



SSP Partner Call

July 13, 2023

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Oregon Eligibility Partnership, Oregon Department of Human Services



ONE Customer Service Enhancements

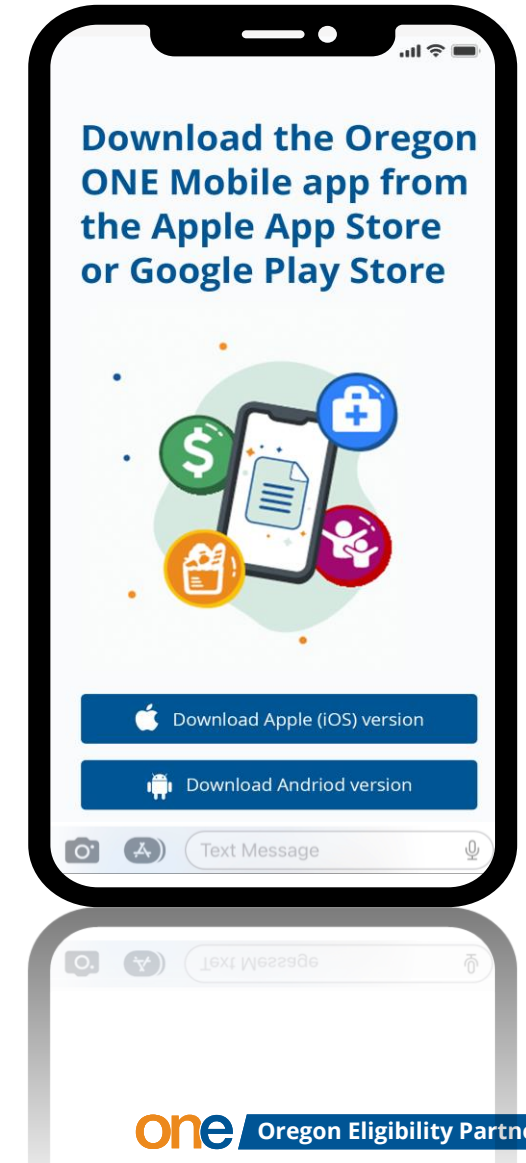
The Oregon ONE Mobile app

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

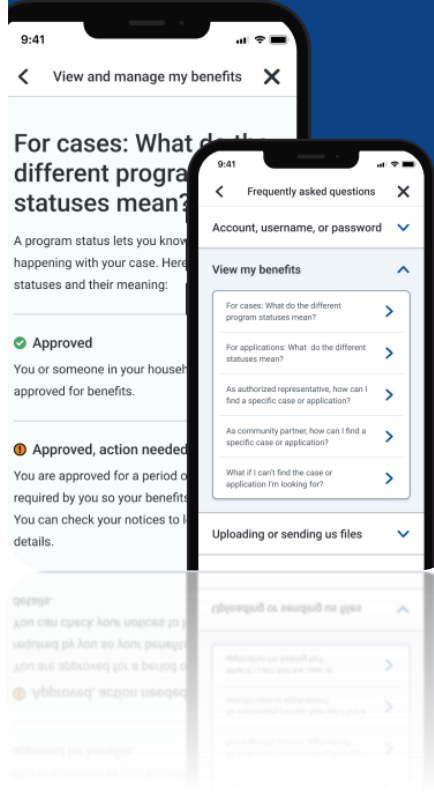
- Individuals who are Authorized Representatives and Organizations Authorized Representatives can review case details, receive case and ODHS-wide alerts and reminds, upload documents and view correspondence notices.



Oregon ONE Mobile App

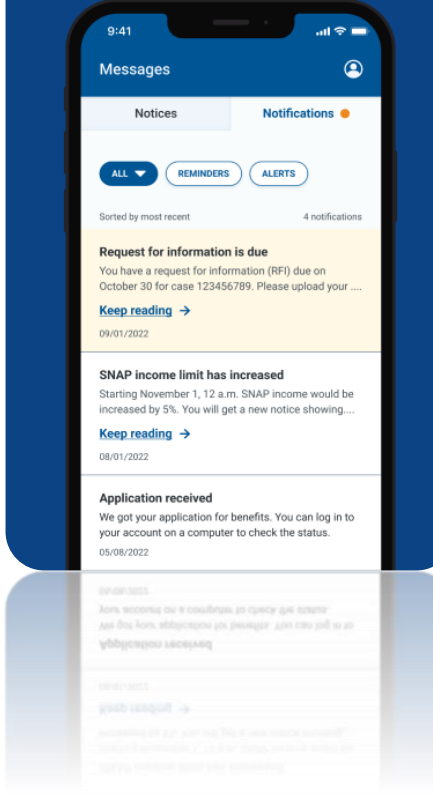
FREQUENTLY ASKED QUESTIONS

Find answers to your questions



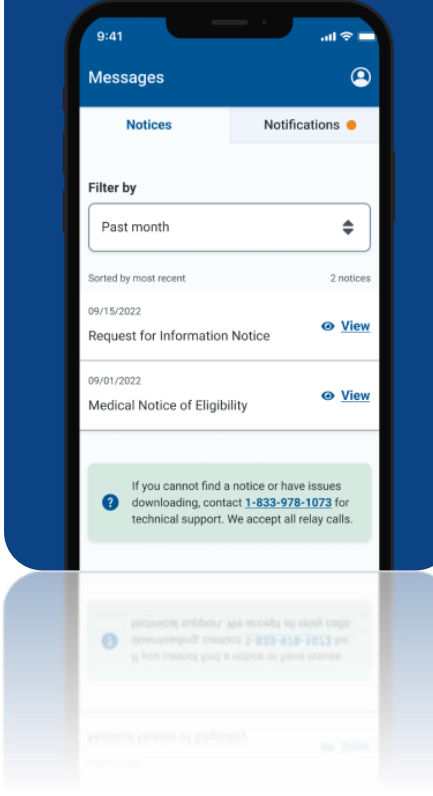
NOTIFICATIONS

Get reminders before due dates



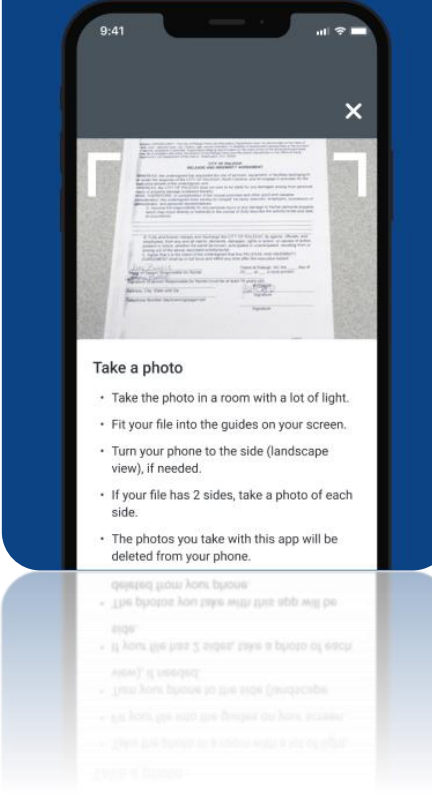
NOTICES

Access notices right from your phone



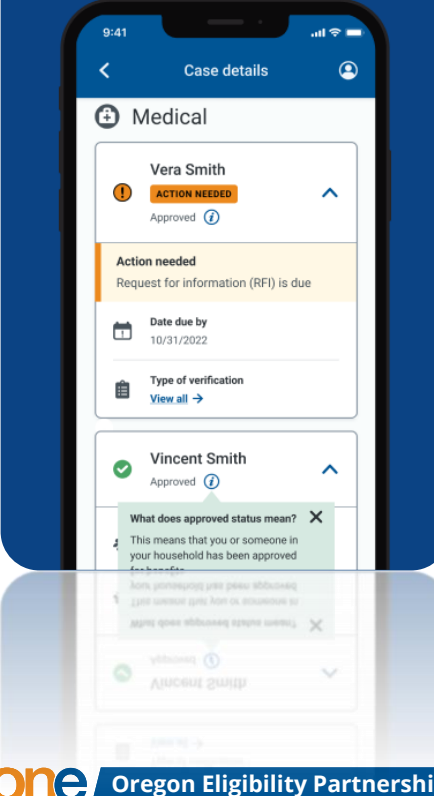
DOCUMENTS

Upload documents by taking a photo



CASE DETAILS

Take action in a timely manner



Text message notifications

- **Language Access**

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

- **Opt In**

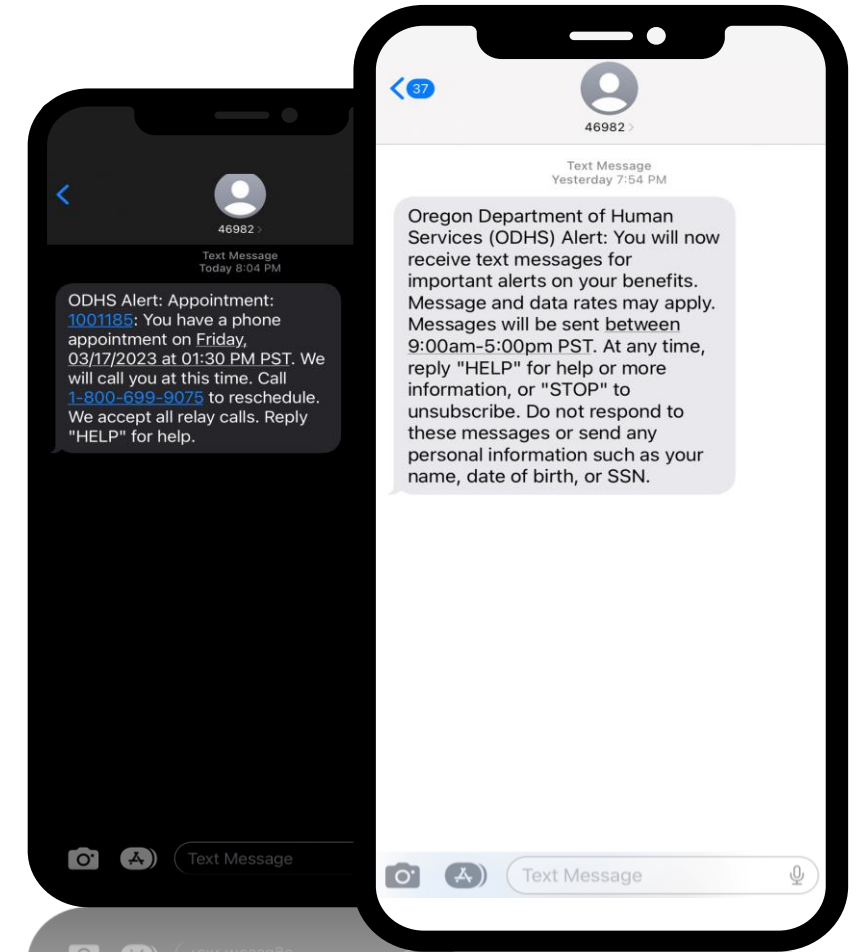
Anyone with a ONE Online account can opt-in or out of Text Message Reminders at anytime

- **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 if you have experience with the ONE system and are interested.

Committee members will:



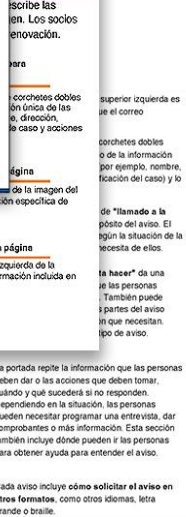
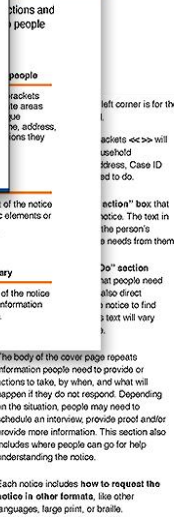
Examine and prioritize suggestions to improve the ONE system Online interface



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




Be offered tokens of appreciation for committee members' time.




Data Reporting & Metrics

Medical Redeterminations Dashboard

Overview of the Medical Assistance Program Redetermination Process

 ORRAI

 Impact of PHE Unwinding on Medical Benefits

Medical Coverage - Initiated, Maintained, and Disenrolled

Overview


Demographics

Renewals

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



Month	Individuals
June	173,716
July	166,293
August	105,890
September 2023	96,911
October	118,541
November	146,061
December	140,329
January	157,516
February 2024	160,835
March	195,122

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

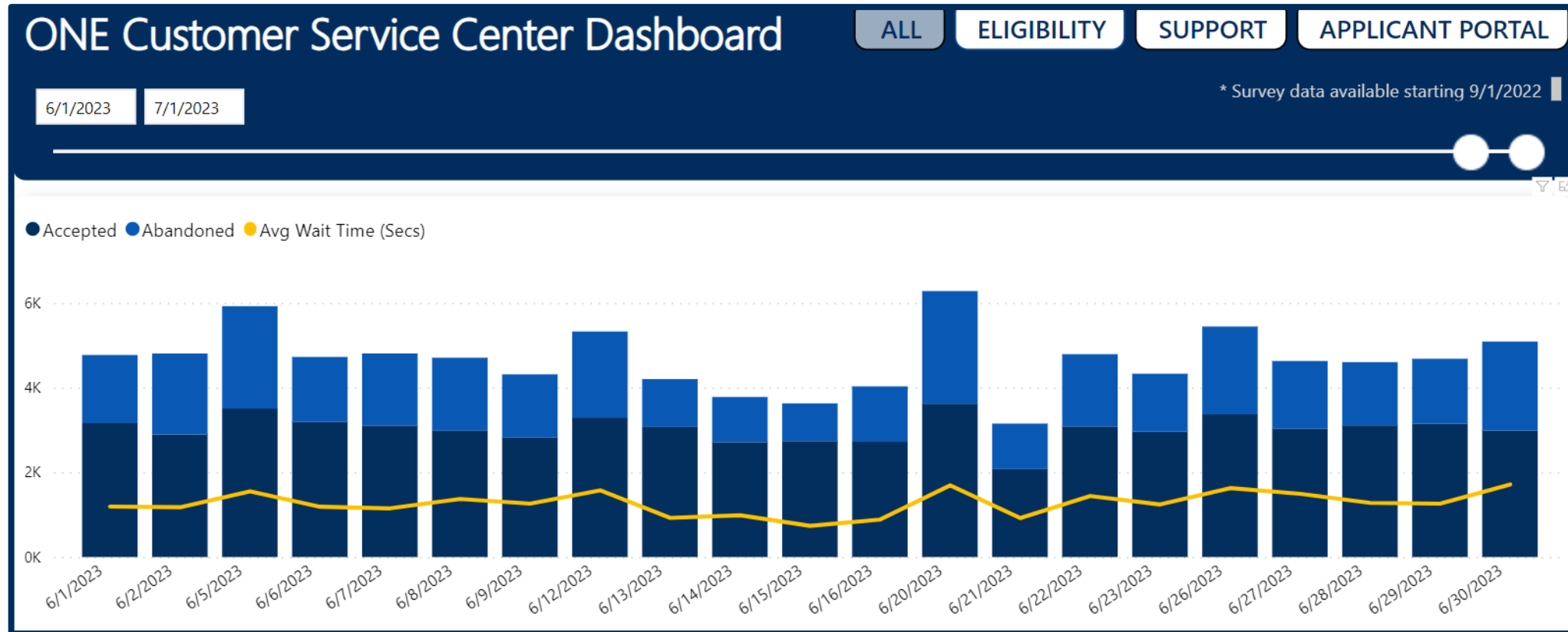
Individuals: The number of individuals whose medical benefits will be renewed between June 30, 2023 and March 31, 2024.

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

Public Health Emergency & Oregon Health Plan (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:



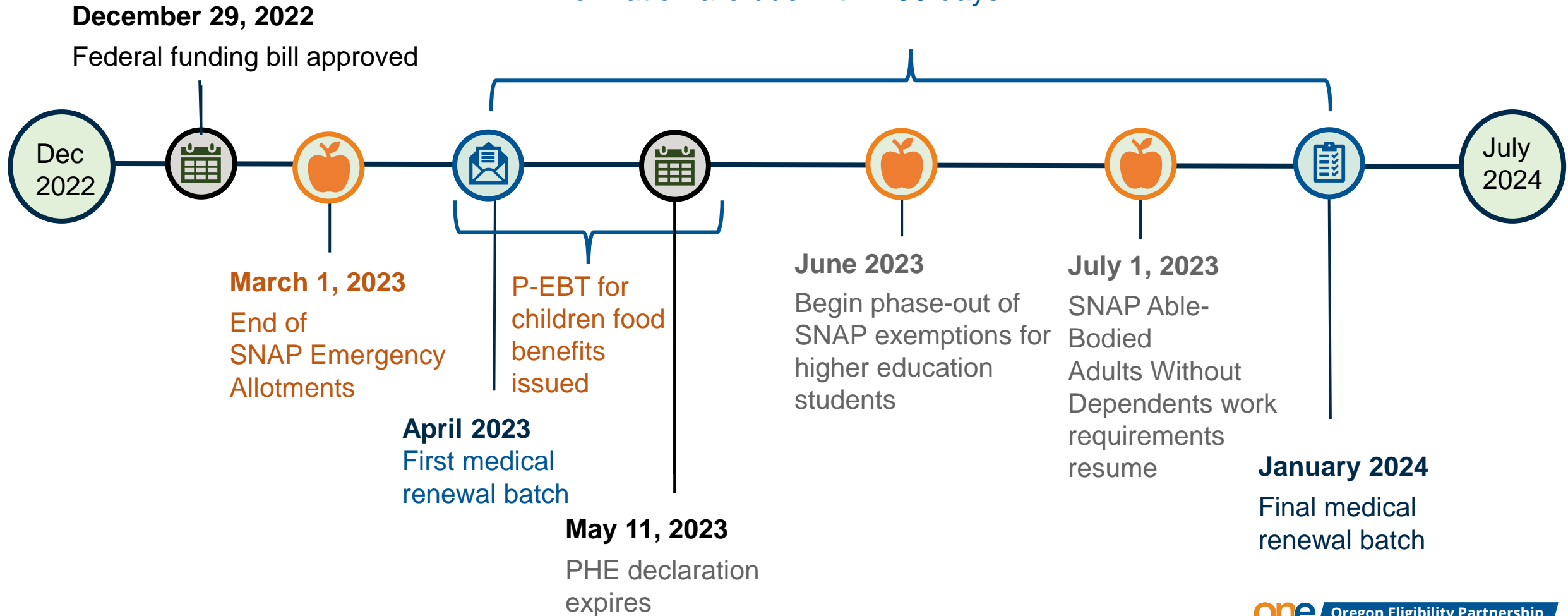
The Federal COVID-19 PHE ended **May 11, 2023**.



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.



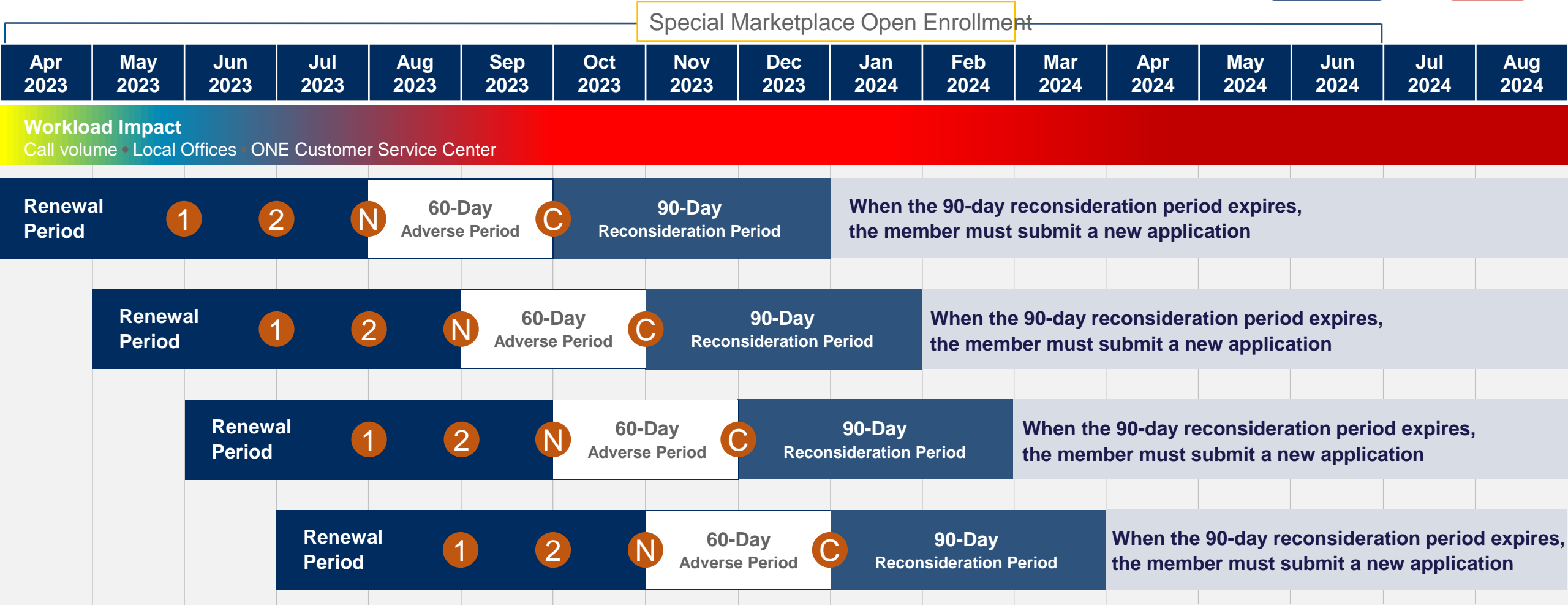
This timeline illustrates key periods for members who do not respond

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

- N Notice of Closure
- C Renewal Closure

Click on
dates

Main
Menu



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

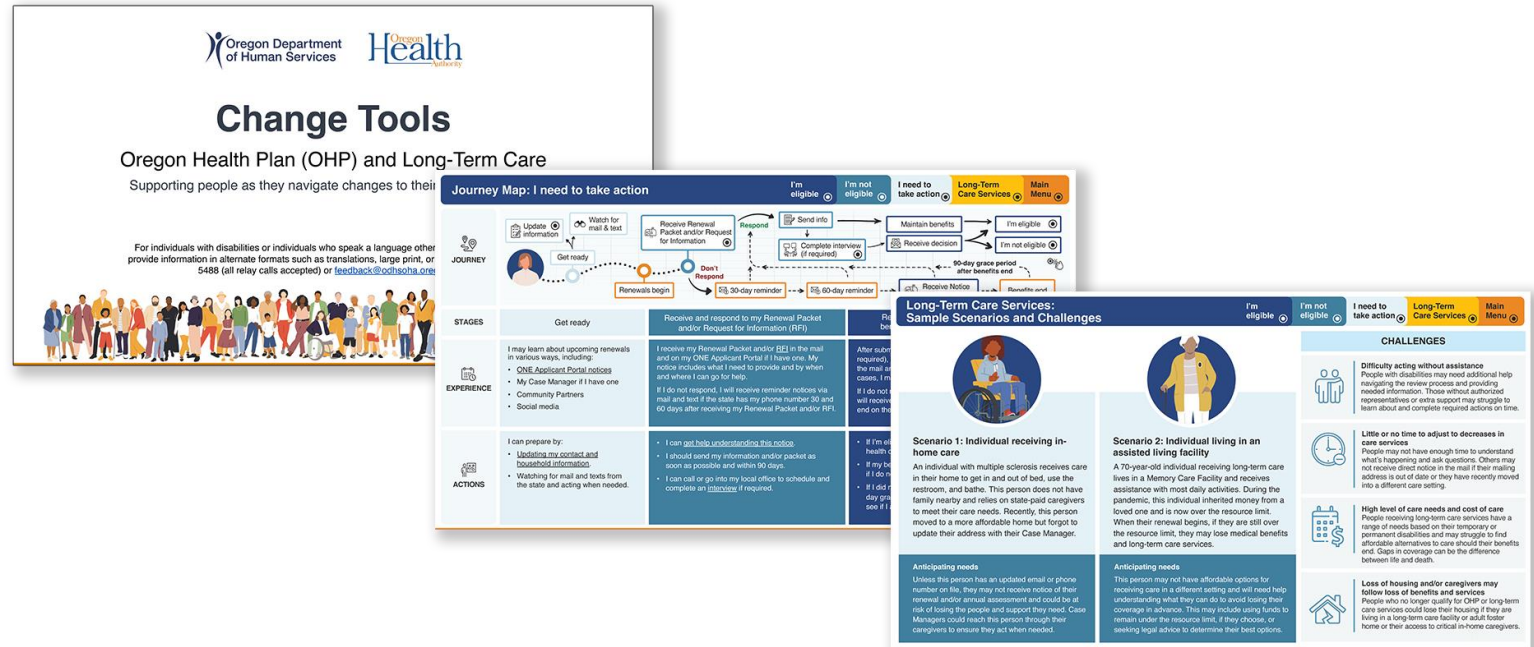


Resource: Change Tools

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.

Staying Connected to PHE-U Information & Resources



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 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 with questions or to share feedback or use the [Feedback Webform](#)

Thank you!

one Oregon Eligibility Partnership

