

BACKGROUND

Signed into law in August 2017 and effective January 1, 2018, SB 558 does two things:

- 1) Opens up the Oregon Health Plan (OHP) to include more children and teens younger than 19, regardless of immigration status.
- 2) Requires DHS|OHA to convene an external stakeholder workgroup to advise on culturally and linguistically appropriate outreach and marketing strategies to maximize enrollment.

As part of SB 558 implementation, approximately 3,400 CAWEM and CAWEM Plus members younger than 19 had their benefits automatically converted to full OHP coverage with a January 1 start date.

MEMBER MAILINGS

Notice of Eligibility (OHP 005; mailed December 6, 2017)

The Oregon Eligibility (ONE) system issued [this letter](#). It shows that “OHP Plus-Cover All Kids” coverage starts January 1.

2018 OHP coverage letters

Households will get two [coverage letters](#) about this change:

- In early January, the first letter showed the new OHP coverage.
- In early March, the second letter will show the member’s new CCO enrollment effective March 5, 2018.

CCO enrollment information

Once enrolled, members will get a CCO welcome packet, also in early March 2018. Welcome packets typically contain member ID cards and handbooks.

MEMBER OUTREACH

Letter about January 1 changes (mailed December 4, 2017)

This letter (sent in [English](#) and [Spanish](#)) explains the following information:

- What the December 6 Notice of Eligibility meant
- The differences between full OHP, CAWEM and CAWEM Plus coverage
- How to start using OHP
- How to get OHP information in a preferred language
- Whom to contact for questions (including their assigned community partner, if they had one)

Phone outreach

The week of December 11, 2017, the DHS Community Partner Outreach Program partnered with OHP Customer Service and OHP-certified Community Partners to call each household that received letters about this change.

The calls explained the changes happening January 1, the letters members will get, and answered questions families may have had.

QUESTIONS AND ANSWERS

See www.OHPnowCOVERSme.org for more information.