

# Self-Sufficiency Programs Partner Meeting

March 13, 2023

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Oregon Eligibility Partnership, ODHS



# Website Updates

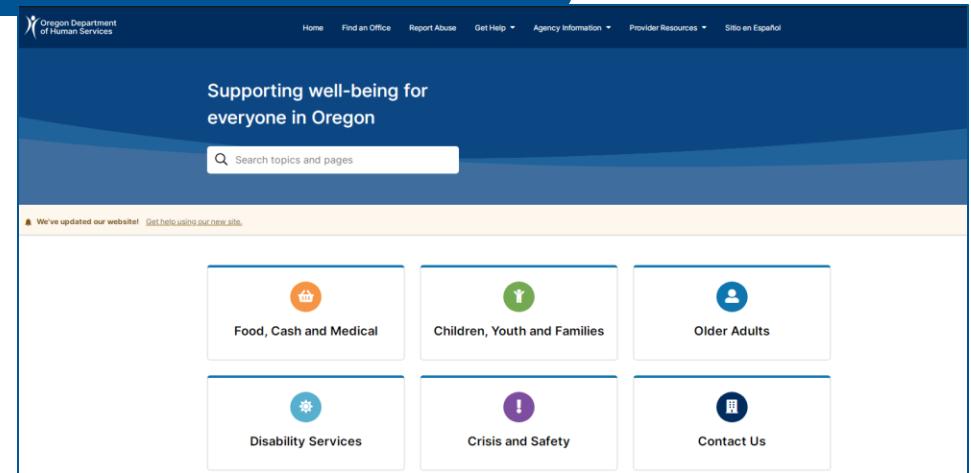
New Oregon Department of Human Services website:

[www.oregon.gov/odhs](http://www.oregon.gov/odhs)

- Designed around user needs
- Mobile-friendly
- Easier to navigate
- More accessible and inclusive,
- Transcreated into Spanish: [www.oregon.gov/odhs/es](http://www.oregon.gov/odhs/es)

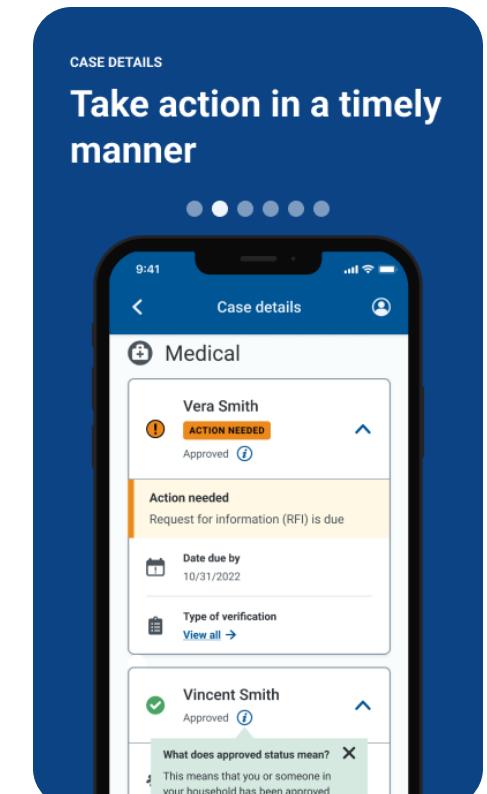
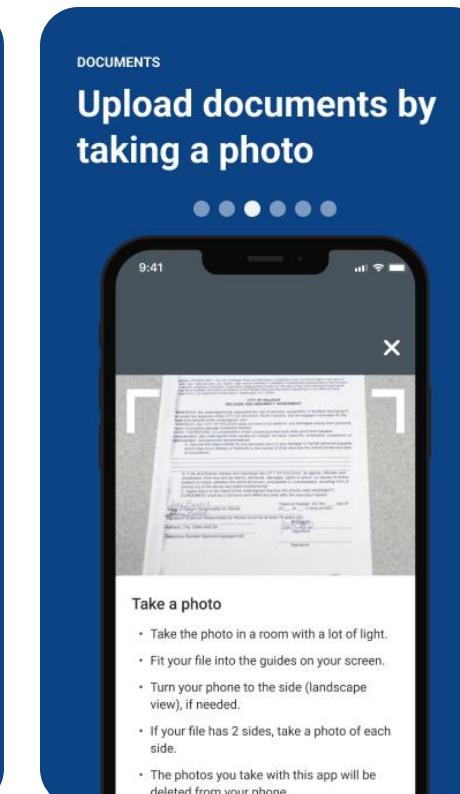
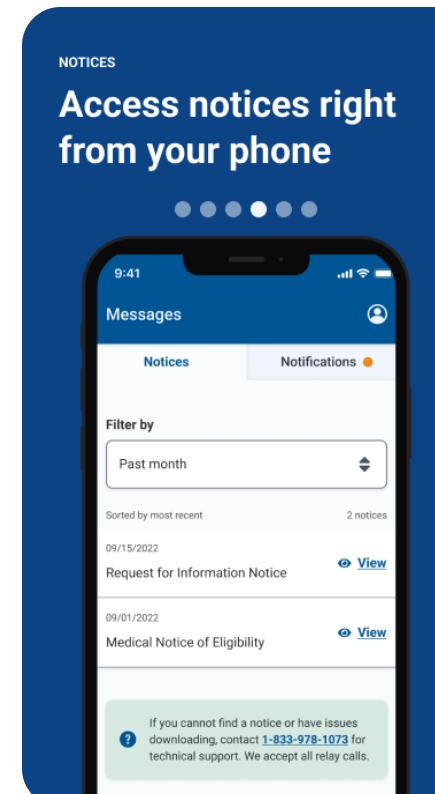
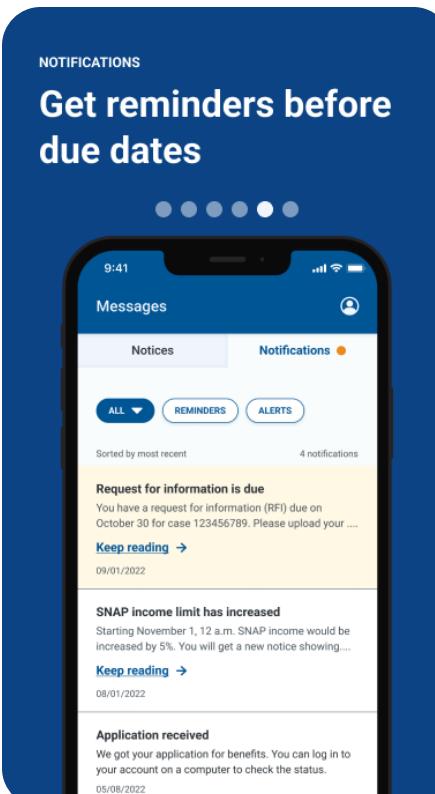
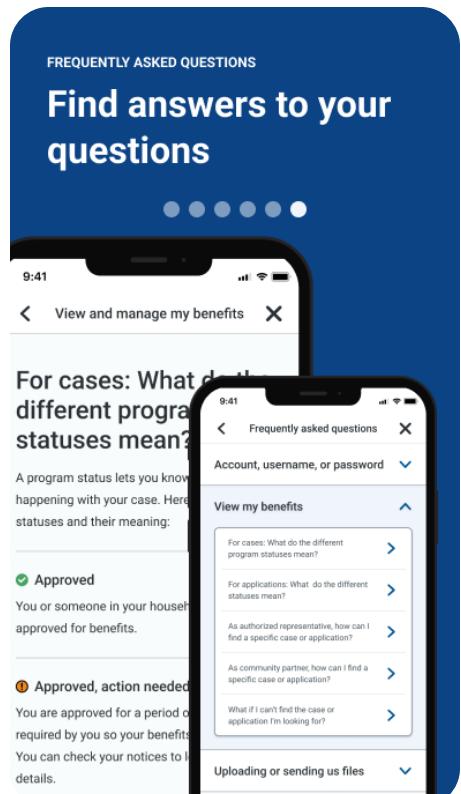
## Benefits.Oregon.gov updates

- Redesigned around user needs
- New "[Help in Your Language](#)" page for phone, in person, and alternate formats



A screenshot of the "Help in Your Language" page. On the left, a sidebar lists navigation links: Benefits Home, Log in to ONE, How to Apply, Renew Benefits, Find an Office, Get Help (Benefits Help, EBT Card Help, Help in Your Language), Learn about Programs (Medical (OHP), Food (SNAP), Cash (TANF), Child Care (ERDC), Domestic Violence Assistance (TA-DVS), Refugee Services). The main content area is titled "Click on a language below to see which number to call for an interpreter." It lists language options with plus signs to expand: Español (Spanish), عربي (Arabic), ပြုံးမှု (Burmese), 粵語 (Chinese - Cantonese), 普通话 (国语) (Chinese - Mandarin), فارسی (Farsi), Français (French), Kreyòl ayisyen (Haitian Creole), हिन्दी (Hindi), and 한국어 (Korean).

# Oregon ONE Mobile app



# Oregon ONE Mobile app

## Get the Oregon ONE Mobile app



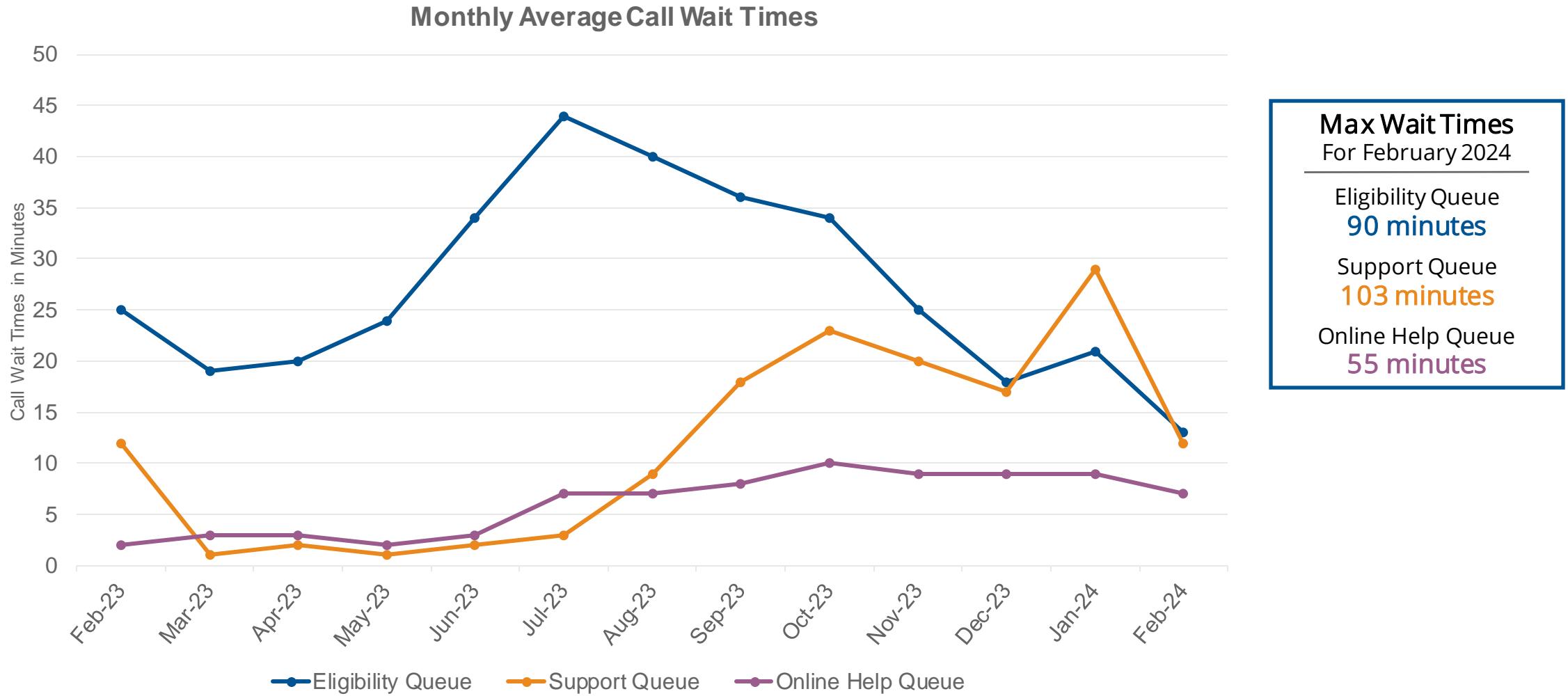
You can use the Oregon ONE Mobile app to manage your current benefits, view messages, upload documents and more. If you need help with the mobile app, call [833-978-1073](tel:833-978-1073) (Monday to Friday from 7 a.m. to 6 p.m. Pacific Time).

## Obtenga la aplicación móvil Oregon ONE

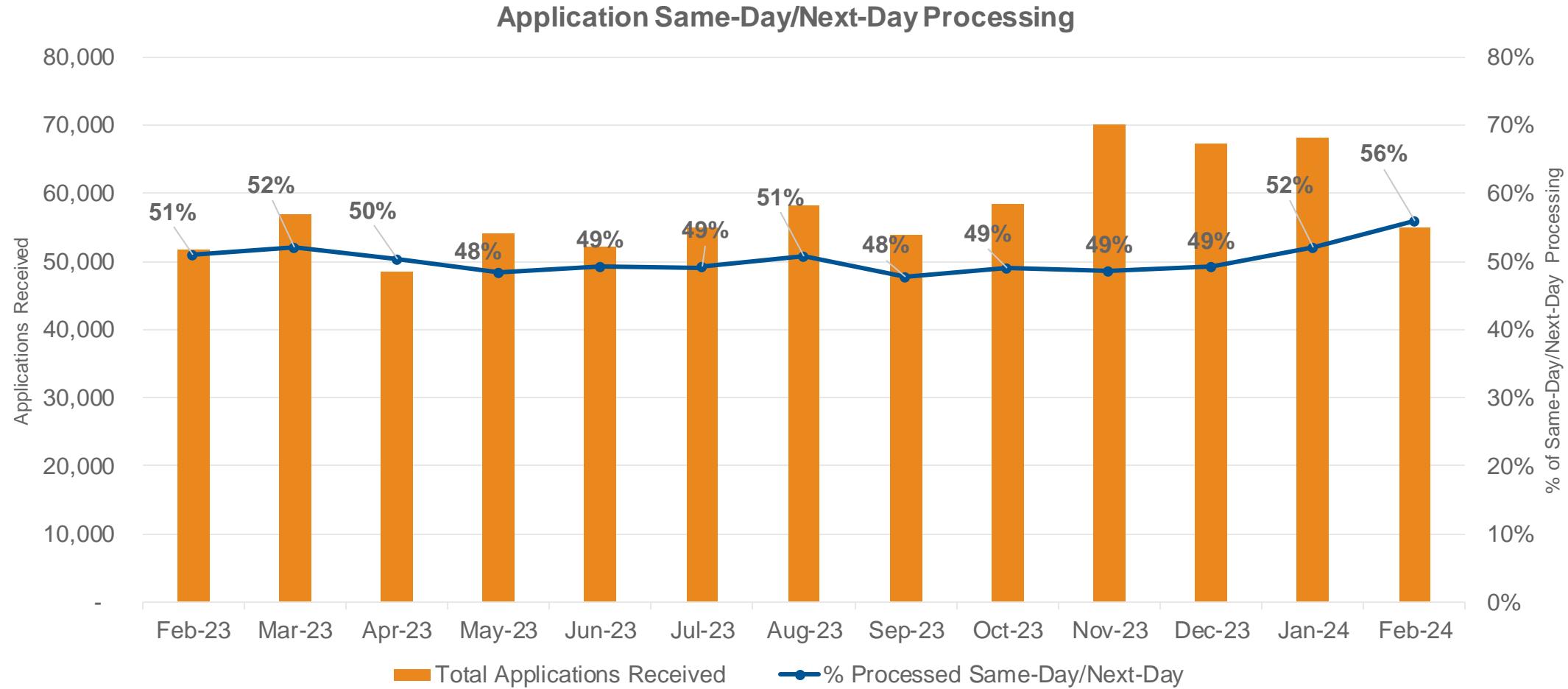


Puede usar la aplicación móvil Oregon ONE para administrar sus beneficios, ver mensajes y cargar documentos. ¿Necesita ayuda? Llame al [833-978-1073](tel:833-978-1073) (de lunes a viernes, de 7 a.m. a 6 p.m. Horario del Pacífico).

# Customer Service Center Wait Times



# Application Processing



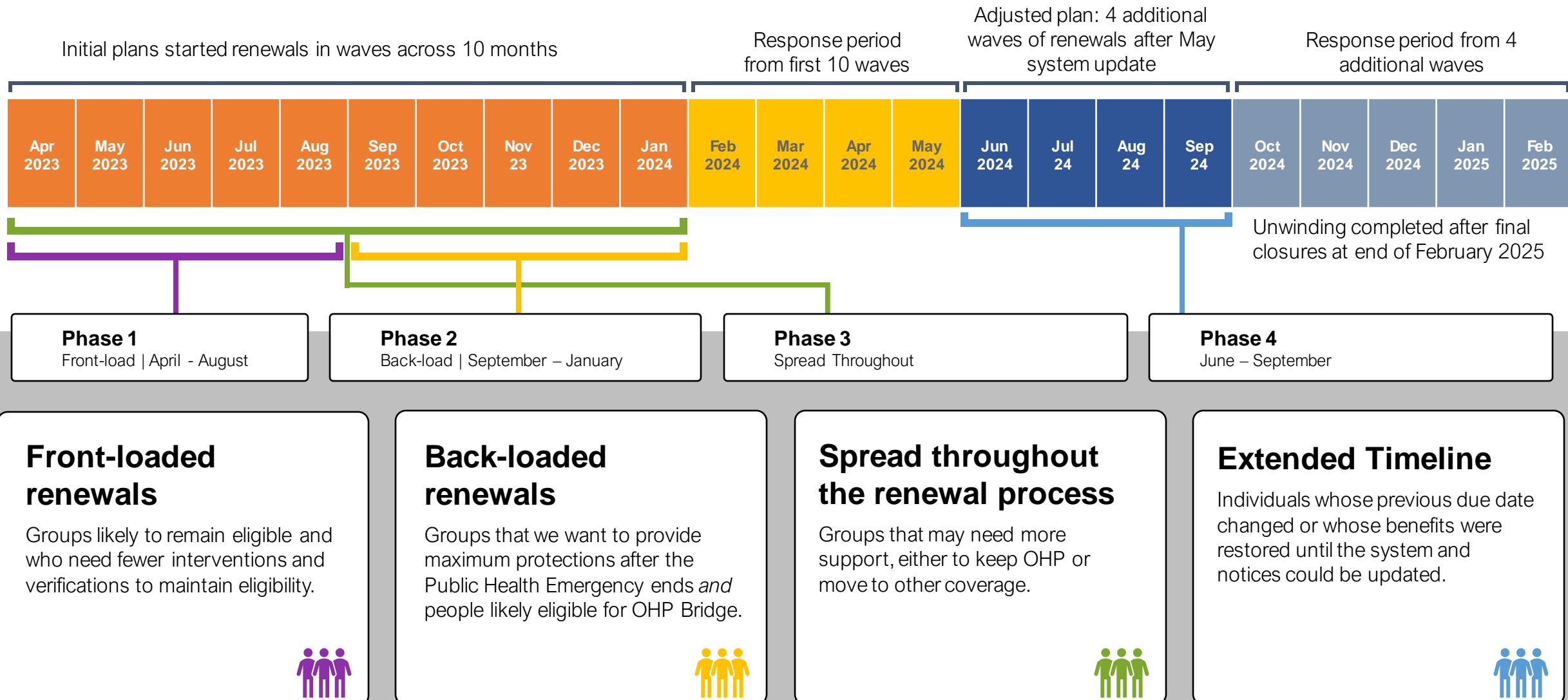


# COVID-19 Public Health Emergency (PHE) Unwinding Update

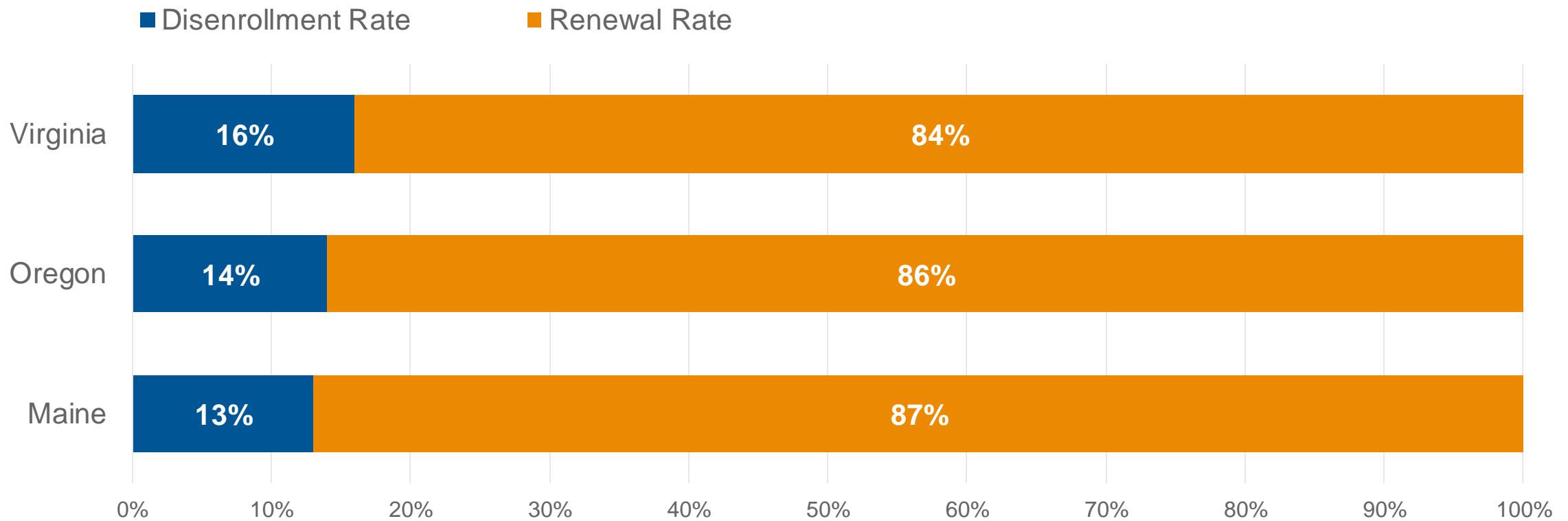
March 14, 2024



# Phased Renewals by Population



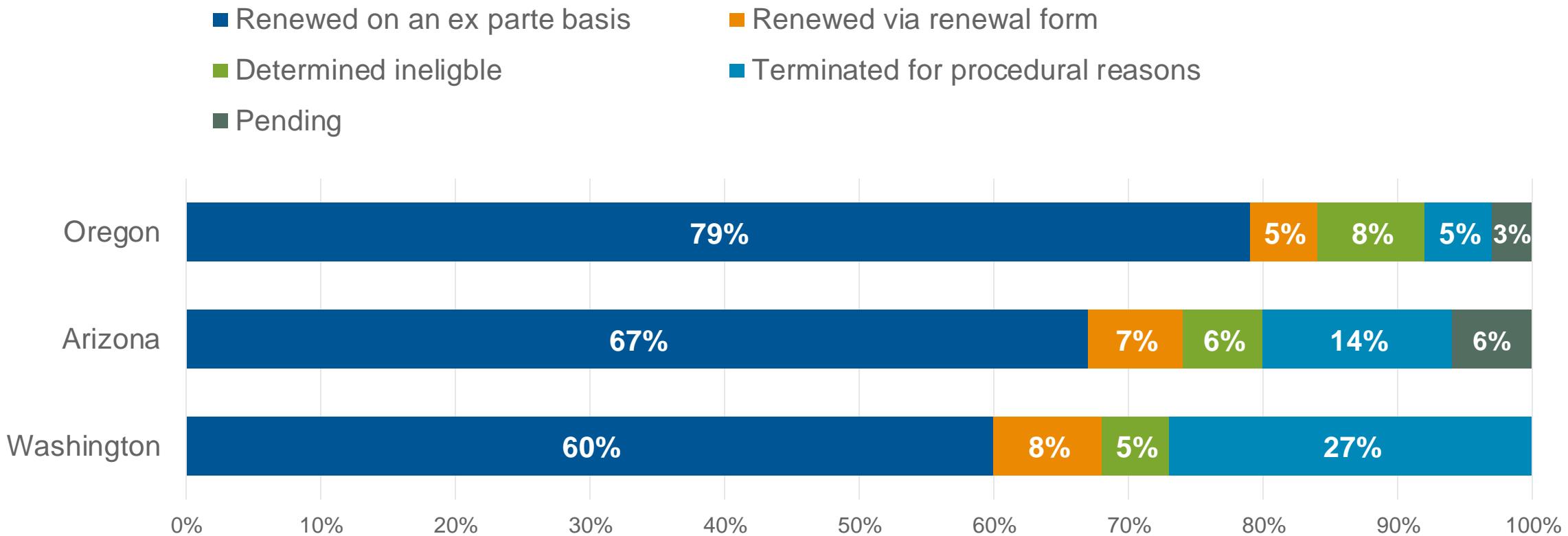
# Oregon has second highest renewal rate in nation



SOURCE: KFF Analysis of State Unwinding Dashboards and Monthly Reports Submitted to CMS

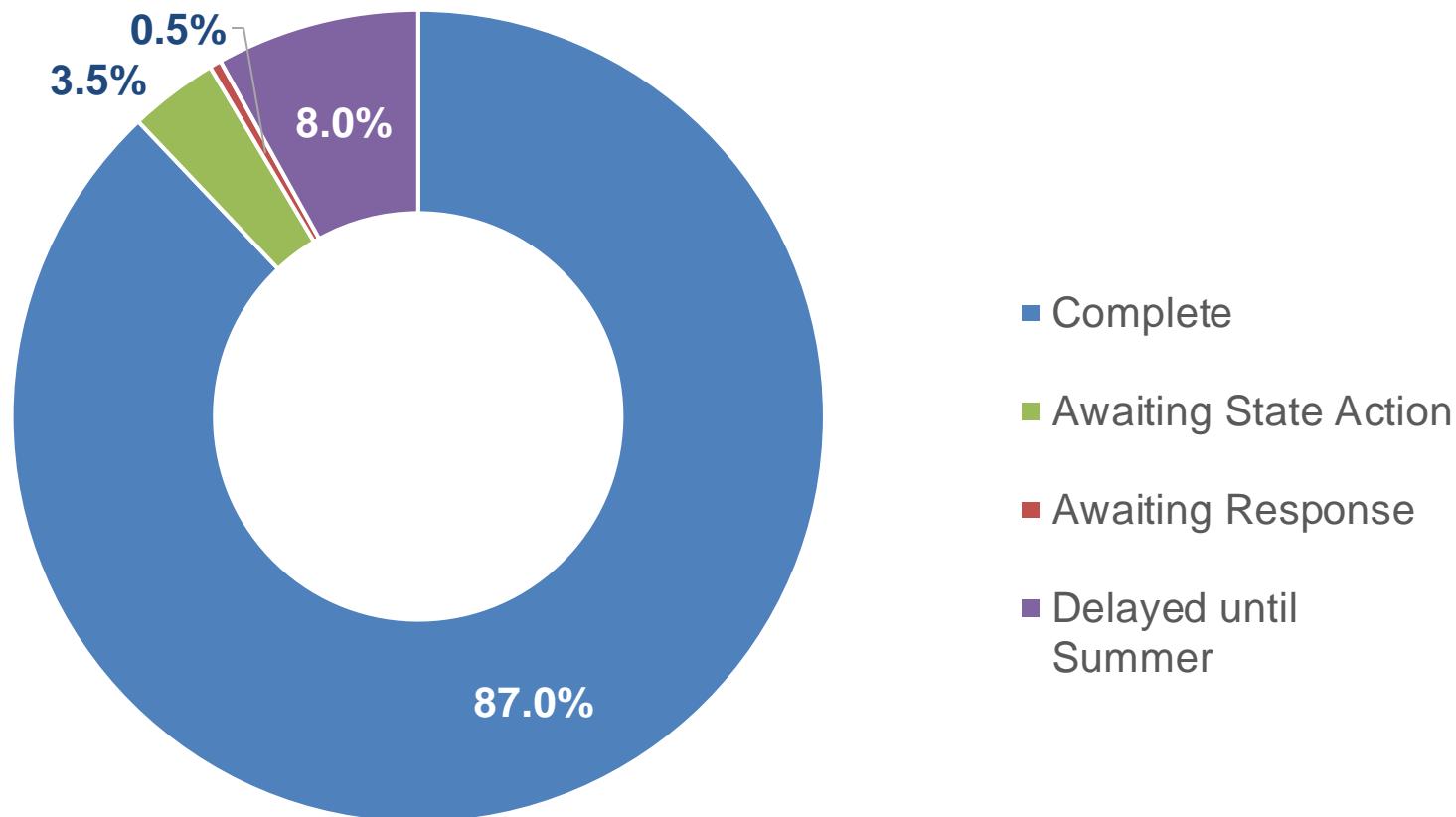
<https://www.kff.org/report-section/medicaid-enrollment-and-unwinding-tracker-overview/>

# Oregon ranks first for preventing unnecessary paperwork



SOURCE: KFF Analysis of State Unwinding Dashboards and Monthly Reports Submitted to CMS  
<https://www.kff.org/report-section/medicaid-enrollment-and-unwinding-tracker-overview/>

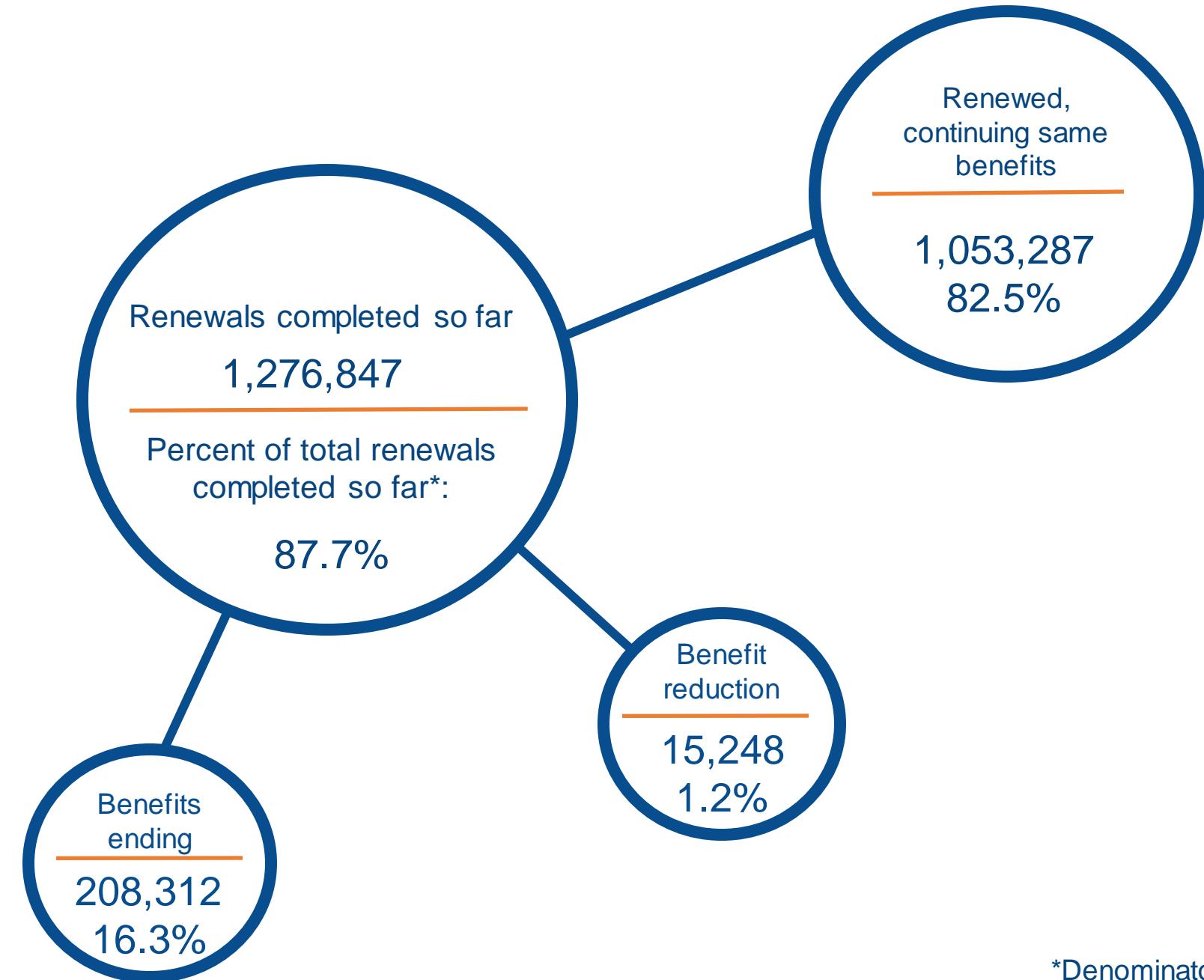
# Progress renewing 1 in 3 people in Oregon



- Complete
- Awaiting State Action
- Awaiting Response
- Delayed until Summer

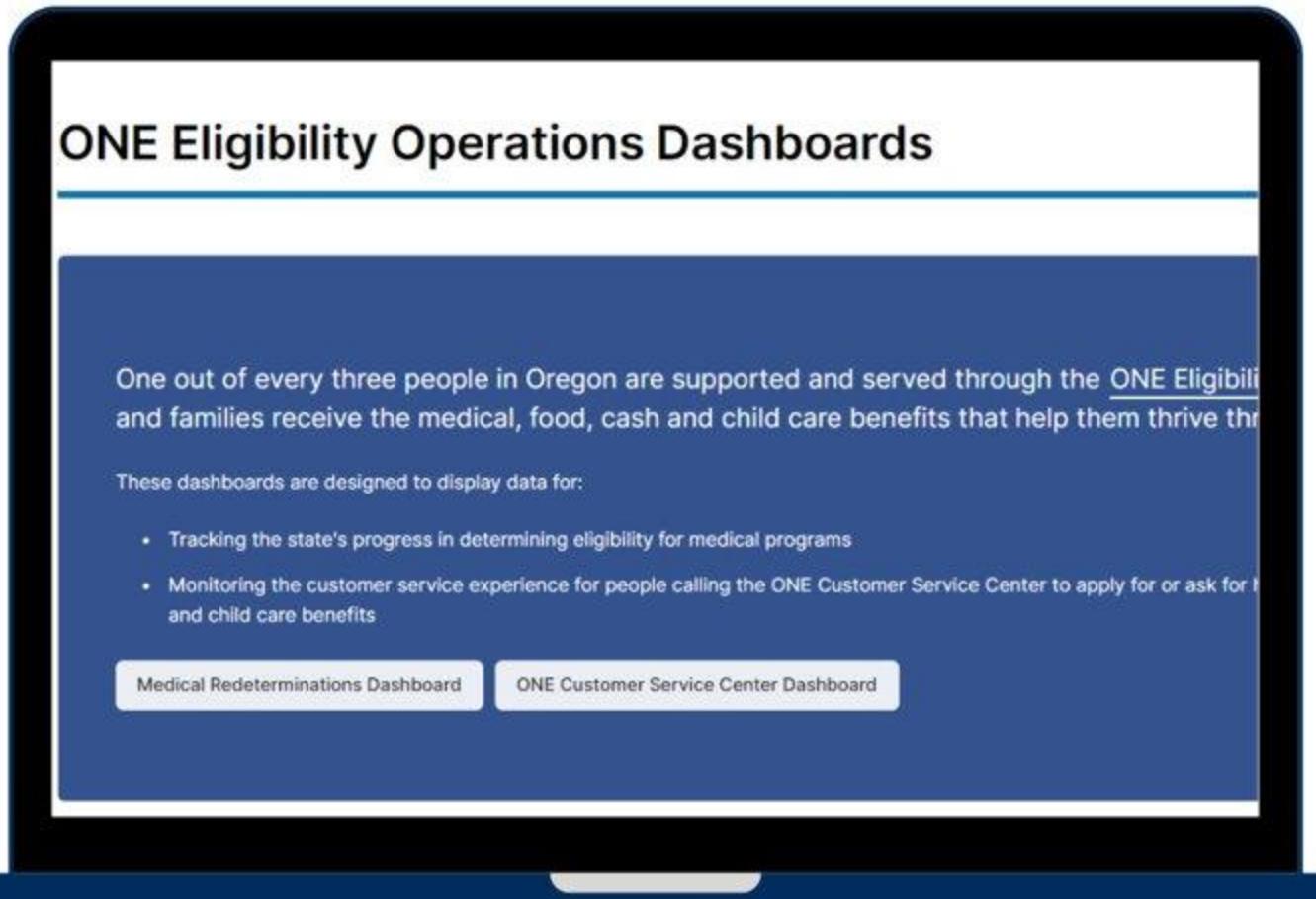
# Renewal Outcome Summary

Completed  
renewals as of  
03/10/2024



\*Denominator uses total members as of December

# Data by county shown on medical dashboard



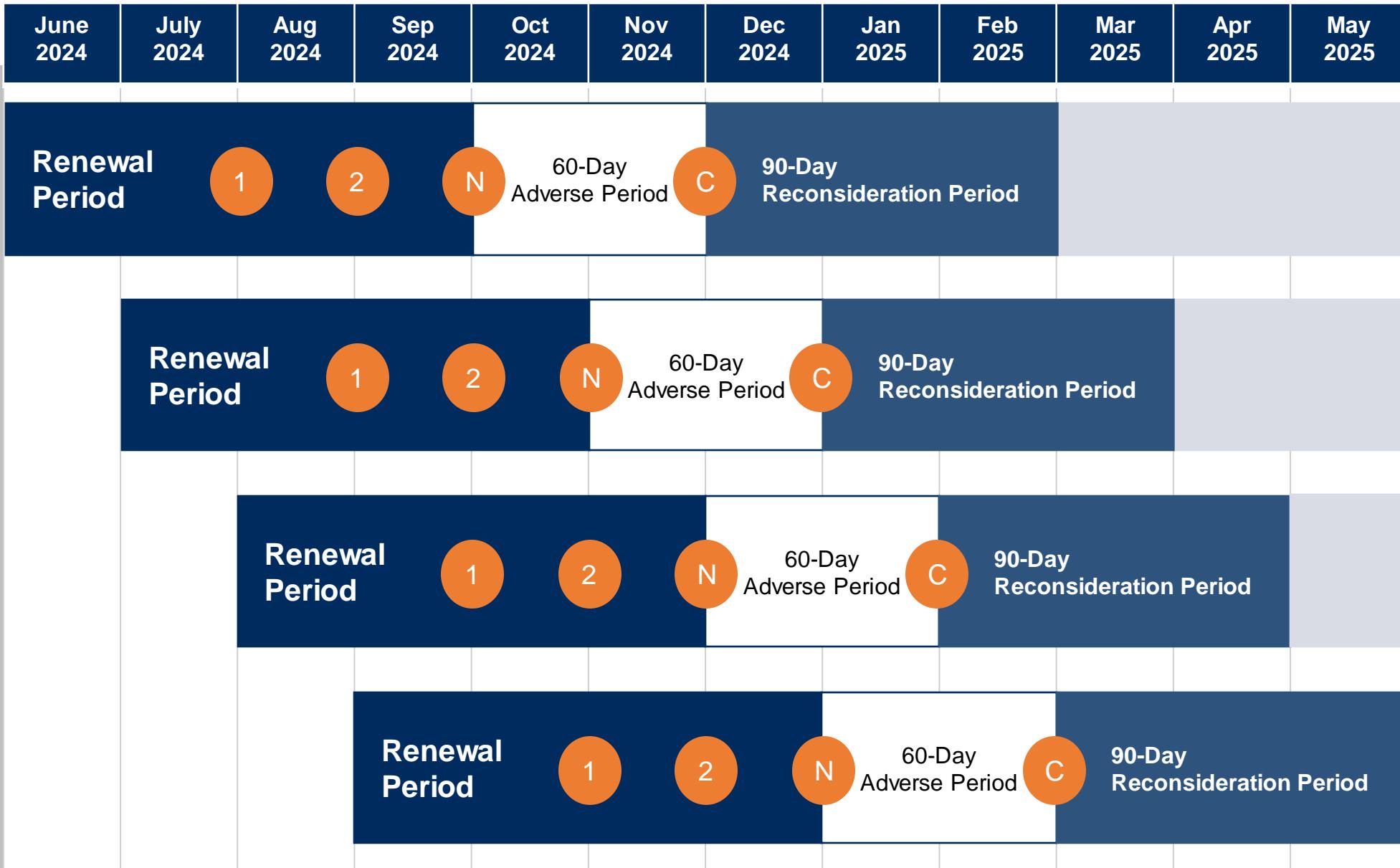
Two dashboards at  
**benefits.oregon.gov**.  
Scan the QR to go to  
the webpage.

# **Final group for medical renewals**

## Final group scheduled to begin in June

- Around 107,000 renewals in final group.
- Most in the group were rescheduled and include:
  - People in the Oregon Supplemental Income Program-Medical (OSIPM). OSIPM provides OHP coverage to people who are legally blind, have a disability, and/or are 65 or older with limited income and financial resources.
  - People whose benefits were restored and renewals rescheduled as part of a federal request to review automated renewal processes.
- Received CMS approval on timeline on Feb. 13, 2024:

# Extended Renewal Timeline



## Interactive Key

- 1 1<sup>st</sup> Reminder Notice
- 2 2<sup>nd</sup> Reminder Notice
- N Notice of Closure
- C Renewal Closure
- Renewal Period
- 60-Day Adverse Period
- 90-Day Adverse Period

# Partner Webinar and Office Hour

Learn how to help individuals and families keep their benefits or connect with other supports during the partner webinar. Ask additional questions about PHE Unwinding and share your experiences during the office hour, so we can better prepare for the needs of people in Oregon.

## **Upcoming Office Hours at 1 p.m. Pacific Time:**

- April 9, 2024
- May 14, 2024
- June 11, 2024
- July 9, 2024

[Register for the full office hour series](#)

[View material and recordings from past office hours](#)

## **Upcoming partner webinars at 10 a.m. Pacific Time:**

- May 14, 2024 (English)
- May 30, 2024 (Spanish)

[Register for the partner webinar](#)

[View material and recordings from past webinars](#)



# Share your feedback with us!

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Share your questions, comments and concerns about the end of the COVID-19 Public Health Emergency.

Our goal is to funnel all feedback to a single location where we can ***prioritize and resolve urgent equity issues*** while also tracking trends to enact changes across state systems.

**Partners can share feedback with us at:**  
[feedback@odhsoha.oregon.gov](mailto:feedback@odhsoha.oregon.gov)

**Or directly through our [Feedback Webform](#)**

