

# SSP Partner Call

November 8, 2023

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Oregon Eligibility Partnership, Oregon Department of Human Services



# Renewal Issues

Identified and responded to three system issues:

- **Incorrect Approval Notices**
- **Incorrect Terminations**
- **Restoring benefits for Oregon Supplemental Income Program Medical (OSIPM)**

NOTE: Only **some** closures for specific situations are paused

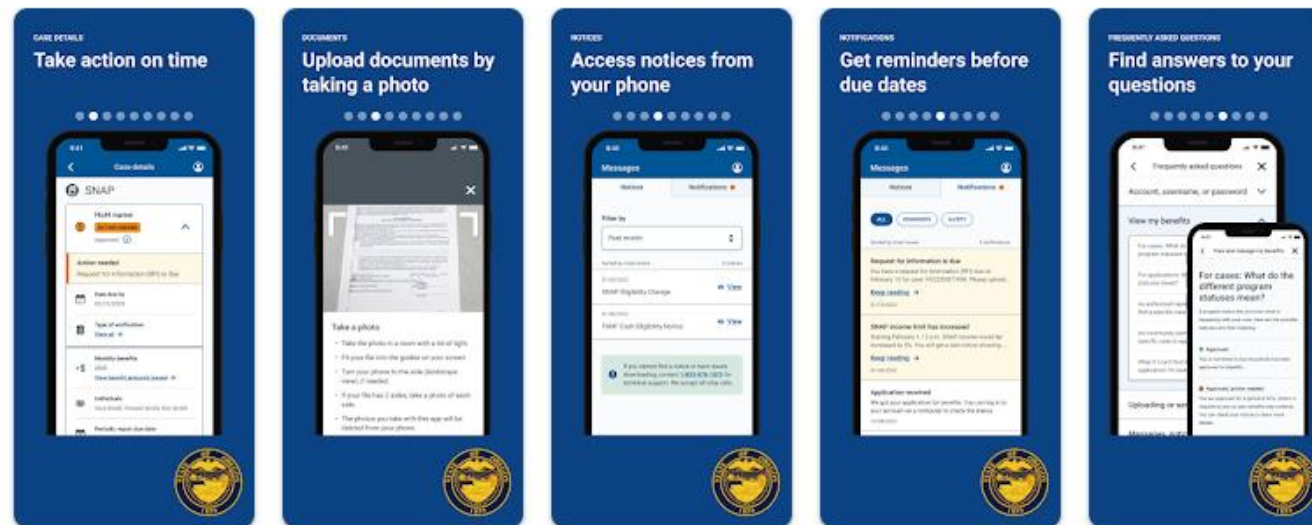
- Nonresponse to a full renewal (distinct from request for information)
- Over income/resources for OSIPM

# Call Wait Times

- 1.5 million Oregonians are now in the Oregon Health Plan – all need to be renewed
- Factors increasing demand on ONE Customer Service Center besides renewal issues:
  - Open Enrollment has begun
  - ERDC Waitlist
  - ABAWD changes
- Encourage visiting a local office
- **ONE Customer Service Center can be reached by phone at 1-800-699-9075, Monday to Friday from 7 a.m. to 6 p.m.**

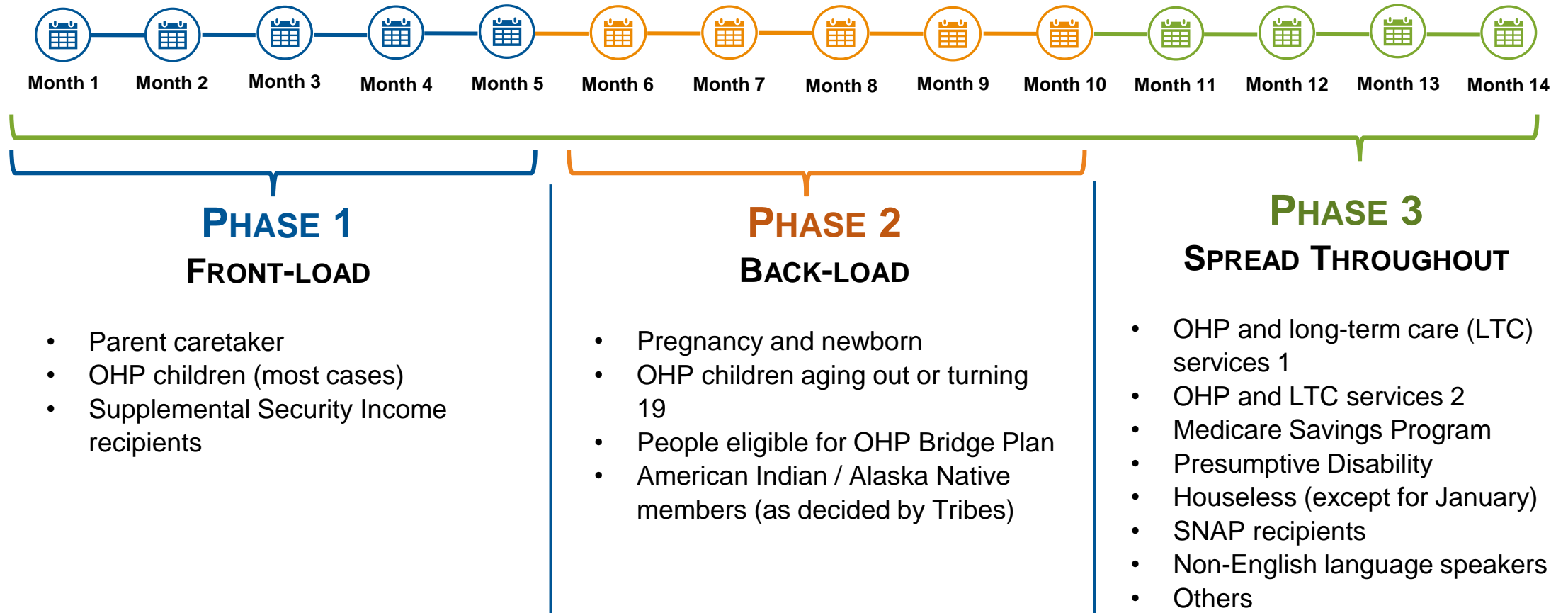
# Oregon ONE Mobile App

- Oregon ONE Mobile is a free app to help people manage medical, food, cash and child care benefits.
- People can view status of benefits, access notices, get reminders before due dates, upload documents, and find answers to frequently asked questions.
- The app is available in English and Spanish.



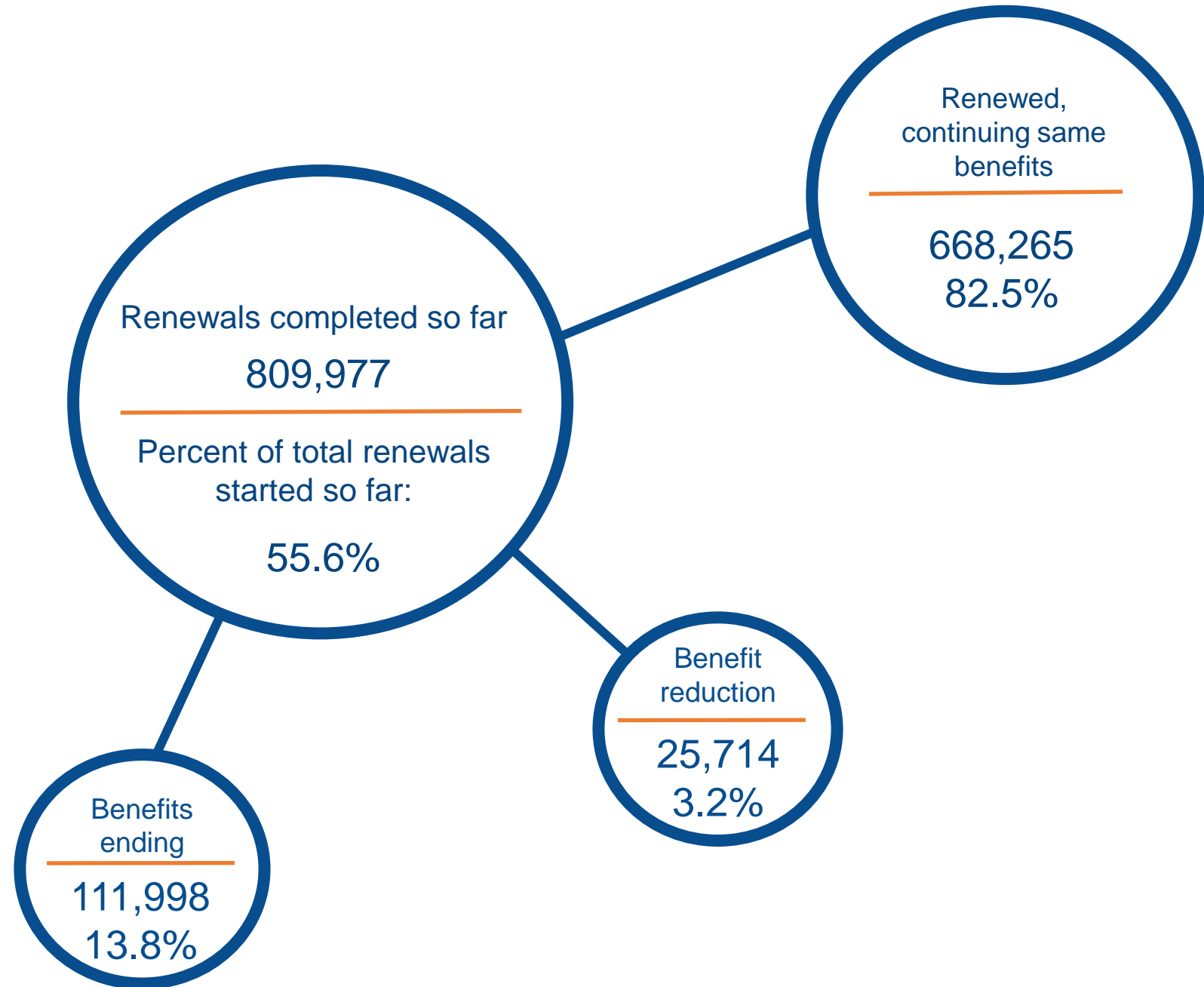
# Current status: Month 8

- Months 1-10: Start renewals
- Months 11-14: Finalize renewals



# Renewal Outcome Summary

Completed renewals as of 10/19/2023



# Partner resources

How to help members respond to renewal notices

# PHE Unwinding Community Partner Office Hour

Stop by the virtual Community Partner Office Hour to ask additional questions about PHE Unwinding and share your experiences, so we can better prepare for the needs of people in Oregon.

## Upcoming Virtual Office Hours:

- Tuesday, November 14, from 2:05 to 2:55 p.m. Pacific Time
- Tuesday, December 12, from 2:05 to 2:55 p.m. Pacific Time

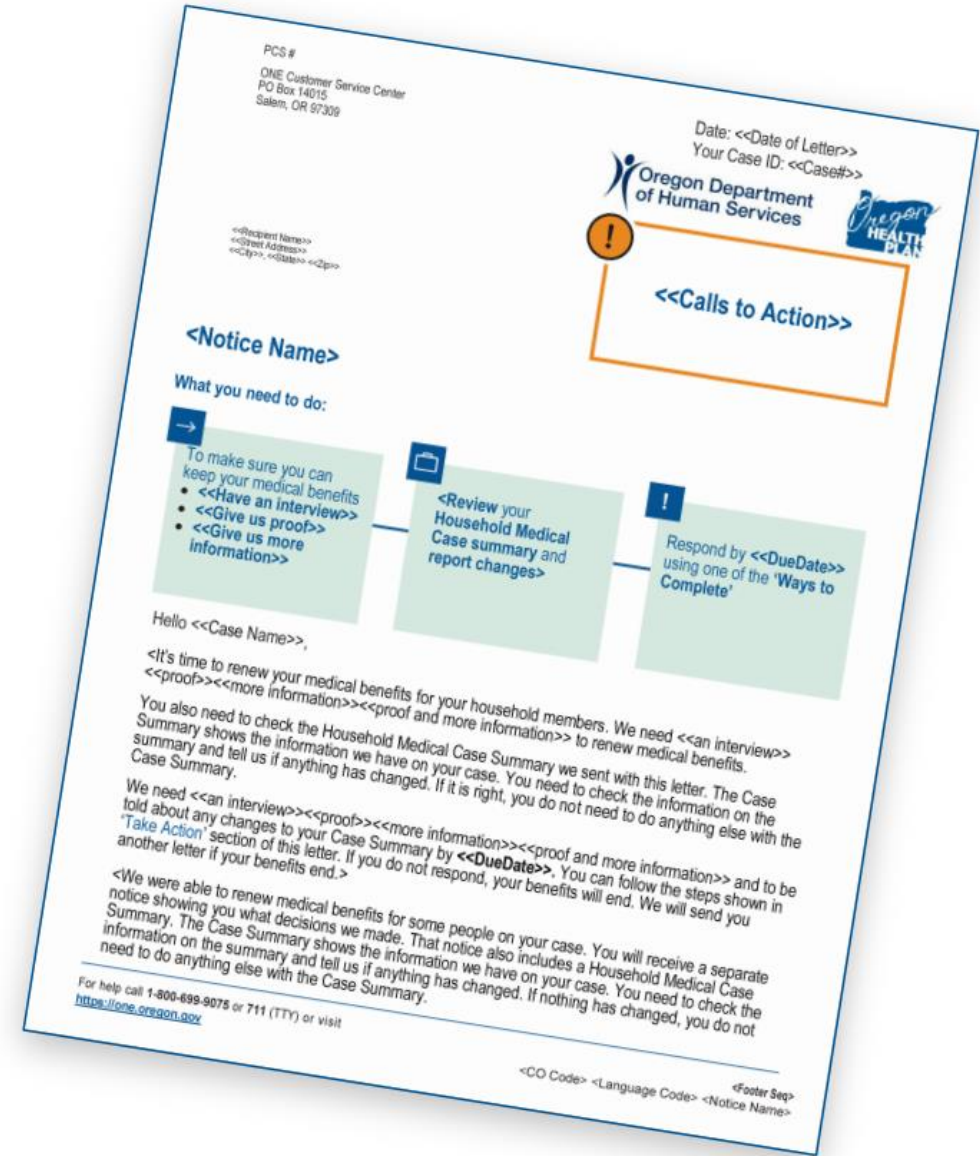
Contact James Barta ([james.barta@odhs.oregon.gov](mailto:james.barta@odhs.oregon.gov)) for the invite.





# ONE Notices Guides

- Not responding to renewal notices and Requests for Information is one of the **top three reasons** OHP benefits are ending for members.
- ONE Notices Guides have examples of the renewal notices and Requests for Information members may get in the mail.
- You can use the guides to help members understand the letters and what they need to do.



# Partner Toolkit

- The Partner Toolkit has messaging to help you guide members to the help and next steps they need to take to:
  - Respond to their renewal letters, or
  - Find other coverage if they no longer qualify for OHP.
- Find the toolkit in 14 languages at **KeepCoveredPartners.Oregon.gov.**



# Free communication help or funding

- **Order free posters, table tents and fact sheets for your location** to remind people to update addresses and reply to renewal letters.
  - You can order free materials in 14 languages.
- **Ask for free help or funds to support your communications.** To ask for this help:
  - Email [OHPCampaign@MetGroup.com](mailto:OHPCampaign@MetGroup.com) or
  - Fill out the online request form.
- Find more free communication material at **KeepCoveredPartners.Oregon.gov**.



# Keep Covered partner newsletter

- Each month, get updates about:
  - Webinars
  - Renewal progress
  - Changes to food or medical benefits
  - Information to share with members
- Sign up for free text or email updates

## Keep Covered - Updates on changes to Oregon benefits

Oregon Health Authority sent this update at 10/26/2023 03:45 PM PDT

Having trouble viewing this email? [View it as a Web page.](#)



Oct. 26, 2023

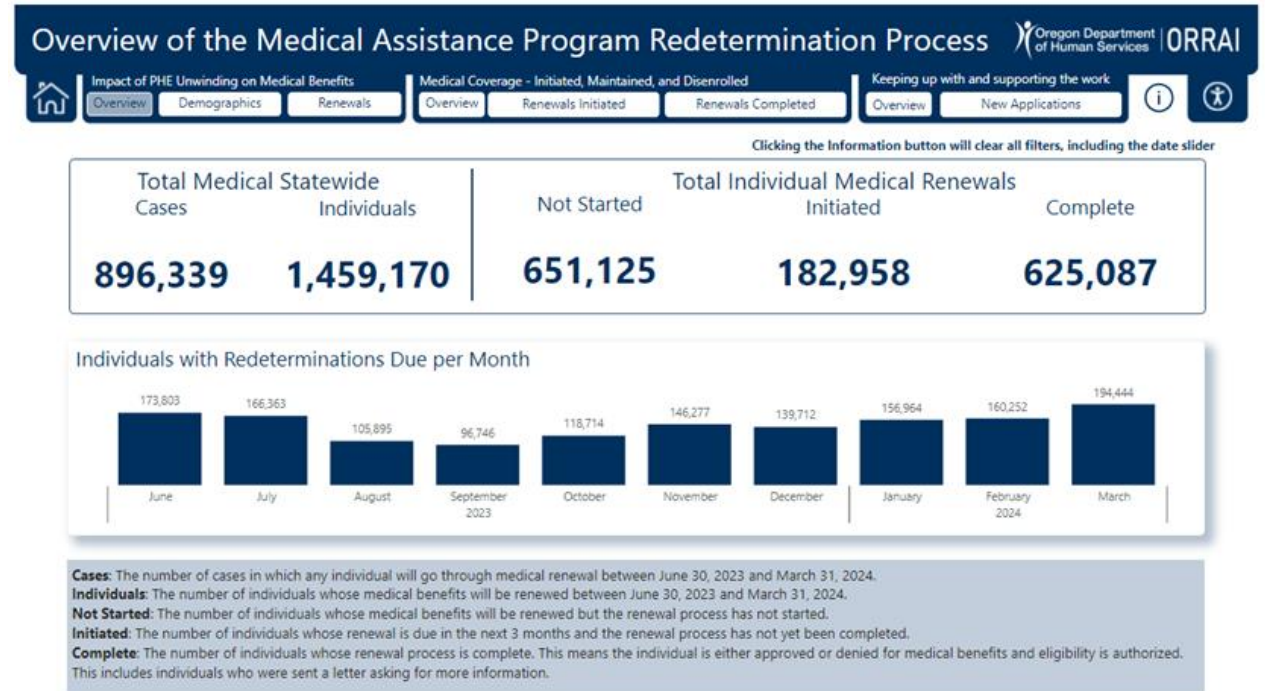
### In this update:

- Renewal updates: Oregon's progress, incorrect notices update, where members need help
- What is the Marketplace?
- Member messages: P-EBT food benefits and ONE Customer Service Center wait times
- Winding down the COVID-19 Public Health Emergency webinars: November webinar agenda now available



# Dashboards at Benefits.Oregon.gov

- Two dashboards display data for:
  - The state's progress with medical renewals and applications.
  - ONE Customer Service Center's progress responding to calls from people applying for or asking for help with medical, food, cash and childcare benefits.



To view the dashboards, scan the QR code:



# Share your feedback with us!

- Share your questions, comments and concerns about supporting members through renewals:
  - Email [feedback@odhsoha.oregon.gov](mailto:feedback@odhsoha.oregon.gov), or
  - Use our [Feedback Webform](#).
- Our goal is to funnel all feedback to a single location where we can:
  - Prioritize and resolve urgent equity issues and
  - Track trends to enact changes across state systems.

