



Self-Sufficiency Programs Partner Meeting

March 13, 2023

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Oregon Eligibility Partnership, ODHS



Website Updates

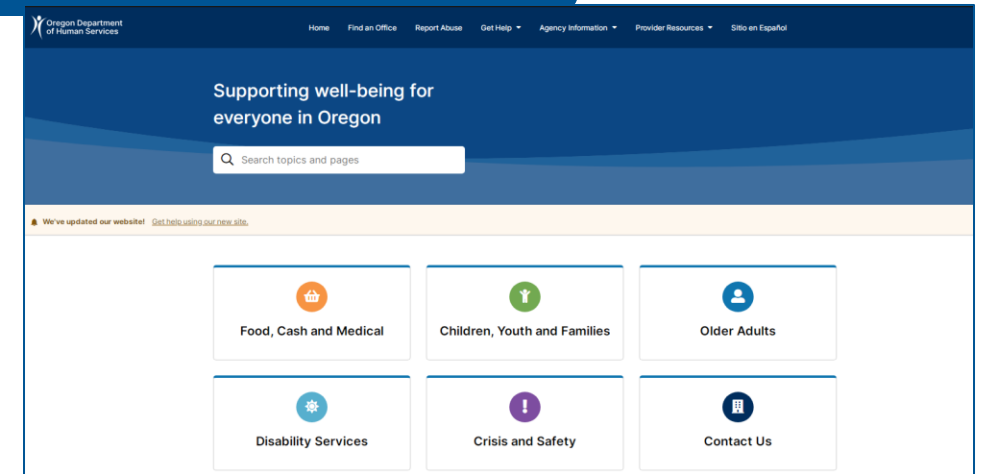
New Oregon Department of Human Services website:

www.oregon.gov/odhs

- Designed around user needs
- Mobile-friendly
- Easier to navigate
- More accessible and inclusive,
- Transcreated into Spanish: 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



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

Click on a language below to see which number to call for an interpreter.

PDF version

Español (Spanish)

عربي (Arabic)

ဗမာစာ (Burmese)

粵語 (Chinese - Cantonese)

普通话 (国语) (Chinese - Mandarin)

فارسی (Farsi)

Français (French)

Kreyòl ayisyen (Haitian Creole)

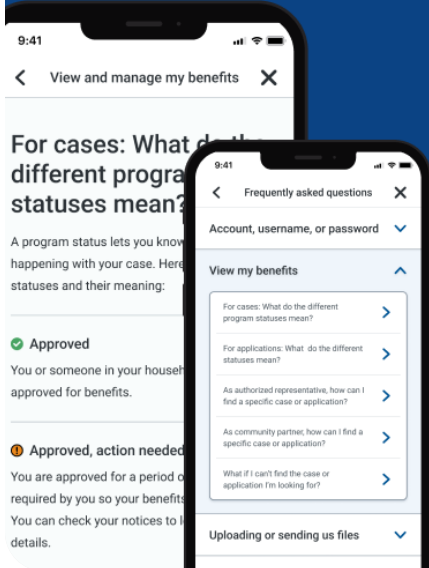
हिन्दी (Hindi)

한국어 (Korean)

Oregon ONE Mobile app

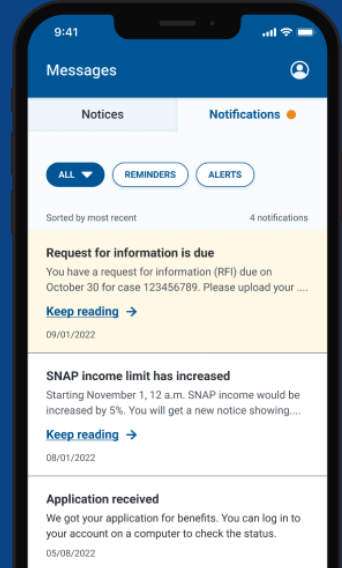
FREQUENTLY ASKED QUESTIONS

Find answers to your questions



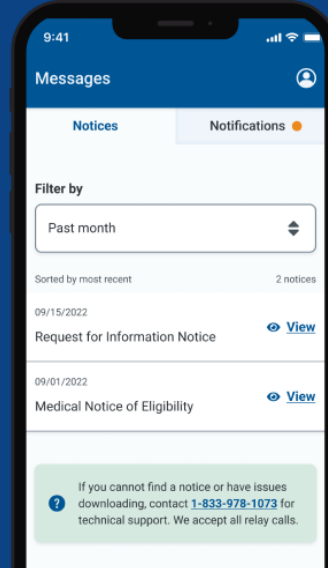
NOTIFICATIONS

Get reminders before due dates



NOTICES

Access notices right from your phone



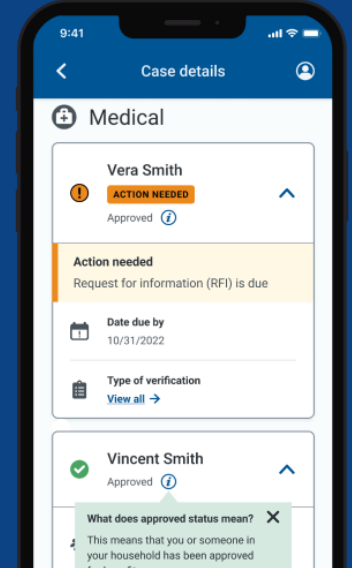
DOCUMENTS

Upload documents by taking a photo



CASE DETAILS

Take action in a timely manner



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).

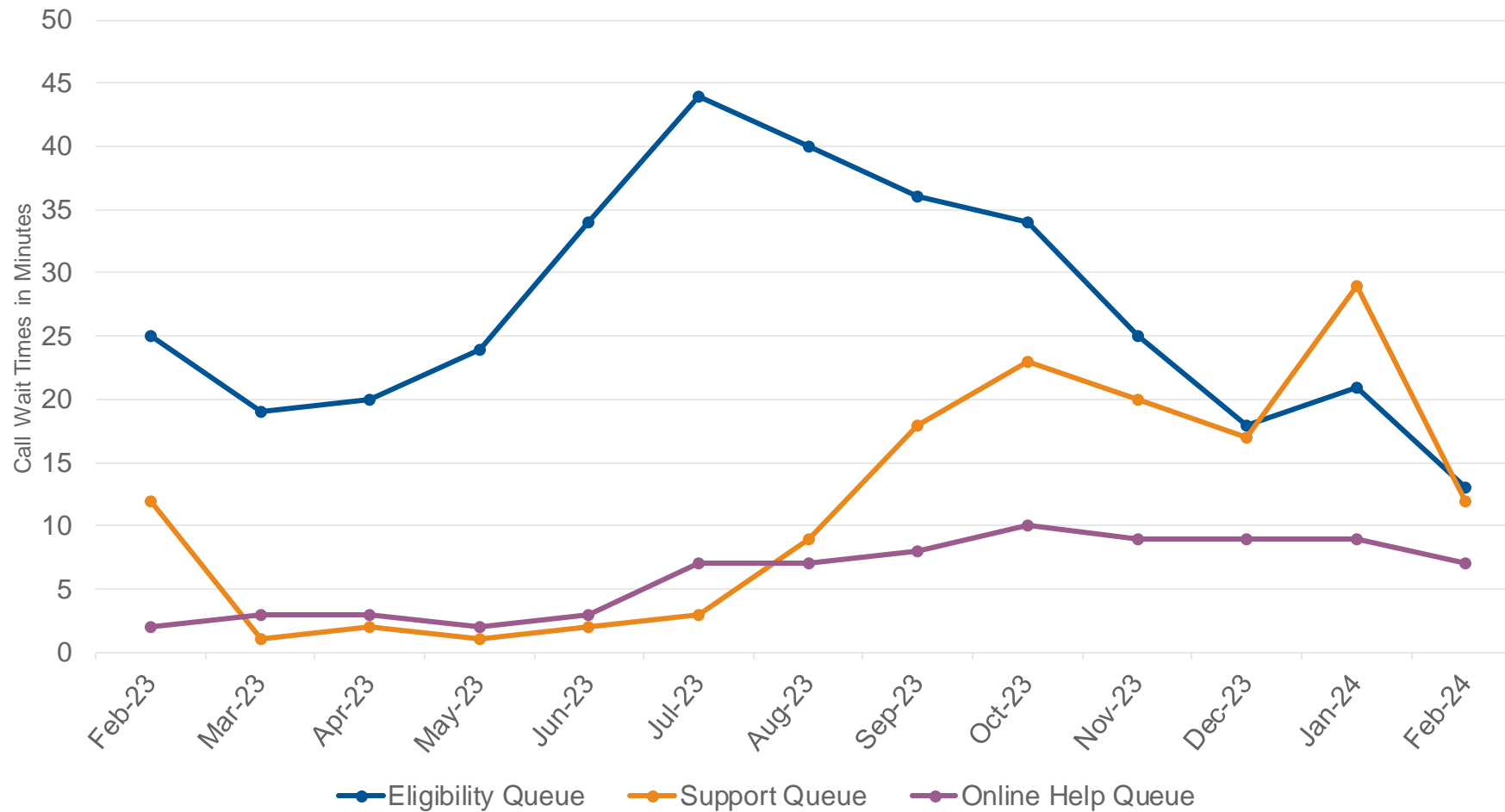
Obtenga la aplicación móvil Oregon ONE



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

Monthly Average Call Wait Times



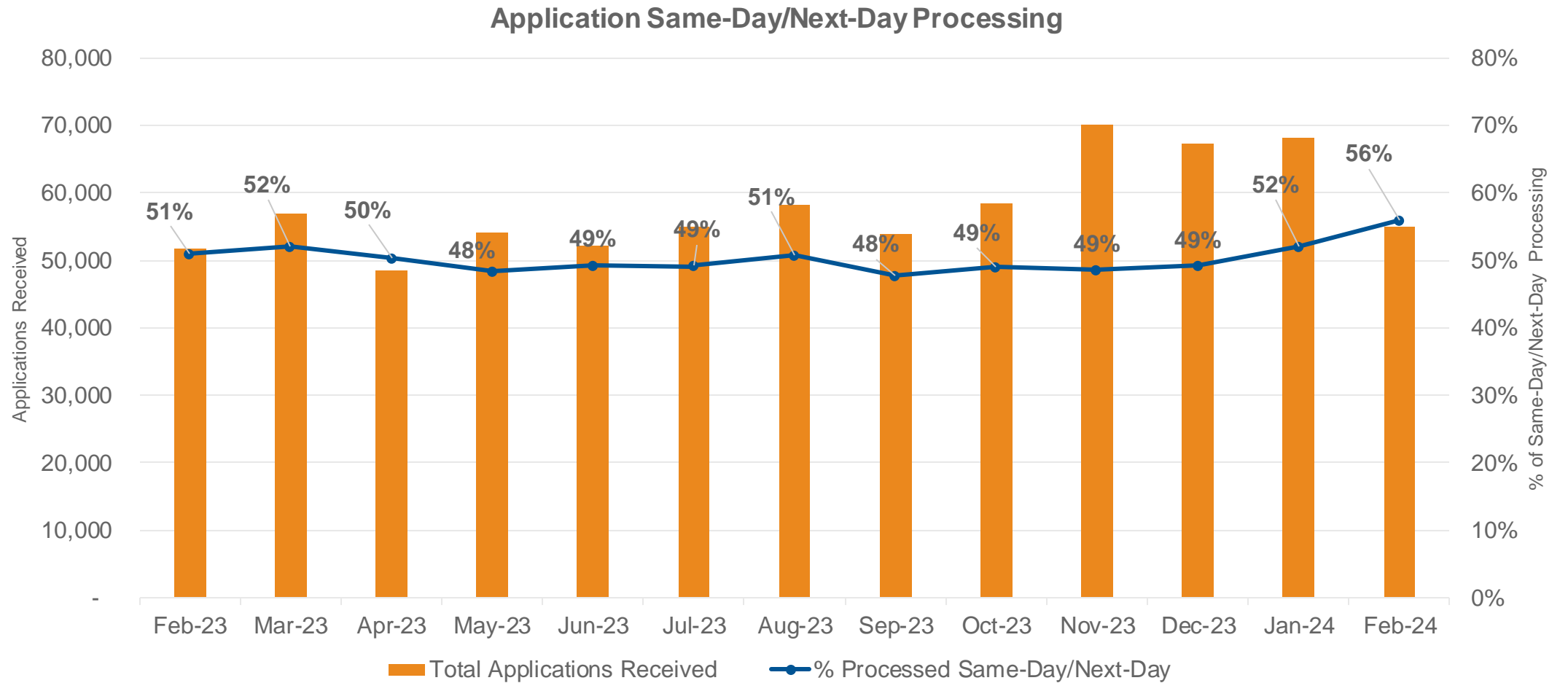
Max Wait Times For February 2024

Eligibility Queue
90 minutes

Support Queue
103 minutes

Online Help Queue
55 minutes

Application Processing

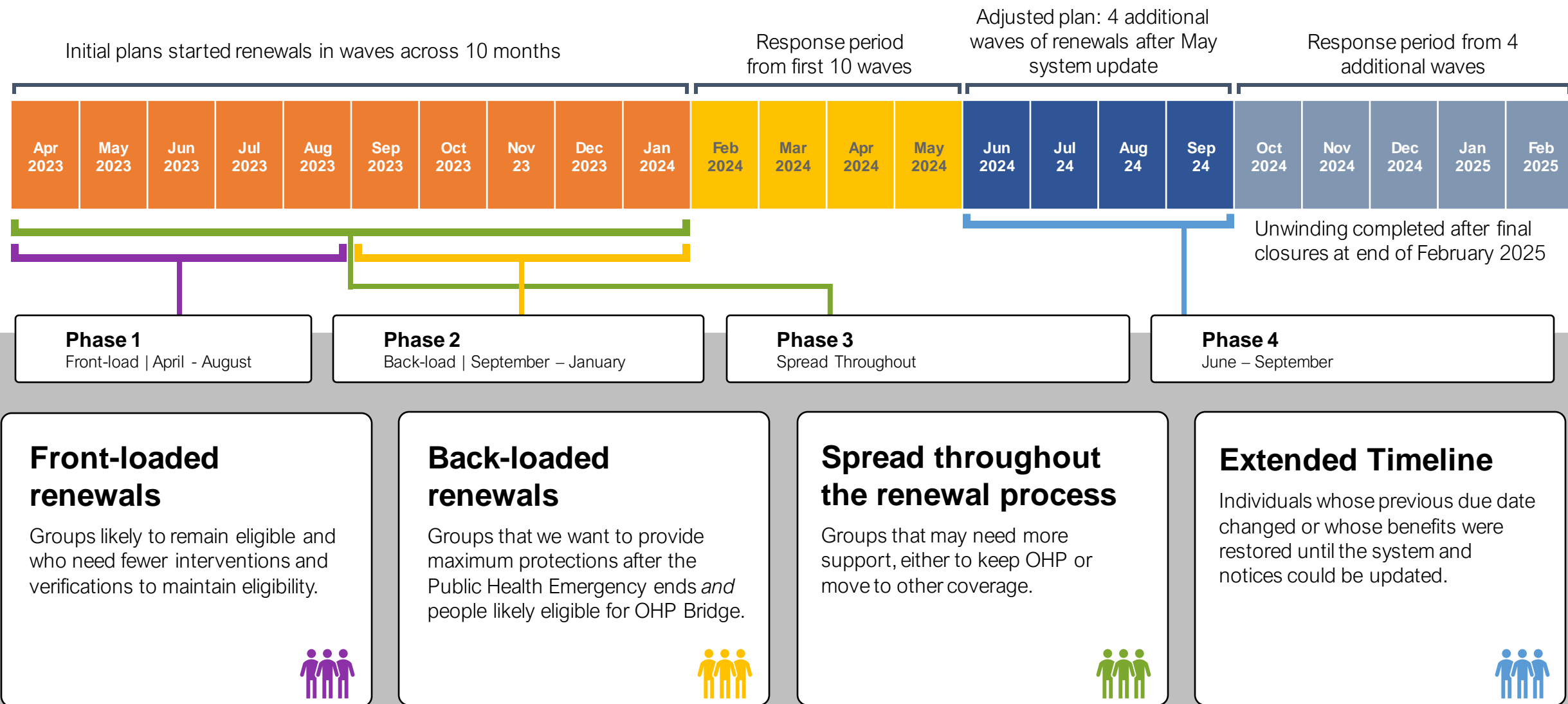


COVID-19 Public Health Emergency (PHE) Unwinding Update

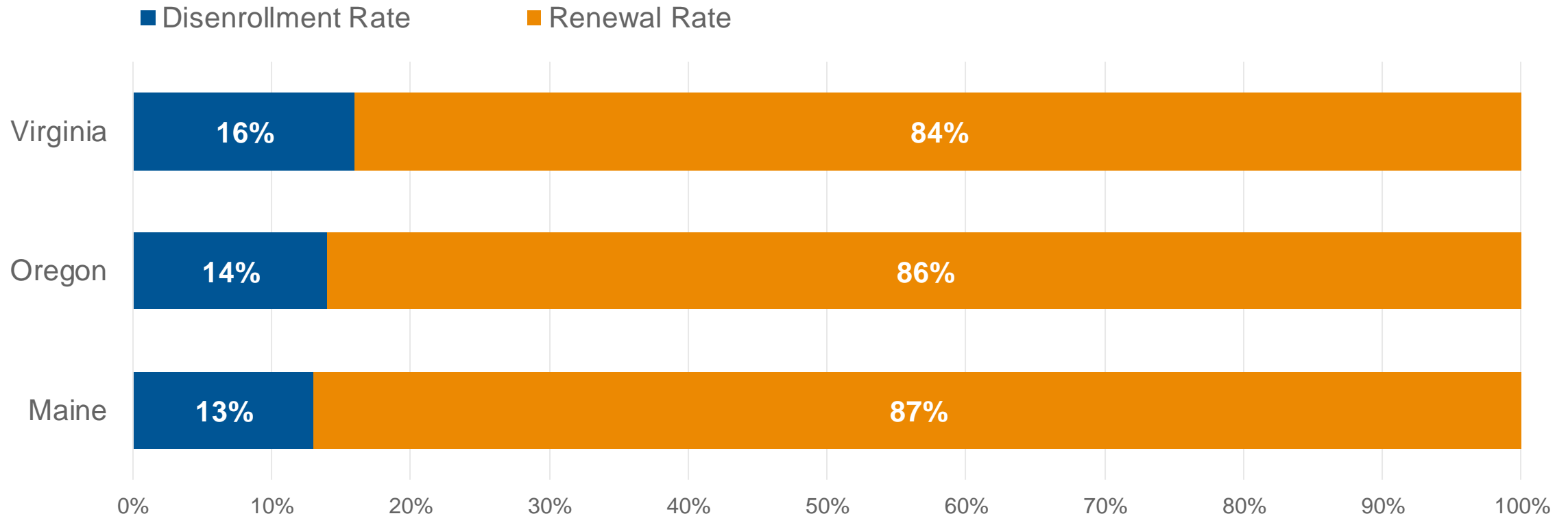
March 14, 2024



Phased Renewals by Population

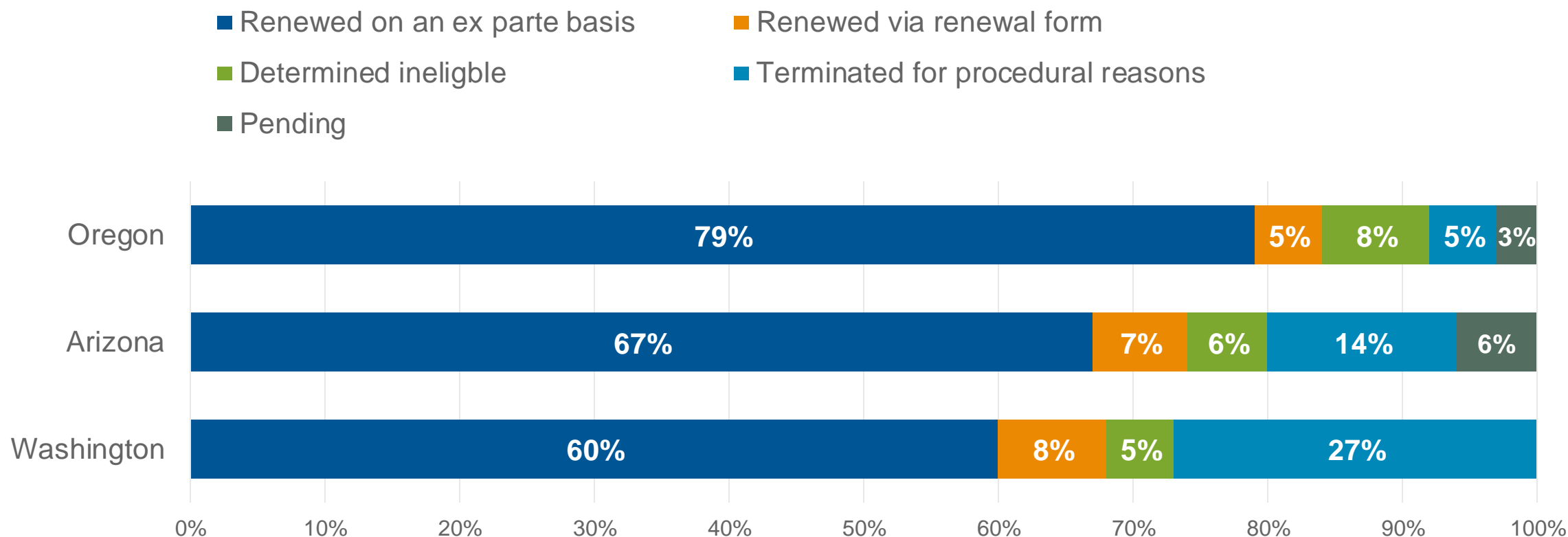


Oregon has second highest renewal rate in nation



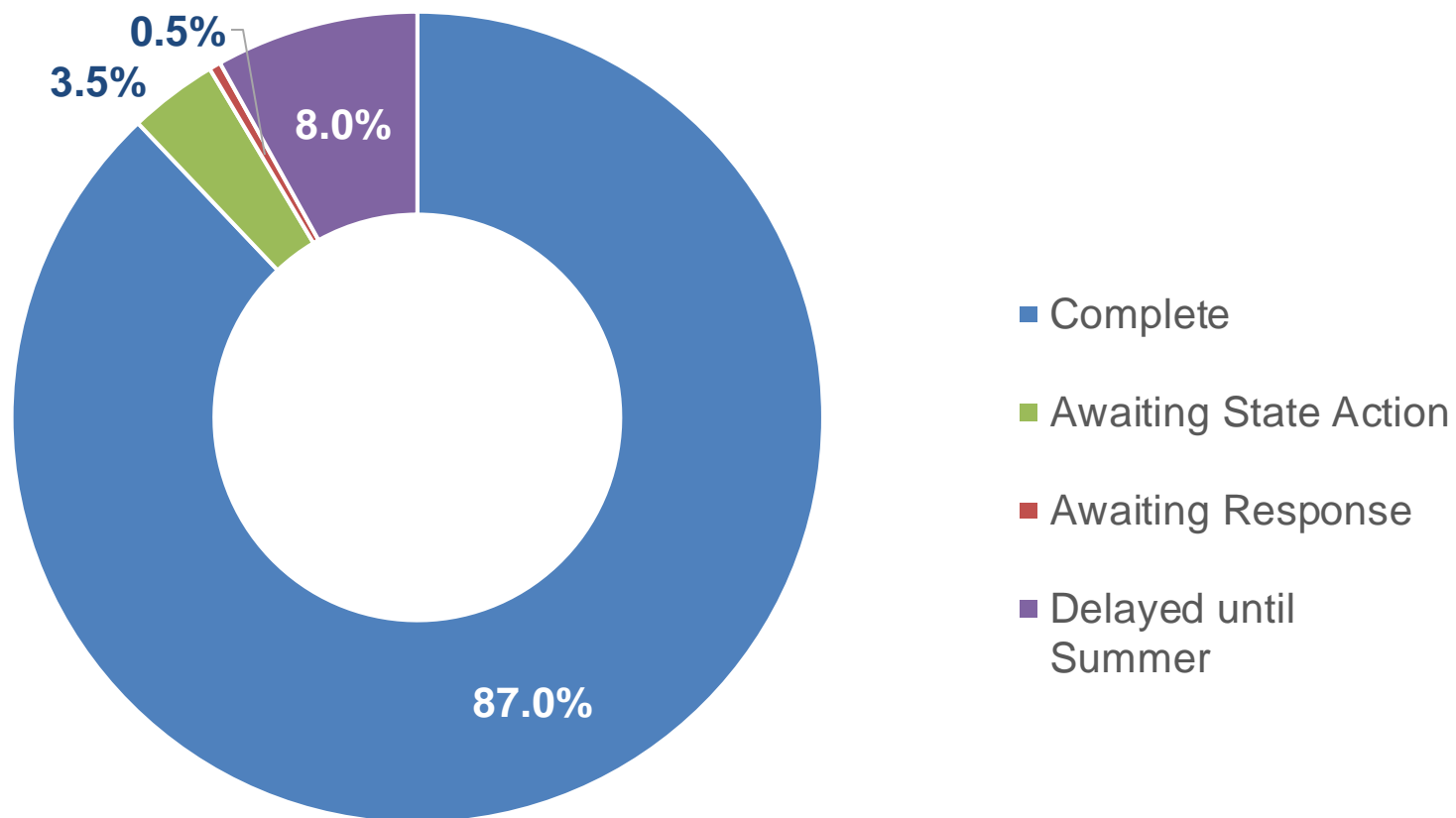
SOURCE: KFF Analysis of State Unwinding Dashboards and Monthly Reports Submitted to CMS
<https://www.kff.org/report-section/medicaid-enrollment-and-unwinding-tracker-overview/>

Oregon ranks first for preventing unnecessary paperwork



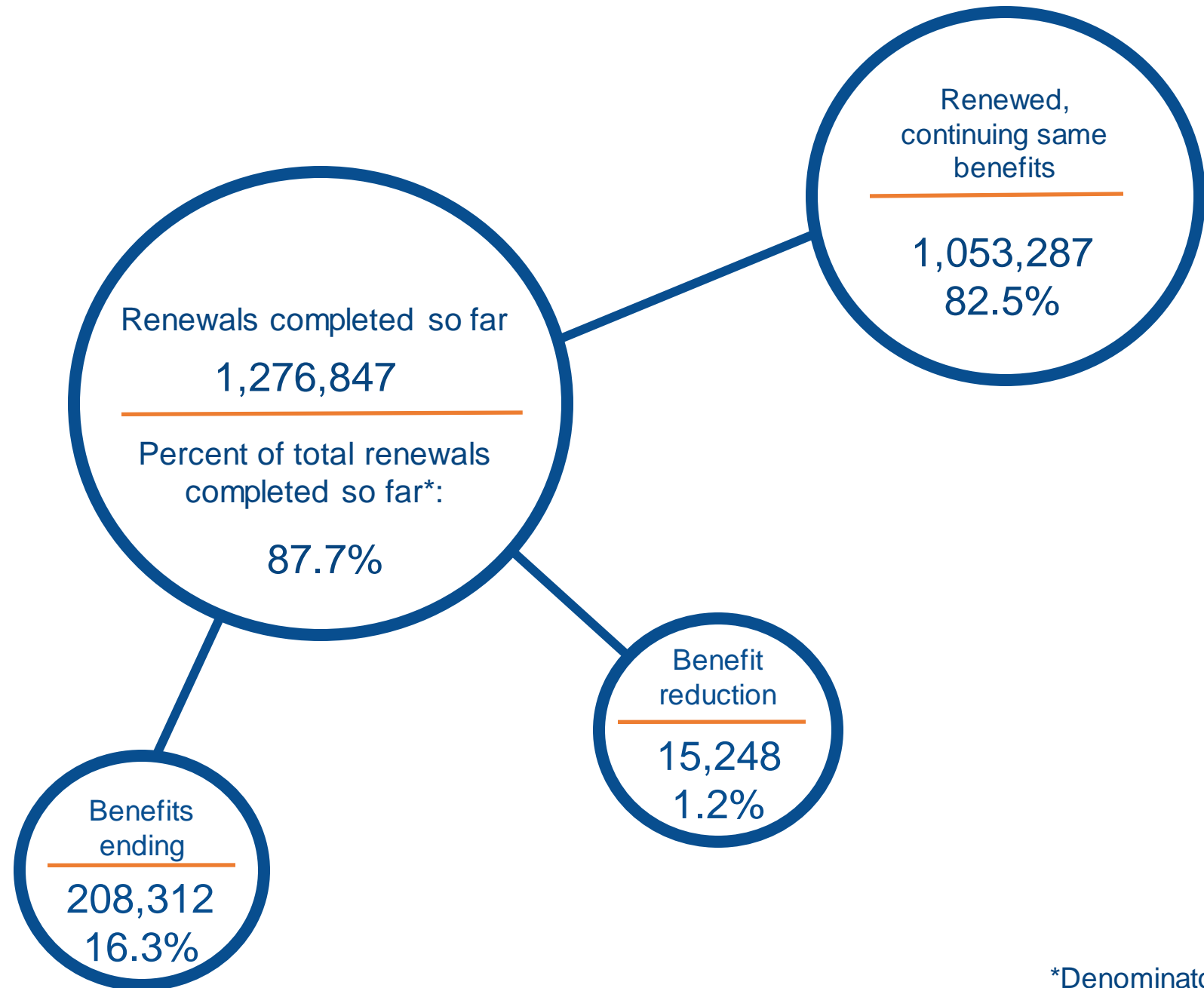
SOURCE: KFF Analysis of State Unwinding Dashboards and Monthly Reports Submitted to CMS
<https://www.kff.org/report-section/medicaid-enrollment-and-unwinding-tracker-overview/>

Progress renewing 1 in 3 people in Oregon



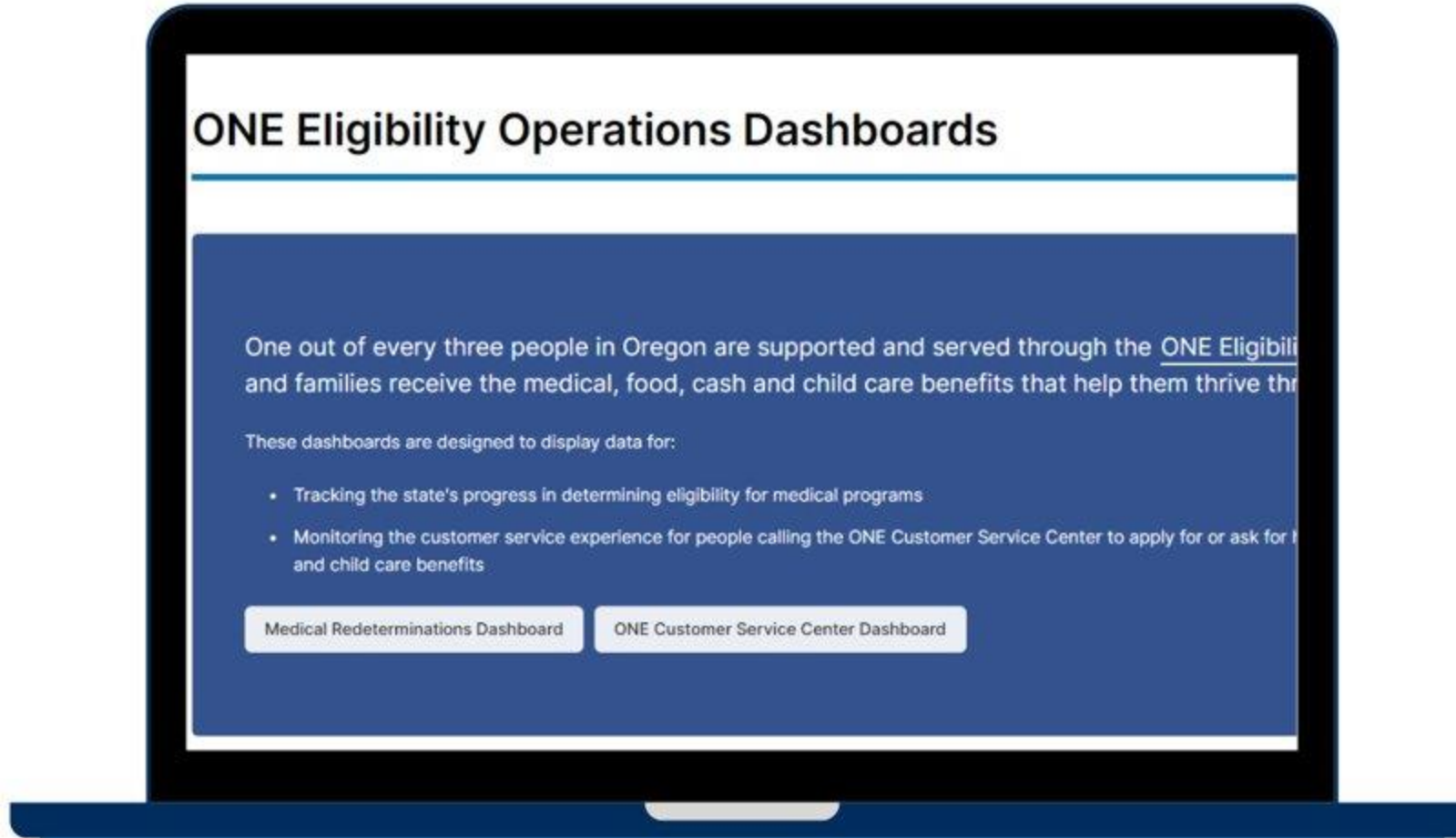
Renewal Outcome Summary

Completed renewals as of 03/10/2024



*Denominator uses total members as of December

Data by county shown on medical dashboard



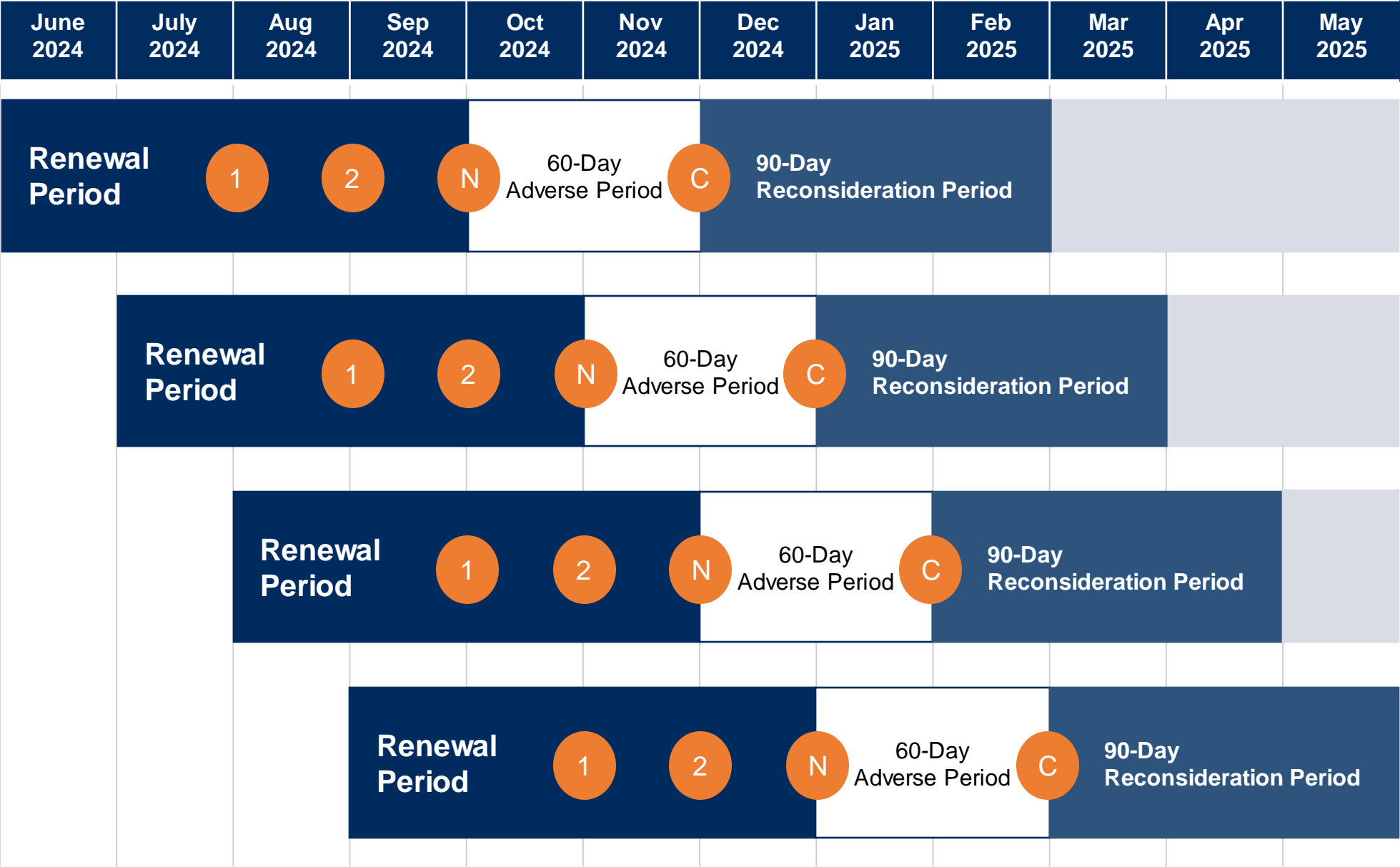
Two dashboards at
benefits.oregon.gov.
Scan the QR to go to
the webpage.

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 1st Reminder Notice
- 2 2nd 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!

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

Or directly through our [Feedback Webform](#)

