services through the ONE system.

This committee is seeking more members.

Email [James.Barta@odhs.oregon.gov](mailto:James.Barta@odhs.oregon.gov) if you have experience with the ONE system and are interested.



## Committee members will:



Examine and prioritize suggestions to improve the ONE system Online interface



Submit 3-5 priorities for changes to the ONE system each month.



Be offered tokens of appreciation for committee members' time.

# Resource: ONE Notice Guides

- 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](https://Oregon.gov/covid-phe-partners) page – see the resources on the right.

# Data Reporting & Metrics

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# Medical Redeterminations Dashboard

## Overview of the Medical Assistance Program Redetermination Process



Impact of PHE Unwinding on Medical Benefits

Overview

Demographics

Renewals

Medical Coverage - Initiated, Maintained, and Disenrolled

Overview

Renewals Initiated

Renewals Completed



### Total Medical Statewide

Cases

**900,628**

Individuals

**1,461,214**

### Total Individual Medical Renewals

Not Started

**918,111**

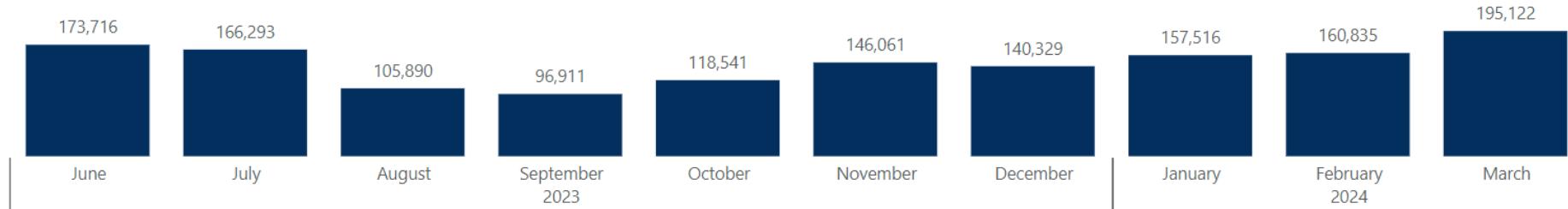
Initiated

**137,905**

Complete

**405,198**

### 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.

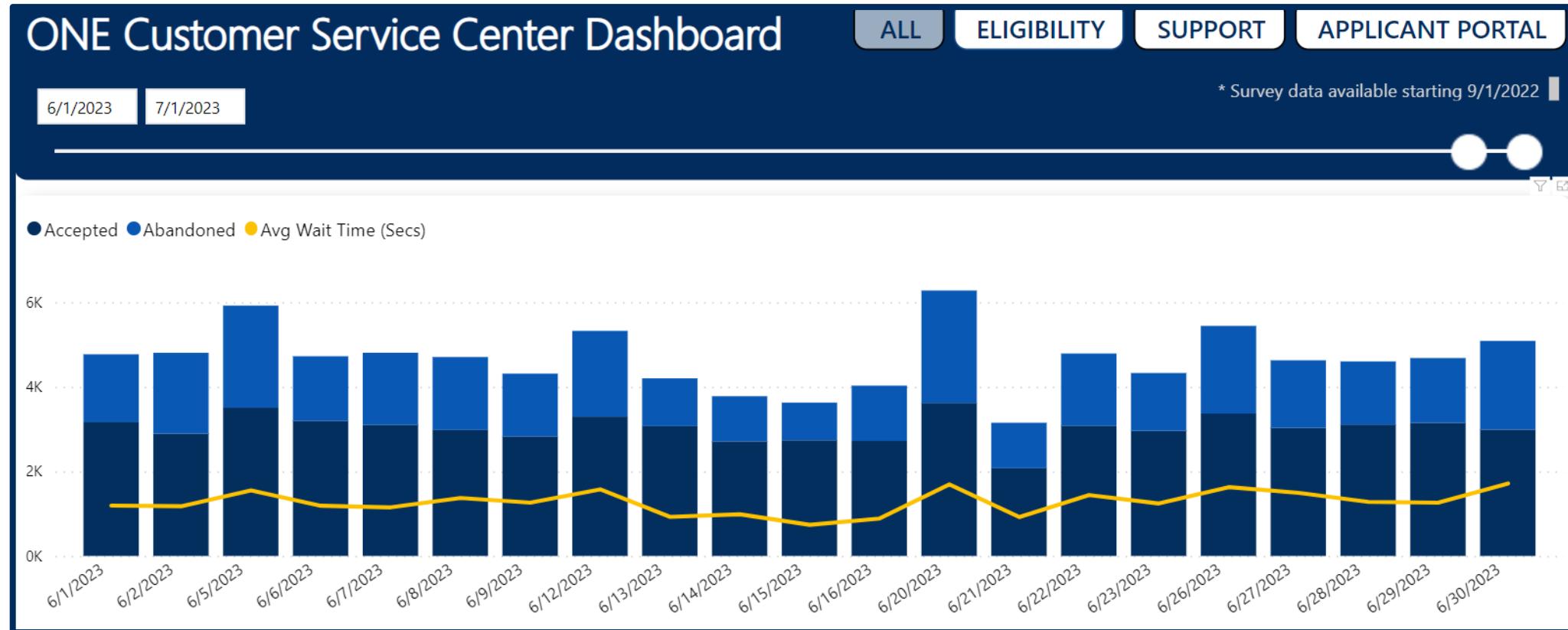
**Individuals:** The number of individuals whose medical benefits will be renewed between June 30, 2023 and March 31, 2024.

**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. This includes individuals who were sent a letter asking for more information.

# ONE Customer Service Center Dashboard



## Maximum Wait Times for June 2023

- Eligibility: 180 min
- Support Staff: 30 min
- Applicant Portal Technical Support: 49 min

## Average Wait Times for the week of July 3, 2023

- Eligibility: 57 min
- Support Staff: 5 min
- Applicant Portal Technical Support: 5 min

# COVID-19 Federal PHE Unwinding General Updates

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# Public Health Emergency & Oregon Health Plan (Medicaid)

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## **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 ended **May 11, 2023**.



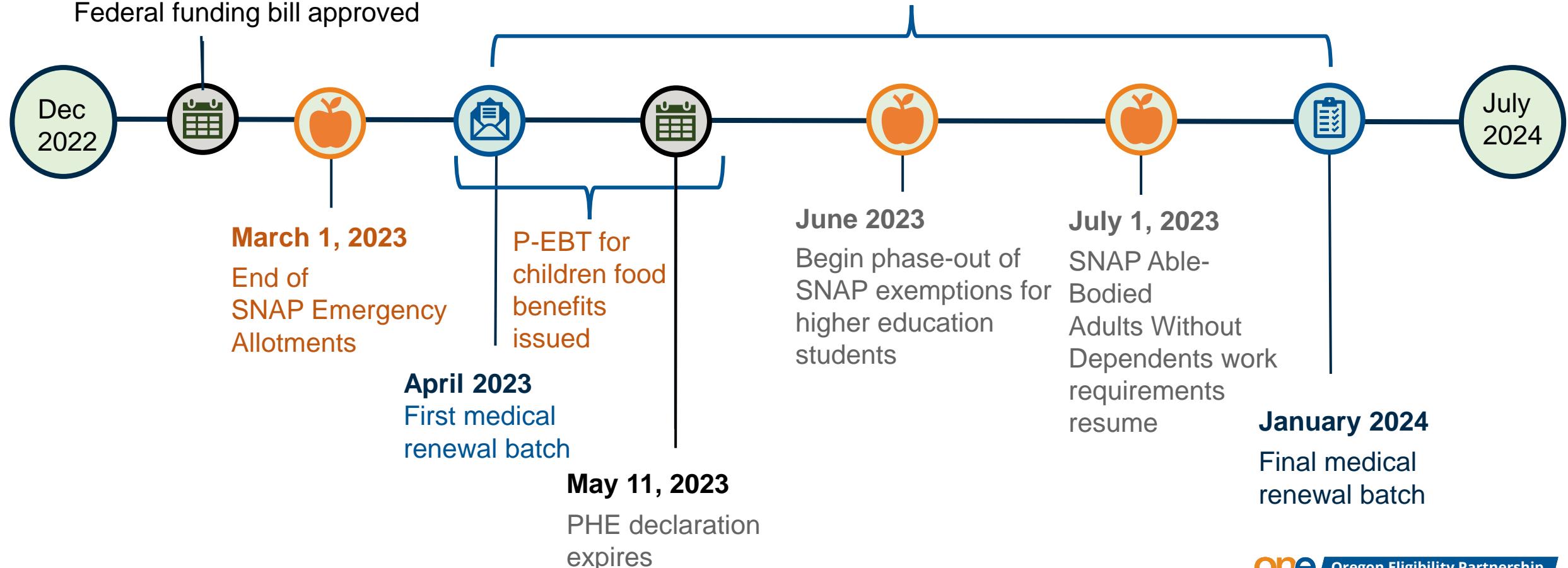
**Oregon began medical renewals** for more than 1.4 million individuals who are on OHP on April 1, 2023. Oregon **will have 14 months to complete renewals**.

# 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



# This timeline illustrates key periods for members who do not respond

1 1<sup>st</sup> Reminder Notice

2 2<sup>nd</sup> 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

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

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1

2

N

60-Day Adverse Period

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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 2<sup>nd</sup> 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 60<sup>th</sup> 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

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Resources available at [www.oregon.gov/covid-phe-partners](http://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

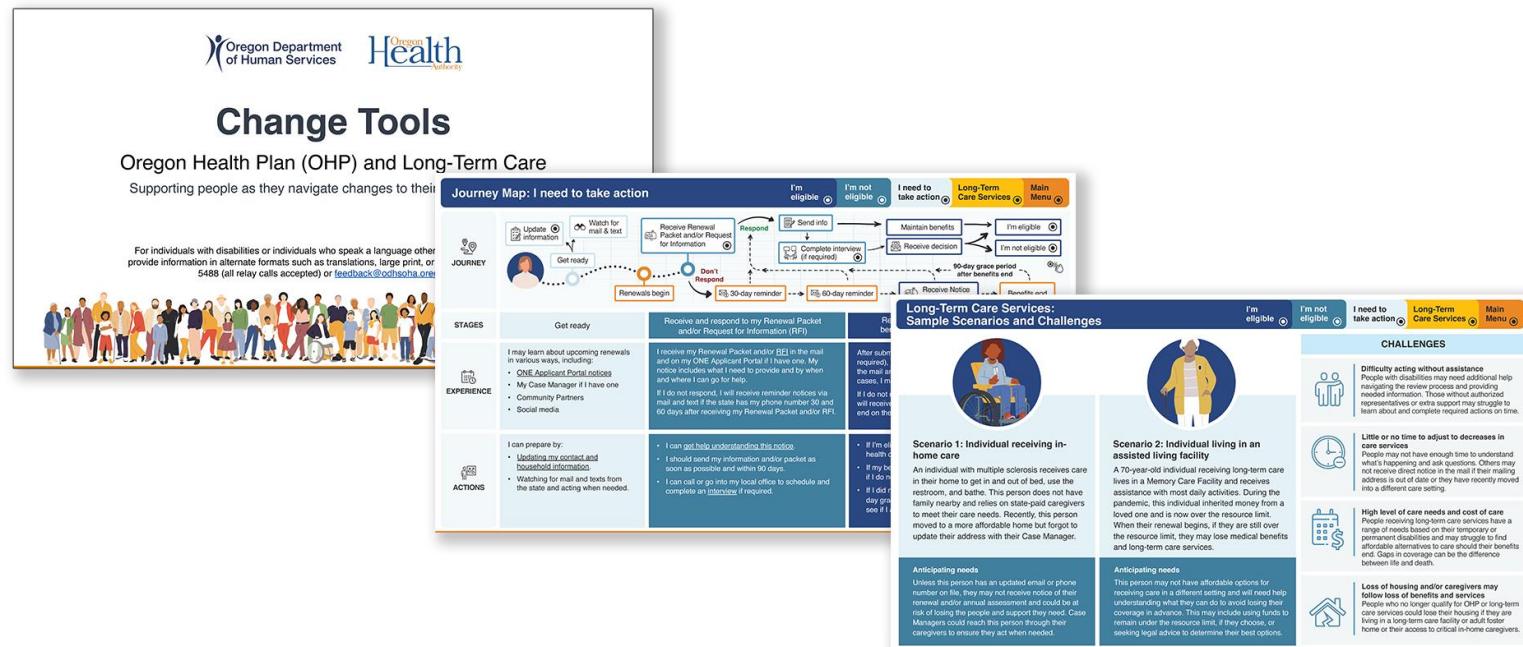


# Resource: Change Tools

**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> to access these tools.

# 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

Visit [NeedFood.Oregon.gov](http://NeedFood.Oregon.gov) to access this toolkit



ALIMENTOS.OREGON.GOV

## ¿NECESITA ALIMENTOS?

# NEED FOOD?

NEEDFOOD.OREGON.GOV

para ayudar a cubrir

el momento?

hay comidas gratuitas disponibles. Los menores que tengan 18 días gratuitos a través del Programa de Servicios Alimentarios de Opción Continua de Verano (Seamless Summer Option o SSO). Para más, visite [www.summerfoodoregon.org](http://www.summerfoodoregon.org), enfoque "Food" o "Comida"

mentaria (SNAP, por sus siglas en inglés) (antes conocido como AFDC). Presente una solicitud hoy. Encuentre toda la información en [govstatus.egov.com/or-dhs-benefits](http://govstatus.egov.com/or-dhs-benefits), donde puede presentar una solicitud para el SNAP, dinero en efectivo en caso de violencia doméstica, todo en un solo lugar. Marque las preguntas. 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. Reciben opciones de recolección en coche o a pie y opciones de ir a las ubicaciones locales o llame al 2-1-1 para obtener ayuda.

para Mujeres, Infantes y Niños (WIC, por sus siglas en inglés) clonado con la nutrición y la lactancia a las familias con niños zadas. Visite [healthoregon.org/wic](http://healthoregon.org/wic) y haga clic en el botón de Imbén pueden llamar al 2-1-1 y pedir que lo/a comuniquen con los 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 persona comidas. No hay requisitos de ingresos y no se cobra por las personas que tienen discapacidades con recursos [adrcoregon.org](http://adrcoregon.org) o llame al 1-855-673-2372.

sobre los recursos?

otros recursos, incluyendo información sobre la atención de [covid-19](http://govstatus.egov.com/or-covid-19).

2-1-1, enviando su código postal por mensaje de texto al

Recursos de Envejecimiento y Discapacidad 1-855-673-2372 o visite [adrcoregon.org](http://adrcoregon.org).

diomas, tipografía grande, braille o en otro formato que prefiera. 56-698-6155 o por correo electrónico a [help@211info.org](mailto:help@211info.org). Puede llamar al 711.

DHS 2360 (6/2020) Spanish

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](mailto:help@211info.org). We accept all relay calls or you can dial 711.

2-1-1

one Oregon Eligibility Partnership

# Staying Connected to PHE-U Information & Resources

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Spanish webinar on July 20 at 10 a.m., PST

Upcoming webinars:

English:

- September 12
- November 14

Spanish:

- September 21
- November 16



Visit [www.oregon.gov/covid-phe-partners](http://www.oregon.gov/covid-phe-partners) for resources

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](mailto:PHE-Unwinding@odhsoha.oregon.gov) with questions or to share feedback or use the [Feedback Webform](#)

# Thank you!

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