

SSP Partner Meeting

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February 13, 2025

Oreg^{One}eligibility



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.

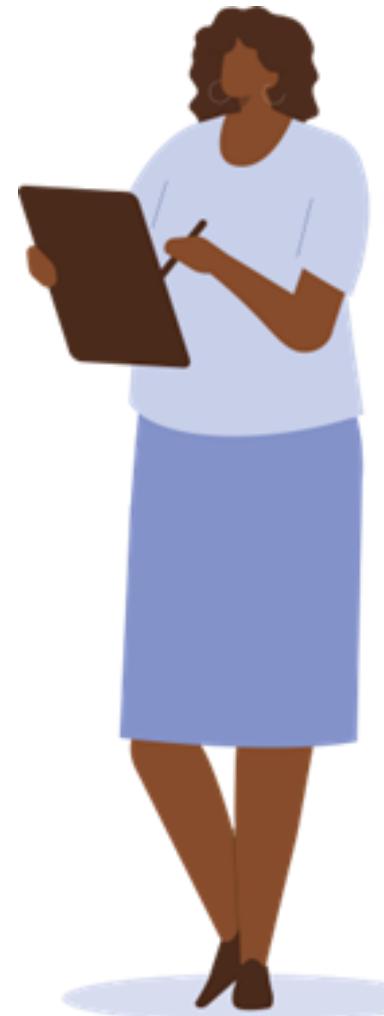
In person

[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).

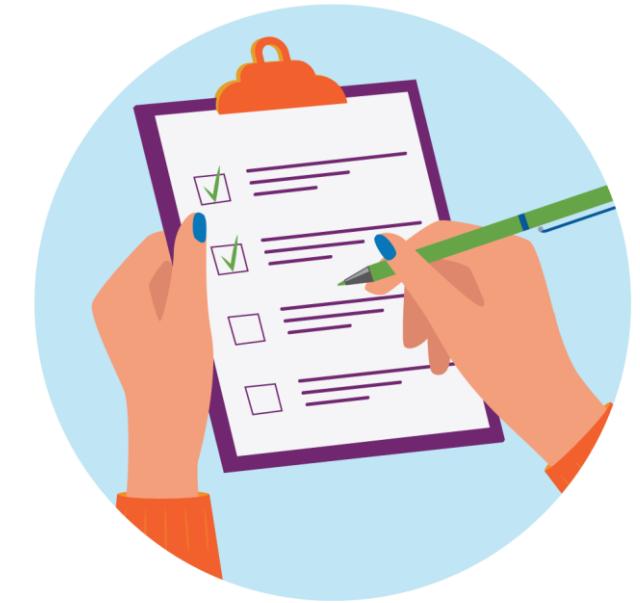


Why expand benefits for YSHCN members?

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
2025							
2026							
2027							
2028							
2029							
2030 and beyond							

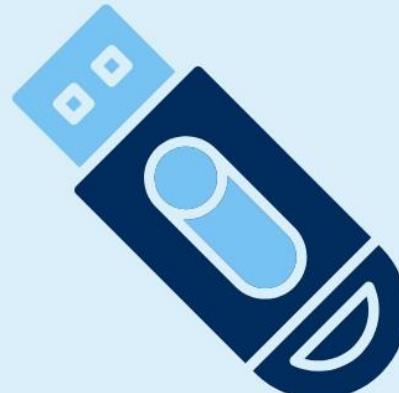
Upcoming System Changes

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

Rebalance redeterminations



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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