

# SSP Partner Meeting

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Oregon<sup>one</sup>eligibility



Oregon  
Health  
Authority

# Agenda

- OEP Wait times
- New medical program:
  - Young Adults with Special Health Care Needs
- ONE Updates
  - New ONE notice languages coming
  - New REALD/SOGI questions
  - Audio files available in new formats
  - Rebalance Redeterminations
- New OEP Partner webpage



# **Oregon Eligibility Partnership Updates**

# ONE Eligibility System



**Online**



**In person at a local office**



**By phone at the  
ONE Customer Service Center**

# ONE Customer Service Center



Eligibility queue  
Twelve minutes



Support staff  
Four minutes



Technical Support  
Seventeen minutes



Scan the QR code to  
go to the two-  
dashboard webpage

# Resources to Help People Apply

benefits.oregon.gov

## How to apply

You can apply for medical, food, cash and child care benefits online, by phone or in person. Use this [checklist](#) to see what you'll need to apply.

### Online

[Apply online](#)

You will need to create a ONE Online account when you apply online.

### By phone

Call 800-699-9075

Call the ONE Customer Service Center M-F from 7 a.m. to 6 p.m. Pacific Time. You can also call a [local office](#) to apply.

### In person

[Find an office](#)

You can get a [paper application form](#) in multiple languages.

### ► Need help to apply?

- [Get help in your language](#)
- [Get help applying for OHP medical benefits](#) (enter your zip code and click the button for help with "Oregon Health Plan" to find help in your area)



# **New Medical Program: Young Adults with Special Health Care Needs (YSHCN)**

# Expanding Medicaid Benefits for Young Adults

Started **January 1, 2025**, OHP will offer more benefits to young adults with qualifying health conditions under a new Medicaid eligibility category:

**Young Adults with Special Health Care Needs (YSHCN).**





# Why expand benefits for YSHCN members?

In Oregon, **one in five children** under the age of 18 has a special health care need.

YSHCN **need more health and social services** than others of the same age.

The waiver gives YSHCN members **extra time to transition from pediatric to adult coverage and care.**



YSHCN = Young Adults with Special Health Care Needs

# YSCHN members

**Young adults, 19 through 25, living with health needs resulting from**

- Physical, intellectual, or developmental disabilities
- Long-standing medical conditions
- Mental health conditions, substance use, or neurodevelopmental conditions



# YSHCN 2025 Income Limit

## 205% Federal Poverty Level

YSHCN – 2025 Income Limit (Adjusted Annually)	
Family Size	Monthly Income
1	\$2,573
2	\$3,492
3	\$4,411
4	\$5,330

# When Will Young Adults Qualify?

## Planned Enrollment Timetable

		Ages eligible to enroll						
		19	20	21	22	23	24	25
Calendar Year	2025							
	2026							
	2027							
	2028							
	2029							
	2030 and beyond							

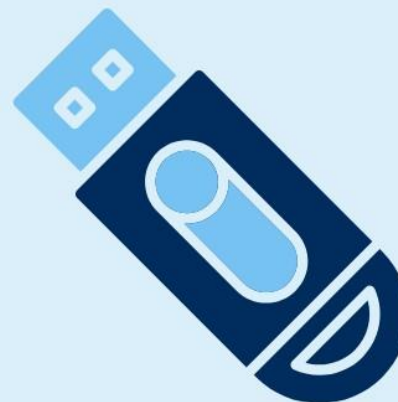
# **Upcoming System Changes**

# Upcoming System Changes

More languages



Modern audio formats



SOGI questions



Rebalance redeterminations



# Notice Languages

- Added in January
  - Arabic
- Coming in March
  - Ukrainian, Dari, Korean, Haitian Creole, Farsi (Persian), Romanian/Moldovan, Cambodian (Khmer), and French



# Modernized Audio Formats

## Starting in March

- Audio files will be available on thumb drives and CDs
- Replaces cassette tapes





# SOGI/REALD Questions

Coming March 12 questions about:

- Pronouns
- Sex
- Age-based logic for Gender Identity
  - 0-4 years – only Race/Ethnicity
  - 5-11 years – Gender Identity and Race/Ethnicity
  - >12 years – Gender Identity, Gender Modality, Sexual Orientation, and Race/Ethnicity
- Expanded choices for Race, Ethnicity, Tribal Affiliation



# Rebalance Redeterminations

## During the COVID Public Health Emergency

- Members had more time to respond to renewals – this ends in February
- Normal 30-day timelines started in October for members who renewed early in the unwinding
- Members still have 90-day reconsideration period

## Renewal Dates May Change

- Spread out redeterminations over two-year eligibility period



# **ONE Resources**

# Oregon Eligibility Partnership – Partner Page

Oregon Eligibility Partnership (OEP) now has a webpage for partners:

<https://www.oregon.gov/odhs/providers-partners/benefits-eligibility>

- How-to videos
- Outreach materials
- Web Links
- Ways to connect

## ONE Eligibility System: Resources for Partners

**Help people get connected to medical, food, cash and child care benefits**

The Oregon Eligibility Partnership (OEP) supports eligibility determination for medical, food, cash and child care benefits. This site is for partners who help people apply for these benefits through the ONE Eligibility system.

How-to videos

Outreach materials

Web links

✉ Email us

👥 Get involved

# Regular OEP Meetings

## Quarterly ONE Partner Engagement

- Short presentations
- Mainly for partner questions

## ONE Online Improvement Committee

- Analyzes suggestions to improve ONE
- Meetings are recorded
- [ONE Suggestions](#) welcome



# **OEP Legislative Update**

# Legislative Presentation Summary

ODHS will present to Ways in Means in mid-March.

Caseloads remain high

Staffing levels at 55% of workload model

Lead workers are at 35% of workload model



# Legislative Presentation Summary

## SNAP Corrective Action Plans

- Quality sampling has Oregon above the national error rate average
- Error rate was 22%, closer to 12% right now
- Must keep 95% timely

## Since 2020

- SNAP caseload grew by 90,000
- medical caseload grew by 400,000





# Questions

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