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**Authorized Signature**

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**Topic:** Medical Benefits

**Subject:** OHP Standard Reservation List – Application Progress Report 7/22/2008

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees             | <input type="checkbox"/> County Mental Health Directors   |
| <input type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Health Services  |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities   |
| <input type="checkbox"/> County DD Program Managers    | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |

**Message:**

Included is the first monthly report outlining the random selection process, fairness and application outcomes.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	INFO, DMAP		
<b>Phone:</b>	503-947-5081		
<b>E-mail:</b>	<a href="mailto:dmap.info@state.or.us">dmap.info@state.or.us</a>		



# **OHP Standard Reservation List**

## **Application Progress Report**

**Updated July 22, 2008**



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## Executive Summary

During five weeks in January and February 2008, the Department of Human Services (DHS) invited uninsured, low-income Oregonians to put their names on a reservation list. Ultimately, over 90,000 individuals, from all corners of the state, placed their names on the list, hoping to have their names randomly drawn and a chance to apply for OHP Standard benefits. OHP Standard provides health care coverage to low-income, non-pregnant adults 19 years of age and older. Of the 90,000 people whose names were on the list, 4,400 were already receiving medical assistance from DHS or had pending cases.

From March through May the department mailed applications to 10,922 people who expressed a need for health care coverage. This included the initial random drawing of 9,000 reservations as well as an additional 1,922 household members who were included on the reservation. Of the 10,922 people sent an application, 2,941 have successfully applied for and are receiving medical assistance benefits.

### OHP Standard history

- On July 1, 2004, DHS closed OHP enrollment to non-pregnant adults between the ages of 19 and 65, a client group who typically received the OHP Standard benefit package.
- At its peak in July 1995, OHP Standard served 132,000 people; however, due to General Fund budget cuts, the program was closed to new enrollment after June 30, 2004.
- The program now is supported by taxes on hospitals and managed care plans. Attrition dropped the number of people served to 19,000, opening the way to enroll more individuals until it reaches a monthly average of 24,000 people for the two-year budget period that ends June 30, 2009.

### Selection and application process

This report outlines:

- The process the department is using to draw names from the reservation list in a fair and equitable manner.
- The steps the department is taking to ensure people receive an application in a timely manner.
- Monthly and cumulative statistics of names drawn; applications mailed, returned and processed; and eligibility determinations.

These processes are shown below.

#### ■ Random selection

- ◆ Three thousand names have been drawn each month from March through July.
- ◆ Because the number of new clients who have been enrolled in OHP Standard has consistently been lower than projected, the department will increase the number of names drawn beginning in August.

### ■ Advance notification

- ◆ The department mails an advance notice to those people whose names have been drawn, informing them that they will be receiving an OHP Standard application and reminding them to notify the department if their address changes.
- ◆ We added this step to the process because, knowing that some people would have moved since putting their names on the reservation list, we wanted to increase the number of applications reaching intended recipients in the initial mailing.

### ■ Applications mailed

- ◆ Approximately four weeks after the advance notice is sent, the department mails the OHP Standard application.
- ◆ Applications are stamped with the date they are mailed. Instructions direct the applicant to return the completed application to DHS 45 days from the date shown on the application.

### ■ Follow-up contact (before the application deadline)

- ◆ The department sends a reminder to everyone whose name was drawn. The reminder tells people they can send in their application even if they don't have all of the required paperwork and gives resources for those who need help filling out the application.
- ◆ Staff call people who have not returned their applications, offering assistance with the process and reminding them of the application deadline. This step was added to the process based on the slow rate of returned applications from the March selection.

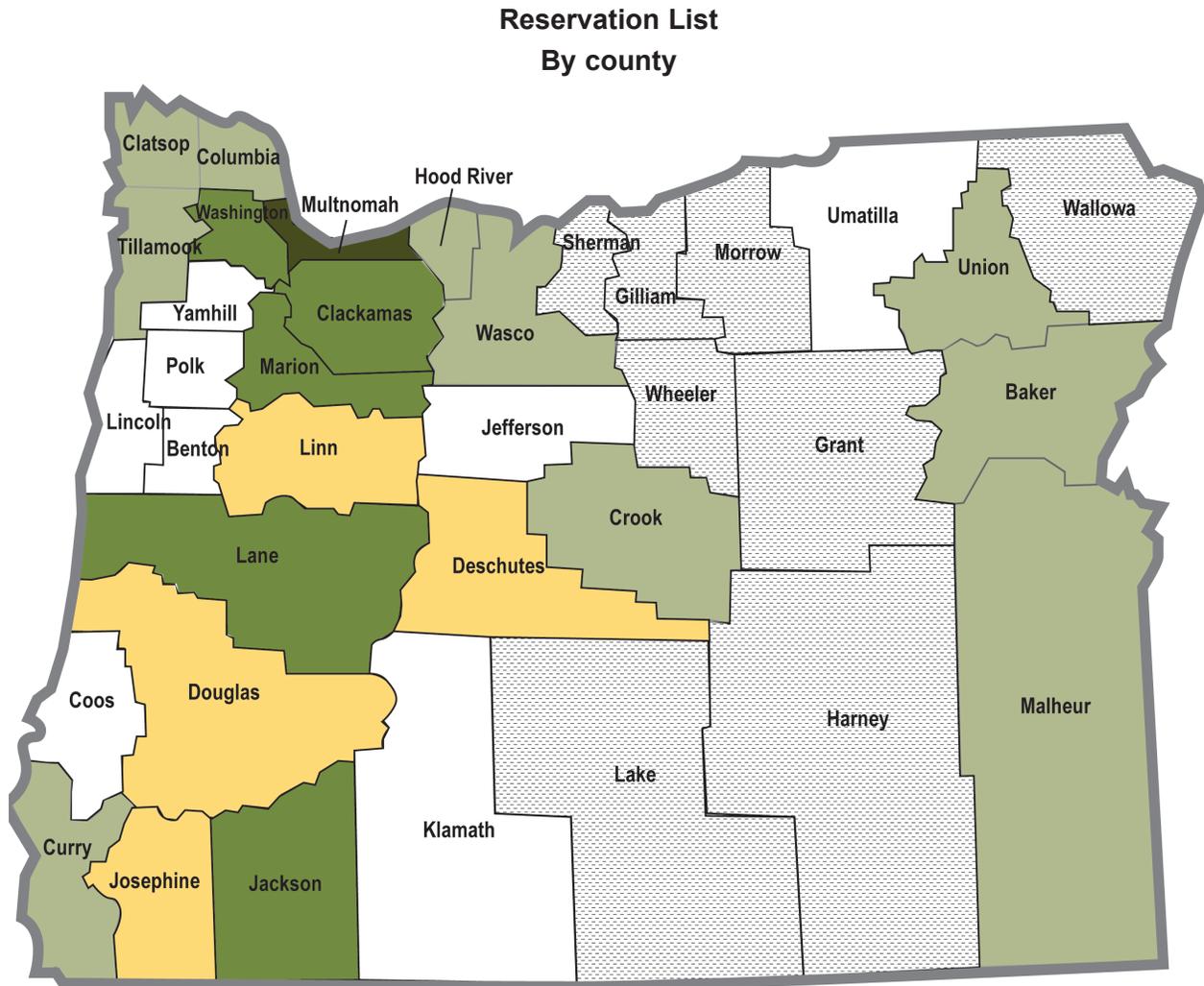
### ■ Application processing

- ◆ DHS staff determine eligibility for each person listed on completed applications.
- ◆ Applications that are not complete are pended. Staff send a letter to the applicant letting them know what information is still needed (i.e., proof of income).
- ◆ While processing the application, DHS staff check to see if the applicant qualifies for any other medical programs.

This report will be revised monthly to add statistics from previous months and to update cumulative data. Please direct any comments or questions about this report to the DHS Division of Medical Assistance Programs (DMAP) at [www.oregon.gov/DHS/healthplan/contact\\_us.shtml](http://www.oregon.gov/DHS/healthplan/contact_us.shtml) or by calling 503-947-5081.

# Reservation list

The department's statewide, multi-media, publicity campaign paid off. When the list closed at the end of February, over 90,000 names had been submitted for placement on the reservation list. The map below illustrates the approximate number of people on the reservation list from each of the state's 36 counties.



Reservation List

**Legend**

- 10,029 - 22,085
- 4,255 - 10,028
- 2,112 - 4,254
- 1,134 - 2,111
- 271 - 1,133
- 37 - 270

Source: Reservation List - DMAP REaD section  
05/28/08

## Reservation list – county, age and gender

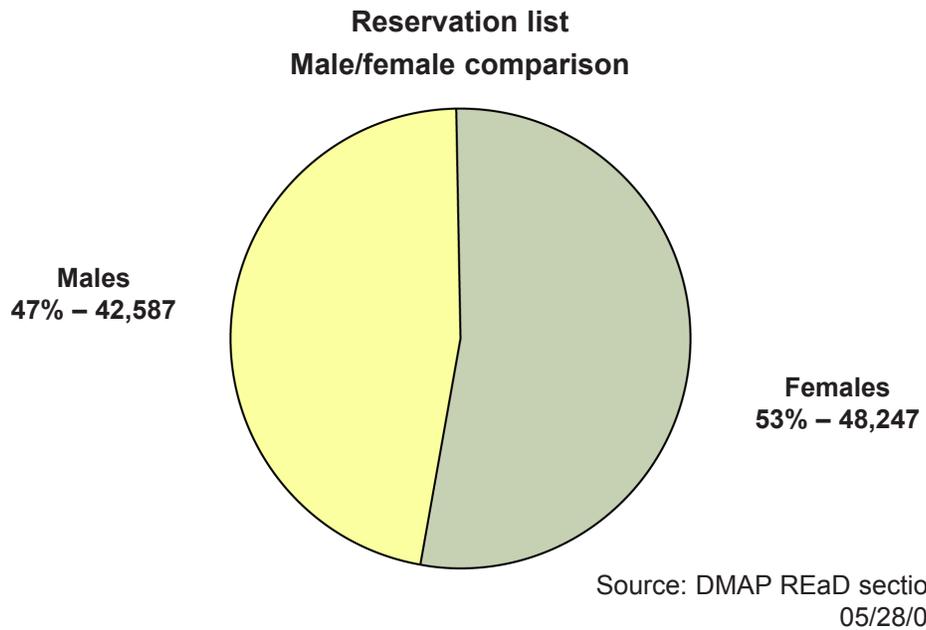
Reservation List

County	Age groups				Total*	Gender	
	19-29	30-49	50-64	65+		Female	Male
Baker	111	207	161	17	496	256	240
Benton	478	567	260	31	1,336	703	633
Clackamas	1,531	2,449	1,255	90	5,326	2,988	2,338
Clatsop	389	422	302	20	1,133	585	548
Columbia	216	453	243	14	926	528	398
Coos	527	939	570	45	2,081	1,091	990
Crook	108	251	190	15	564	319	245
Curry	108	280	207	21	616	327	289
Deschutes	806	1,352	693	49	2,900	1,585	1,315
Douglas	1,215	1,807	1,124	108	4,254	2,328	1,926
Gilliam	2	17	19	1	39	24	15
Grant	22	72	59	1	154	91	63
Harney	57	133	77	3	270	151	119
Hood River	144	259	127	1	531	307	224
Jackson	1,420	2,361	1,346	141	5,268	2,935	2,333
Jefferson	704	713	315	14	1,746	780	966
Josephine	728	1,291	980	67	3,065	1,590	1,475
Klamath	535	996	533	47	2,111	1,113	998
Lake	40	111	79	7	237	139	98
Lane	2,772	4,407	2,618	229	10,028	5,188	4,840
Lincoln	393	640	490	40	1,563	853	710
Linn	696	1,314	674	56	2,740	1,506	1,234
Malheur	138	252	145	13	548	255	293
Marion	1,849	3,346	1,597	124	6,917	3,719	3,198
Morrow	33	86	53	5	177	110	67
Multnomah	5,660	10,472	5,559	392	22,085	11,139	10,946
Polk	375	530	311	26	1,242	645	597
Sherman	17	23	16	2	58	34	24
Tillamook	148	284	275	33	740	416	324
Umatilla	338	706	402	42	1,488	850	638
Union	156	207	120	9	492	277	215
Wallowa	35	53	46	2	136	76	60
Wasco	158	262	141	16	577	314	263
Washington	1,957	3,082	1,561	192	6,794	3,874	2,920
Wheeler	6	13	17	1	37	21	16
Yamhill	526	856	455	38	1,875	969	906
Unknown	84	140	51	9	284	161	123
<b>Total</b>	<b>24,482</b>	<b>41,353</b>	<b>23,071</b>	<b>1,921</b>	<b>90,834</b>	<b>48,247</b>	<b>42,587</b>

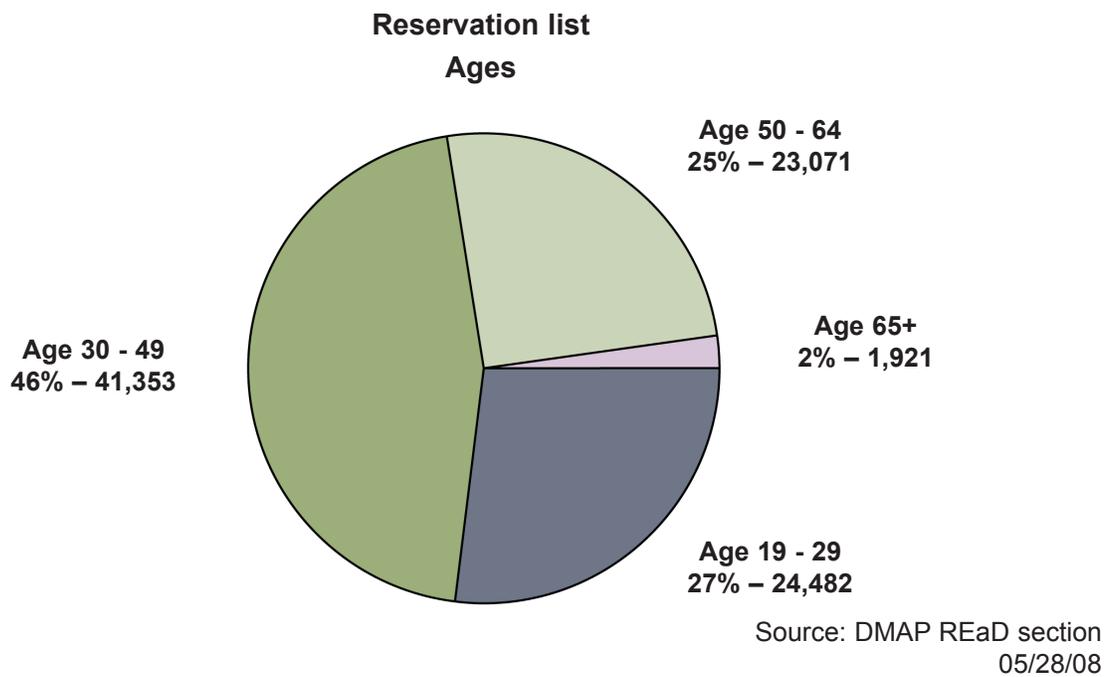
\* These facts were self-reported. Some people didn't answer one or both questions about age and gender. Therefore, the totals may not be consistent.

Source: DMAP REaD section – 05/28/08

There are more females than males on the reservation list.



Adults between 30 and 49 years of age make up the largest reported age group of people on the reservation list.





# Selection and application process

## Reservation list philosophy and approach

Because there was not enough funding to cover everyone eligible DHS created a reservation list of people who were interested in applying for OHP Standard. The list was open from Jan. 28 through Feb. 29, 2008.

The department chose a reservation list and random selection process because it gave everyone an equal opportunity to have their name drawn from the list. The department looked at several options when creating the reservation process, including:

- Adding people to OHP Standard based on health status. Federal law prevents states from determining eligibility for federal programs based on health care conditions; therefore, it is unlikely that they would approve this approach for a reservation list.
- Selecting names on a ‘first-come, first-served’ basis. This option was rejected because it would put at a disadvantage people who, for example, did not learn about the reservation list early or could not phone or get Internet access early in the process.

In developing the reservation list, the department actively sought input from community stakeholders and the public about the process. A group of stakeholders was assembled to review the reservation list plan, discuss concerns, evaluate options and make recommendations. The group included representatives from the Oregon Association of Hospitals and Health Systems, the Oregon Law Center, county health agencies, client disability advocates and client health advocates.

Ultimately, the department and workgroup determined that using a random selection process was the fairest way to give people the opportunity to apply for OHP Standard.

People were able to place themselves, or someone else, on the reservation list by using one of the following options:

- Calling a toll-free phone number and speaking with DHS staff.
- Completing and sending a one-page Reservation List Request form (OHP 3203) to DHS. The OHP 3203 could be mailed, faxed, or dropped off at any DHS branch office.
- Completing and submitting an online electronic version of the form.
- E-mailing the information to DHS.

## Random selections

The random selection process is performed on the department’s mainframe computer governed by an IBM operating system. IBM DB2 software is used for the random selection process. The software application is universally recognized and proven to select records from a database totally at random.

Each month, information systems staff initiate the IBM DB2 random selection computer program. The program:

- Identifies all active individuals in the database. Individuals selected previously are still in the database but are coded as inactive.
- Randomly assigns a number to all active individuals.
- Sorts the individuals based on numerical order of the randomly assigned number.
- Selects the first 3,000 names. The department initially made the decision to select 3,000 names each month based on the availability of staff members to process the anticipated number of returned applications. Because the number of new clients who have been enrolled in OHP Standard has consistently been lower than projected, the department will increase the number of names drawn beginning in August.

### **Advance notice**

The department sends an advance notice to people whose names are drawn, informing them they will receive an application and reminding them to notify the department if their address changes. The notice allows DHS time to research and update addresses from returned mail before sending the actual date-stamped applications. This step helps ensure that applications aren't returned as 'undeliverable' to DHS with the deadline clock ticking.

### **Updating bad addresses**

DHS goes to great lengths to research address changes. Each piece of returned mail is researched and every effort is made to update contact information. When mail is returned, staff search several databases in an effort to find the most current address available. Staff members call people if a phone number is available, although many numbers are unavailable because they were not required to provide a phone number.

### **DHS mails applications**

The department then mails applications to the people whose names were drawn. Before the application is due back to DHS, the applicants receive a reminder-to-submit letter.

### **Follow-up calls**

Finally, as the deadline for returning completed applications approaches, DHS staff call people who haven't returned an application. Despite these efforts, many people choose not to turn in their applications. For example, someone may not turn in their application because their situation has changed and they no longer need OHP coverage,

### **Eligibility determinations**

Once the completed applications arrive at DHS, staff begin the eligibility determination process.

## Timelines for the OHP Standard reservation list applications

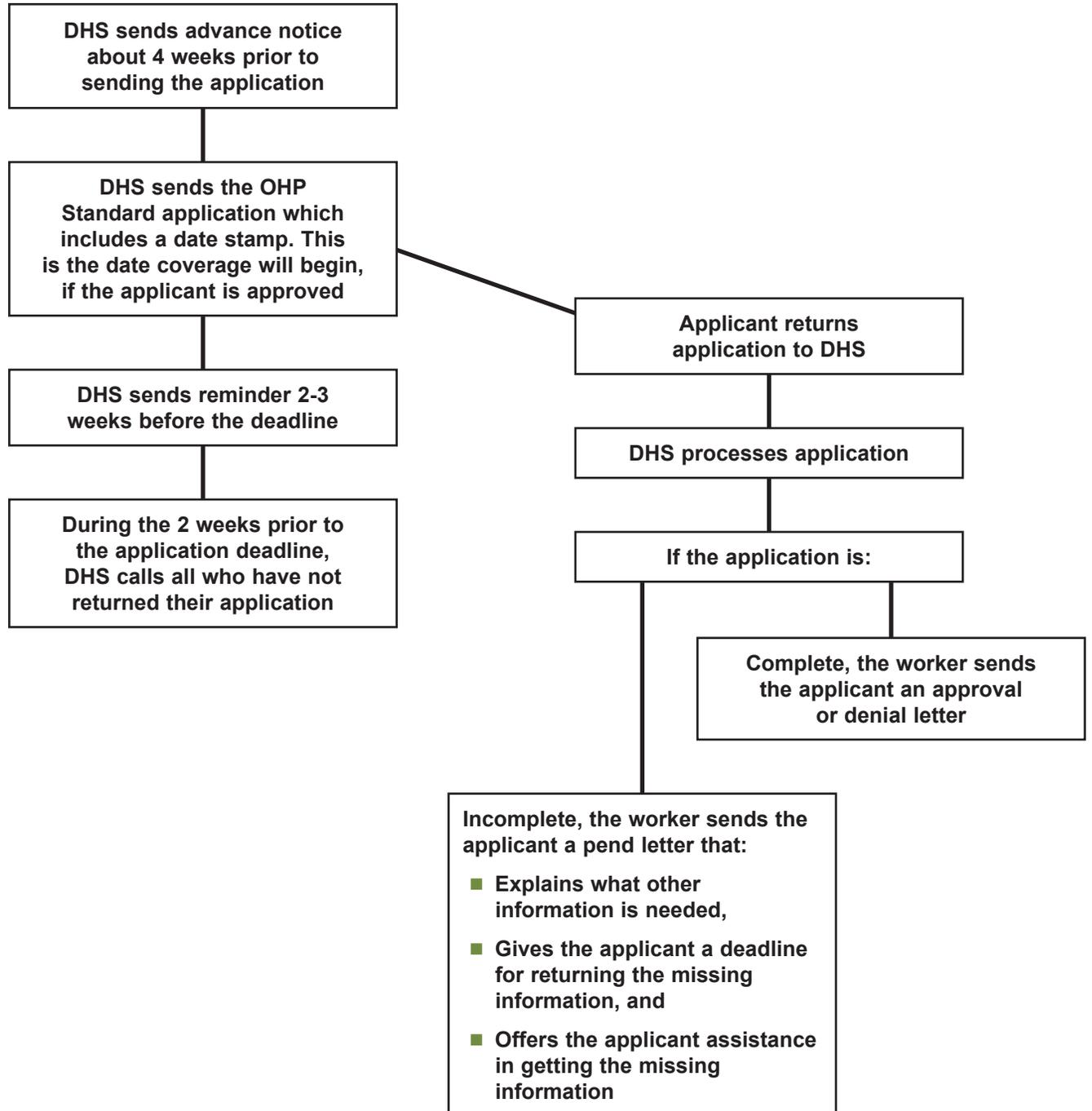
		Application is mailed in:							
		Mar	April	May	June	July	Aug	Sept	Oct
1	Run random selection	3/5	3/27	4/8	5/1	6/2	7/1	8/1	9/2
2	DMAP sends advance notice			4/16	5/9	6/11	7/14	8/12	9/11
3	DHS staff update addresses			4/16 - 4/29	5/12 - 5/29	6/12 - 6/27	7/15 - 7/30	8/13 - 8/28	9/12 - 9/29
4	Applications are mailed	3/10	4/7	5/7	6/6	7/7	8/7	9/5	10/7
5	<b>Date stamped on the application is:</b>	<b>3/11</b>	<b>4/8</b>	<b>5/8</b>	<b>6/9</b>	<b>7/8</b>	<b>8/8</b>	<b>9/8</b>	<b>10/8</b>
6	DMAP mails reminder letter	4/9	5/2	6/2	7/2	8/1	8/29	10/2	10/31
7	DHS staff call people who haven't returned their application	4/11 - 4/25	5/9 - 5/23	6/9 - 6/23	7/10 - 7/24	8/8 - 8/22	9/8 - 9/22	10/9 - 10/23	11/7 - 11/24
8	Deadline for returning application is	4/25	5/23	6/23	7/24	8/22	9/22	10/23	11/24

DMAP CU 4/16/08

## Process flowchart

Computer randomly selects individuals and then DHS sends the following to those who are selected

### Selection and Application Process



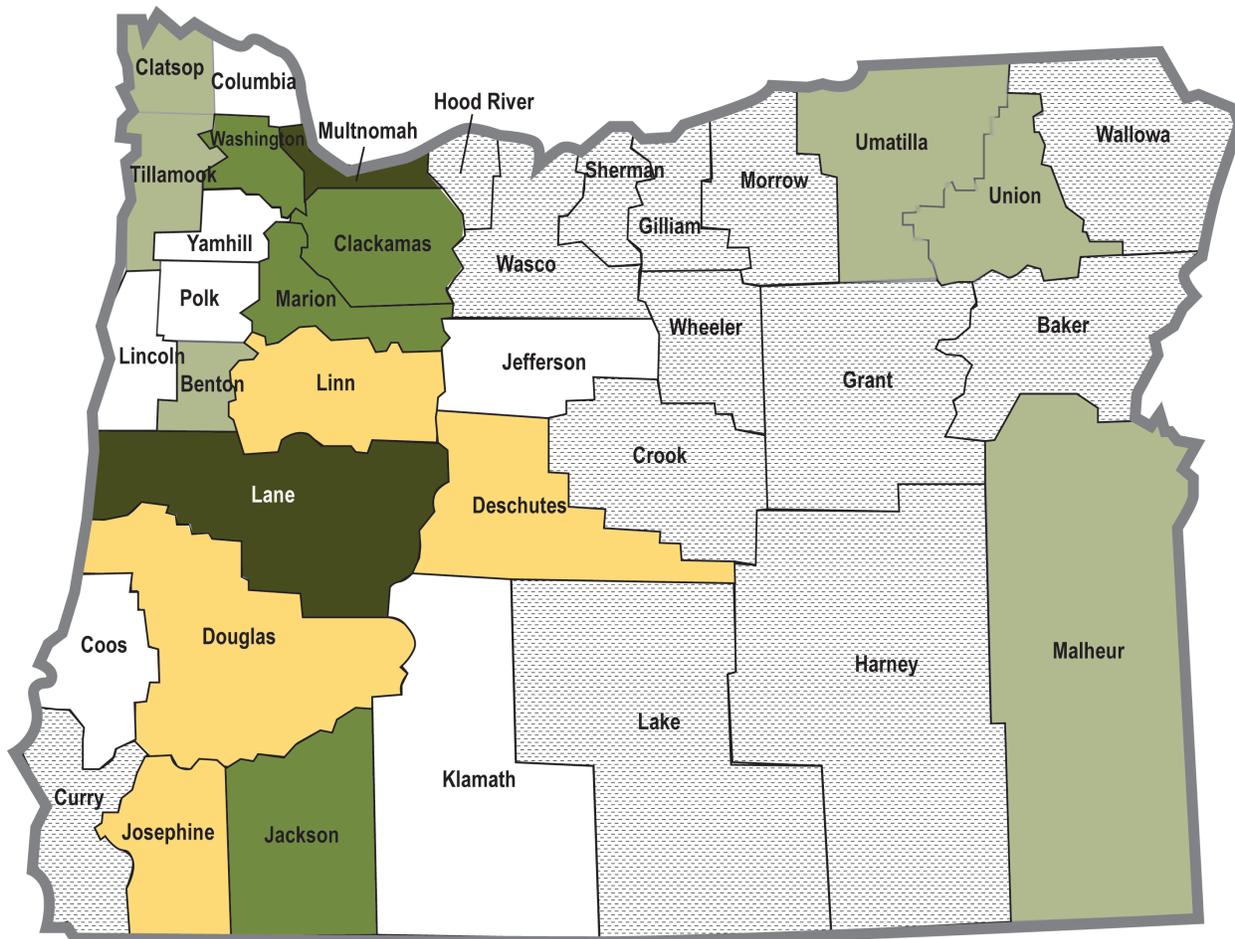
# Monthly selections

## March 2008

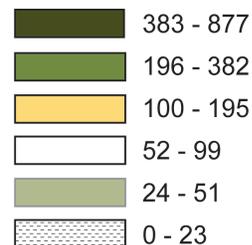
Three thousand individuals were randomly selected to receive applications in March. After including other family members whose names also were on the reservation list, the number of people offered an opportunity to apply was 3,657.

The following map shows the counties in which each of the 3,657 live.

**Monthly Selections – March 2008**  
**By county**



### Legend



Source: Reservation List - DMAP REaD section  
05/28/08

Monthly Selections  
March 2008

## March selections – county, age and gender

County	Age groups				Total	Gender	
	19-29	30-49	50-64	65+		Female	Male
Baker	5	6	8	0	19	9	10
Benton	16	19	8	0	43	21	22
Clackamas	57	96	50	4	207	112	95
Clatsop	16	14	10	0	40	21	19
Columbia	8	30	14	0	52	30	22
Coos	19	41	21	3	84	41	43
Crook	3	16	3	1	23	14	9
Curry	5	8	9	0	22	11	11
Deschutes	40	62	31	3	136	65	71
Douglas	47	71	37	5	160	90	70
Gilliam	0	1	0	0	1	1	0
Grant	0	4	0	1	5	2	3
Harney	3	11	2	0	16	8	8
Hood river	5	9	4	1	19	10	9
Jackson	63	117	53	4	237	140	97
Jefferson	30	23	9	1	63	27	36
Josephine	24	54	38	2	118	62	56
Klamath	21	41	19	3	84	39	45
Lake	1	1	3	0	5	4	1
Lane	92	196	88	7	383	201	182
Lincoln	13	30	18	1	62	36	26
Linn	40	49	37	3	129	68	61
Malheur	4	16	7	1	28	12	16
Marion	85	133	79	2	299	168	131
Morrow	2	7	2	1	12	5	7
Multnomah	193	399	235	15	842	405	437
Polk	14	25	14	0	53	28	25
Sherman	0	1	0	0	1	1	
Tillamook	9	11	12	0	32	16	16
Umatilla	7	30	11	3	51	27	24
Union	12	14	2	2	30	18	12
Wallowa	3	3	1	0	7	5	2
Wasco	3	7	6	1	17	10	7
Washington	89	127	61	11	288	162	126
Wheeler	0	0	0	0	0	0	0
Yamhill	22	34	18	3	77	40	37
Unknown	3	8	1	0	12	8	4
<b>Total</b>	<b>954</b>	<b>1,714</b>	<b>911</b>	<b>78</b>	<b>3,657</b>	<b>1,917</b>	<b>1,740</b>

Source: Reservation List DB – DMAP REaD section  
05/28/08

## Submitted applications returned to DHS

Applications were mailed March 10 with a deadline for returning them to DHS of April 25. The following tables depict the demographics of the applications submitted to DHS.

### Submitted applications – March 2008

#### Applicant status

Approved (for any/all programs)	1,203
Denied	968
Pending	316
<b>Total</b>	<b>2,487</b>
Received but not yet processed	74

Source: CAF 5503  
06/11/08

#### Status of applicants by race

	White	Asian	Black	NA/AN*	NH/PI**	Unknown	Total
Approved	967	32	50	46	1	107	1,203
Denied	722	41	29	16	0	160	968
Pended	244	6	13	9	0	44	316
<b>Total</b>	<b>1,933</b>	<b>79</b>	<b>92</b>	<b>71</b>	<b>1</b>	<b>311</b>	<b>2,487</b>

\* Native American or Alaska Native

\*\* Native Hawaiian or Pacific Islander

Source: CAF 5503  
06/11/08

#### Status of applicants by gender and age

Status	Gender		Age			
	Male	Female	19-29	30-49	50-64	65+
Approved	569	634	306	614	278	5
Denied	418	550	236	440	270	22
Pended	155	161	71	161	84	0
<b>Total</b>	<b>1,142</b>	<b>1,345</b>	<b>613</b>	<b>1,215</b>	<b>632</b>	<b>27</b>

Source: CAF 5503  
06/11/08

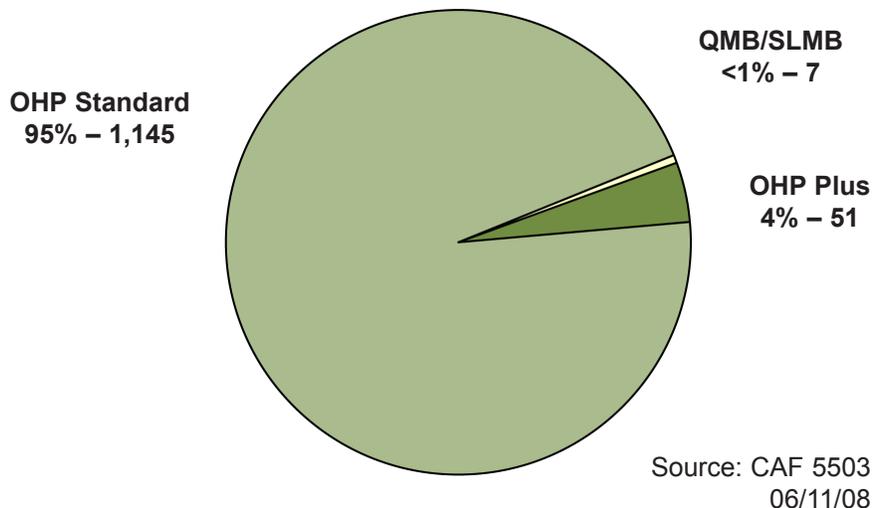
#### Applicants by language

English	2,305
Spanish	192
Russian	28
Vietnamese	15
Other	21
<b>Total</b>	<b>2,561</b>

Source: CAF 5503  
06/11/08

The following chart shows in which benefit package each of the 1,203 approved applicants were enrolled.

**Submitted applications – March 2008  
By benefit package**



### Benefit package names and descriptions

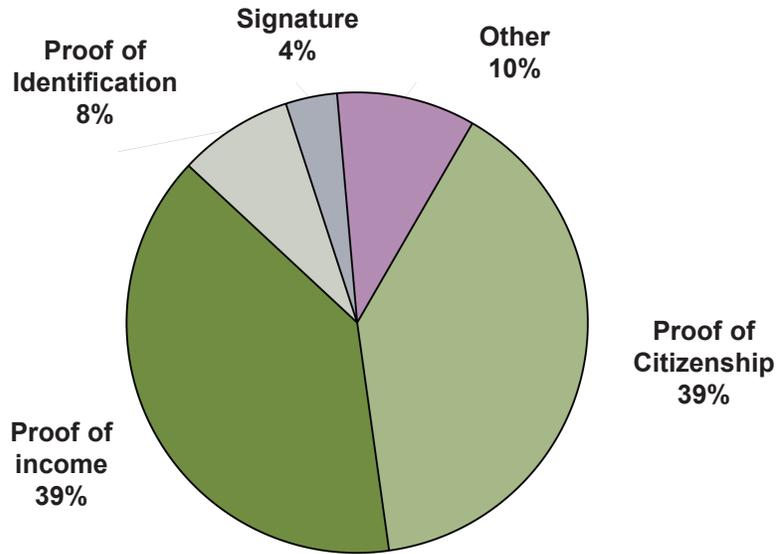
**Qualified Medicare Beneficiary (QMB)** – This benefit package pays for Medicare Part B premiums, applicable coinsurance (except drugs) and/or deductibles not paid by Medicare

**Specified Low-Income Medicare Beneficiary (SLMB)** – Medicaid pays for Medicare Part B premiums

**OHP Plus** – This benefit package covers medical, dental, mental health and chemical dependency services for people who meet Medicaid eligibility requirements. These people fall into the following groups:

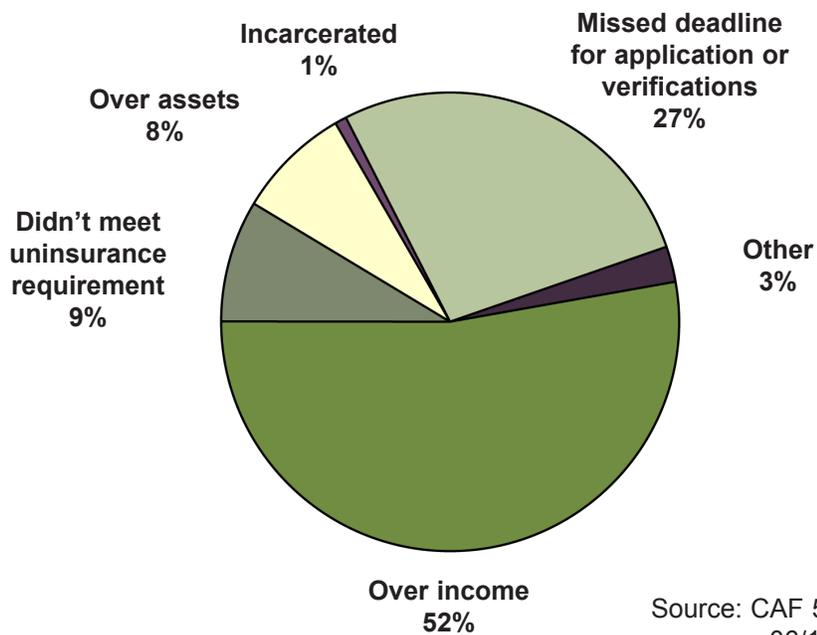
- Children (under age 19)
- Pregnant women
- Adults in families with dependent children
- People with disabilities
- People age 65 or older

**Submitted applications – March 2008**  
**Reasons for pend**



Source: CAF 5503  
 06/11/08

**Submitted applications – March 2008**  
**Reasons for denial**



Source: CAF 5503  
 06/11/08

**Monthly Selections**  
**March 2008**

**Submitted applications – March 2008**  
**Applicants by county of residence**

<b>County</b>	<b>Approved</b>	<b>Denied</b>	<b>Pended</b>	<b>Total</b>
Baker	6	3	6	15
Benton	13	15	2	30
Clackamas	73	61	12	146
Clatsop	9	17	4	30
Columbia	28	11	4	43
Coos	30	21	8	59
Crook	10	8	0	18
Curry	10	2	4	16
Deschutes	42	47	8	97
Douglas	47	49	13	109
Gilliam	1	0	0	1
Grant	2	1	0	3
Harney	4	5	2	11
Hood River	7	9	0	16
Jackson	83	62	26	171
Jefferson	22	8	6	36
Josephine	31	33	14	78
Klamath	45	10	6	61
Lake	3	2	0	5
Lane	125	91	36	252
Lincoln	20	10	8	38
Linn	38	32	13	83
Malheur	4	11	4	19
Marion	102	90	20	212
Morrow	4	2	2	8
Multnomah	265	207	77	549
Polk	22	13	5	40
Sherman	0	1	0	1
Tillamook	8	6	1	15
Umatilla	21	10	2	33
Union	12	7	2	21
Wallowa	3	2	0	5
Wasco	3	6	2	11
Washington	82	96	17	195
Yamhill	28	20	12	60
<b>Total</b>	<b>1,203</b>	<b>968</b>	<b>316</b>	<b>2,487</b>

Source: CAF 5503  
06/11/08

## Follow-up calls

Many applications were submitted to DHS after staff made phone calls to applicants.

### Follow-up calls – March 2008 Contact phone call results

	Number of calls	Apps received after calls	% apps received after calls
<b>Phone call was answered – person likely to apply</b>			
Already submitted application	98	19	19%
Has application and plans to submit	84	6	7%
Taking application to branch for help	3	1	33%
Needs application (Referred caller to local branch or application center)	48	6	13%
Transferred call to phone bank with specific questions	3	3	100%
<b>Total</b>	<b>236</b>	<b>35</b>	<b>15%</b>

<b>Phone call was answered – person will not apply</b>			
Incarcerated	7	0	0
Moved out of state	11	1	9%
Requested to be taken off the list	16	0	0
Deceased	4	0	0
Already has insurance	56	2	4%
Not planning to submit application	42	4	10%
Other	11	0	0
<b>Total</b>	<b>147</b>	<b>7</b>	<b>5%</b>

<b>Phone call was not answered</b>			
Left message	407	50	12%
No number	247	24	10%
Phone disconnected	102	12	12%
No answer	85	8	9%
Wrong number	57	6	11%
Message box full	8	2	25%
Hang up	6	1	17%
Other	0	0	0%
<b>Total</b>	<b>912</b>	<b>103</b>	<b>11%</b>

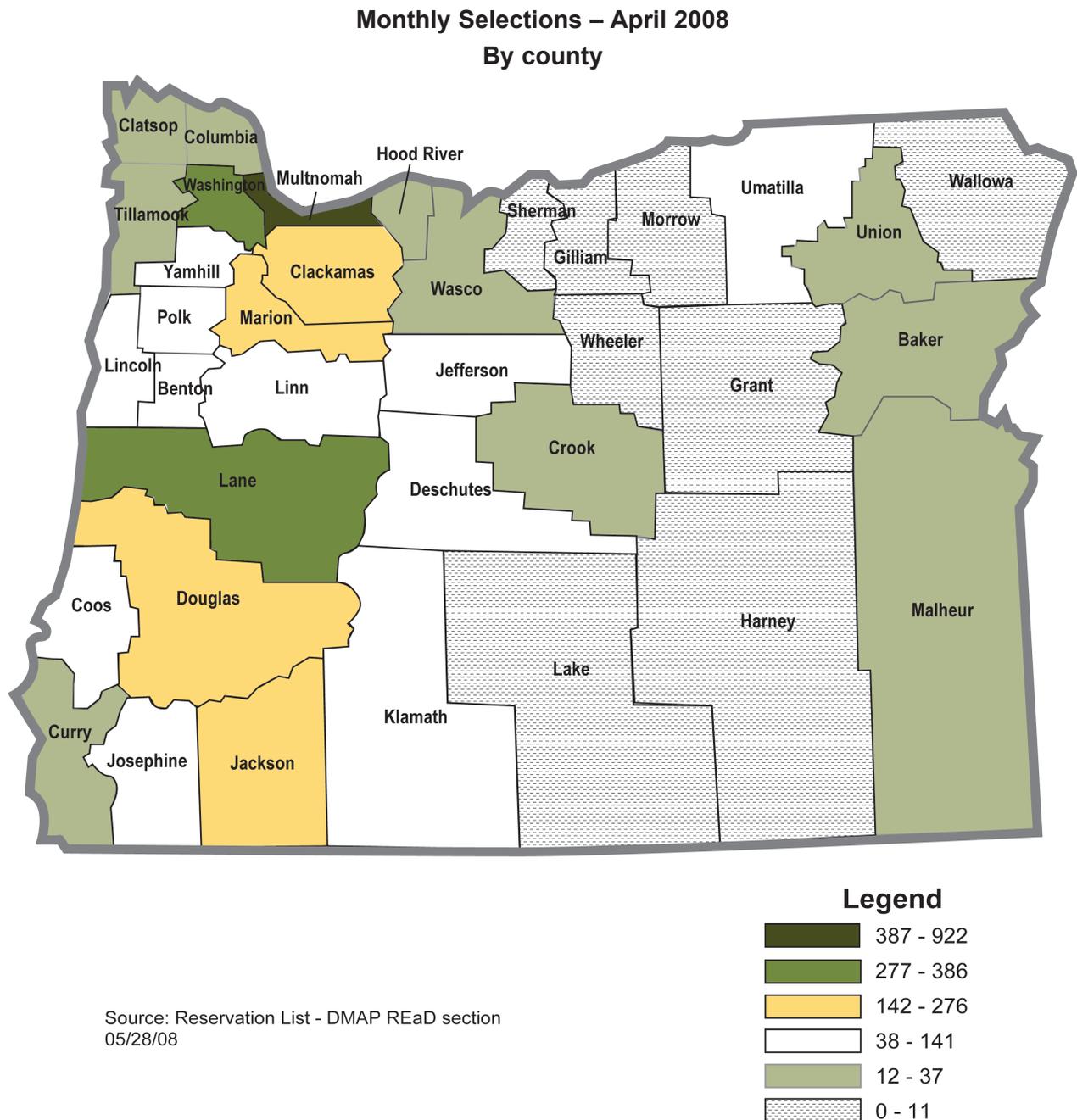
Source: CAF 5503  
05/19/08



## April 2008

Three thousand individuals were randomly selected to receive applications in April. After including other family members listed on the reservation list, this number comes to 3,646.

The following map shows the counties in which each of the 3,646 live.



Monthly Selections  
April 2008

## April selections – county, age and gender

County	Age groups				Total	Gender	
	19-29	30-49	50-64	65+		Female	Male
Baker	3	14	4	0	21	8	13
Benton	22	32	8	2	64	31	33
Clackamas	59	96	46	6	207	113	94
Clatsop	14	12	11	0	37	19	18
Columbia	8	14	13	1	36	23	13
Coos	15	30	27	2	74	39	35
Crook	4	16	7	1	28	16	12
Curry	2	11	6	1	20	10	10
Deschutes	27	53	33	3	116	62	54
Douglas	61	80	49	4	194	102	92
Gilliam	0	0	1	0	1	1	0
Grant	0	8	3	0	11	4	7
Harney	1	4	5	0	10	6	4
Hood river	1	21	10	0	32	17	15
Jackson	36	89	53	10	188	101	87
Jefferson	27	32	14	0	73	33	40
Josephine	28	66	43	4	141	71	70
Klamath	29	40	22	0	91	49	42
Lake	0	6	3	0	9	5	4
Lane	104	179	91	10	384	192	192
Lincoln	6	34	20	1	61	30	31
Linn	32	49	23	4	108	55	53
Malheur	4	12	7	3	26	11	15
Marion	83	131	42	5	261	132	129
Morrow	1	2	5	0	8	5	3
Multnomah	243	430	192	18	883	458	425
Polk	20	19	12	0	51	24	27
Sherman	1	0	0	2	3	2	1
Tillamook	5	5	9	1	20	10	10
Umatilla	19	29	12	2	62	38	24
Union	10	8	6	1	25	14	11
Wallowa	0	1	4	0	5	1	4
Wasco	14	9	7	2	32	18	14
Washington	83	133	56	8	280	153	127
Wheeler	0	0	0	0	0	0	0
Yamhill	15	37	12	2	66	29	37
Unknown	4	9	5	0	18	11	7
<b>Total</b>	<b>981</b>	<b>1,711</b>	<b>861</b>	<b>93</b>	<b>3,646</b>	<b>1,893</b>	<b>1,753</b>

Source: Reservation List DB – DMAP REaD section  
05/28/08

Monthly Selections  
April 2008

## Submitted applications returned to DHS

Applications were mailed April 7 with a deadline for returning them to DHS of May 23. The following tables depict the demographics of the applications submitted returned to DHS.

### Submitted applications – April 2008

#### Applicant status

Approved (for any/all programs)	1,058
Denied	836
Pending	465
<b>Total</b>	<b>2,359</b>
Received but not yet processed	31

Source: CAF 5503  
06/23/08

#### Status of applicants by race

	White	Asian	Black	NA/AN*	NH/PI**	Unknown	Total
Approved	828	41	33	31	3	122	1,058
Denied	602	37	29	10	1	157	836
Pended	355	16	17	12	0	65	465
<b>Total</b>	<b>1,785</b>	<b>94</b>	<b>79</b>	<b>53</b>	<b>4</b>	<b>344</b>	<b>2,359</b>

\* Native American or Alaska Native

\*\* Native Hawaiian or Pacific Islander

Source: CAF 5503  
06/23/08

#### Status of applicants by gender and age

Status	Gender		Age			
	Male	Female	19-29	30-49	50-64	65+
Approved	520	538	259	545	251	3
Denied	358	478	212	384	213	27
Pended	241	224	124	233	108	0
<b>Total</b>	<b>1,119</b>	<b>1,240</b>	<b>595</b>	<b>1,162</b>	<b>572</b>	<b>30</b>

Source: CAF 5503  
06/23/08

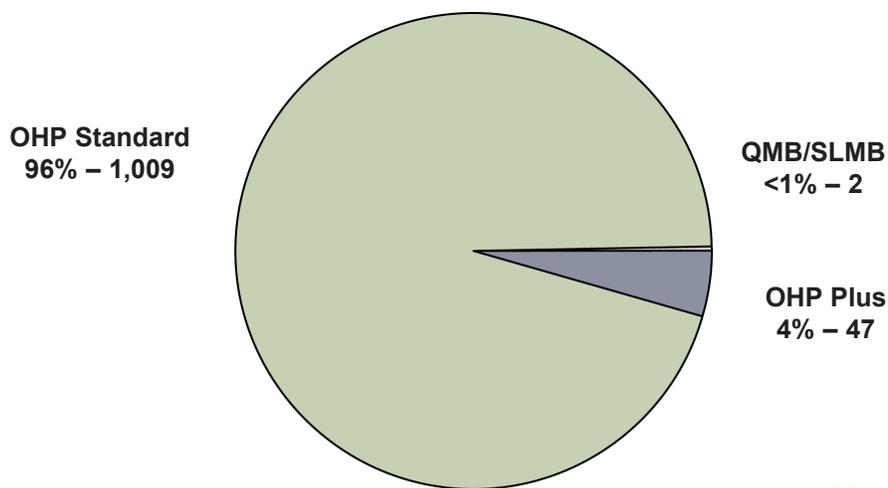
#### Applicants by language

English	2,126
Spanish	197
Russian	18
Vietnamese	24
Other	25
<b>Total</b>	<b>2,390</b>

Source: CAF 5503  
06/23/08

The following chart shows in which benefit package each of the 1,058 approved applicants were enrolled.

**Submitted applications – April 2008  
By benefit package**



Source: CAF 5503  
06/23/08

## Benefit package names and descriptions

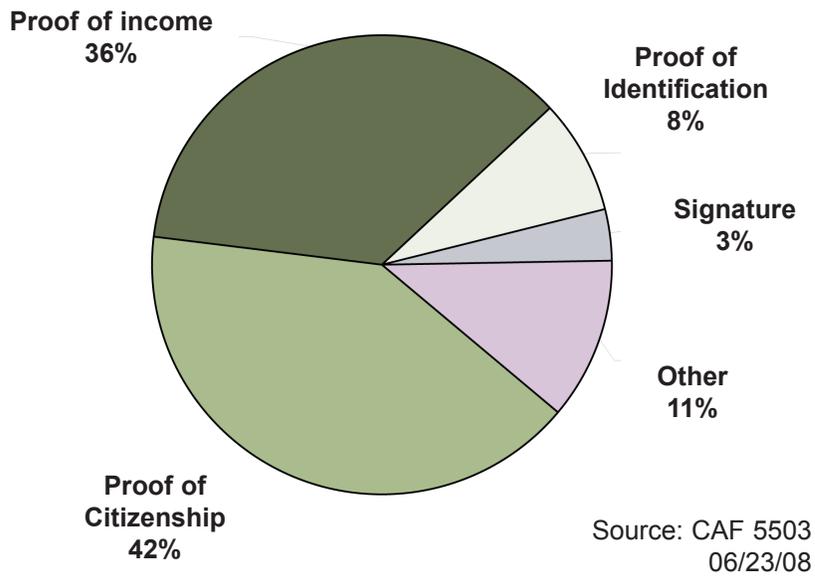
**Qualified Medicare Beneficiary (QMB)** – This benefit package pays for Medicare Part B premiums, applicable coinsurance (except drugs) and/or deductibles not paid by Medicare

**Specified Low-Income Medicare Beneficiary (SLMB)** – Medicaid pays for Medicare Part B premiums

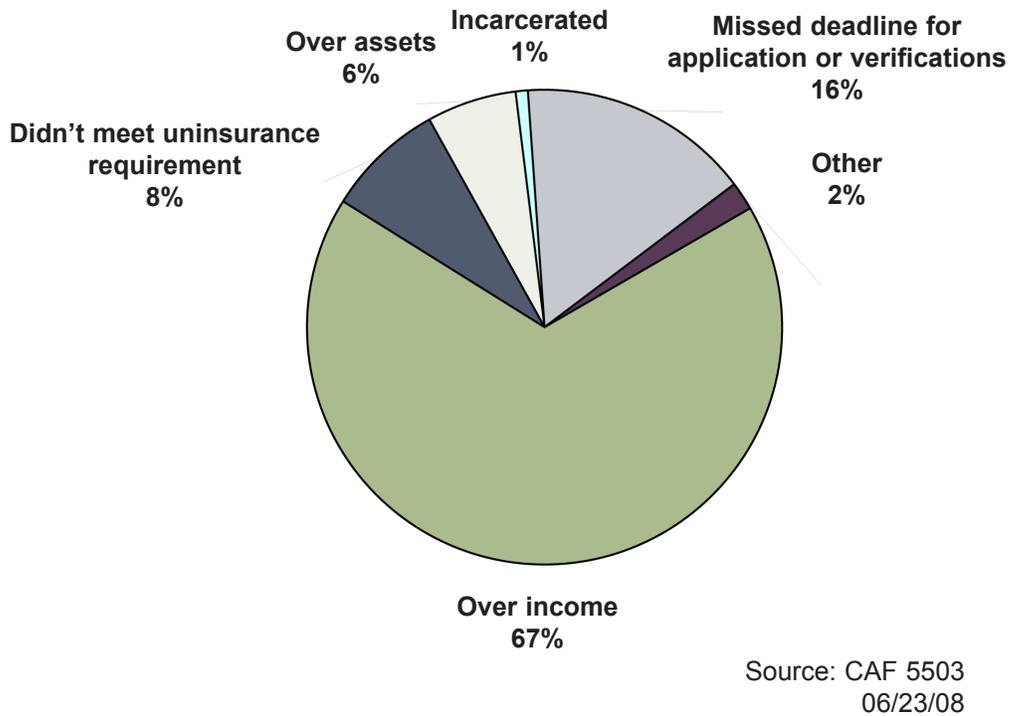
**OHP Plus** – This benefit package covers medical, dental, mental health and chemical dependency services for people who meet Medicaid eligibility requirements. These people fall into the following groups:

- Children (under age 19)
- Pregnant women
- Adults in families with dependent children
- People with disabilities
- People age 65 or older

**Submitted applications – April 2008  
Reasons for pend**



**Submitted applications – April 2008  
Reasons for denial**



Monthly Selections  
April 2008

**Submitted applications – April 2008  
Applicants by county of residence**

<b>County</b>	<b>Approved</b>	<b>Denied</b>	<b>Pended</b>	<b>Total</b>
Baker	7	4	3	14
Benton	20	17	11	48
Clackamas	64	55	27	146
Clatsop	10	5	4	19
Columbia	17	3	3	23
Coos	25	15	9	49
Crook	10	3	6	19
Curry	7	3	5	15
Deschutes	33	36	11	80
Douglas	66	30	24	120
Gilliam	1	0	0	1
Grant	2	3	2	7
Harney	5	0	0	5
Hood River	18	9	2	29
Jackson	52	39	27	118
Jefferson	15	11	8	34
Josephine	40	38	19	97
Klamath	27	22	14	63
Lake	5	2	1	8
Lane	108	87	44	239
Lincoln	11	9	13	33
Linn	38	30	6	74
Malheur	6	7	3	16
Marion	91	53	38	182
Morrow	1	2	3	6
Multnomah	239	198	102	539
Polk	7	15	12	34
Sherman	0	2	0	2
Tillamook	3	7	1	11
Umatilla	15	18	7	40
Union	7	11	4	22
Wallowa	3	1	0	4
Wasco	4	6	8	18
Washington	76	71	38	185
Yamhill	25	24	10	59
<b>Total</b>	<b>1,058</b>	<b>836</b>	<b>465</b>	<b>2,359</b>

Source: CAF 5503  
06/23/08

## Follow-up calls

Many applications were submitted to DHS after staff made phone calls to applicants.

### Follow-up calls – April 2008 Contact phone call results

	Number of calls	Apps received after calls	% apps received after calls
<b>Phone call was answered – person likely to apply</b>			
Already submitted application	110	50	45%
Has application and plans to submit	242	42	17%
Taking application to branch for help	4	0	0%
Needs application (Referred caller to local branch or application center)	45	2	4%
Transferred call to phone bank with specific questions	13	1	8%
<b>Total</b>	<b>414</b>	<b>95</b>	<b>23%</b>

<b>Phone call was answered – person will not apply</b>			
Incarcerated	5	0	0%
Moved out of state	8	0	0%
Requested to be taken off the list	2	0	0%
Deceased	2	0	0%
Already has insurance	60	1	2%
Not planning to submit application	24	0	0%
Other	11	1	9%
<b>Total</b>	<b>112</b>	<b>2</b>	<b>2%</b>

<b>Phone call was not answered</b>			
Left message	716	85	12%
No number	168	9	5%
Phone disconnected	140	8	6%
No answer	101	16	16%
Wrong number	83	2	2%
Message box full	12	0	0%
Hang up	6	1	17%
Other	3	0	0%
<b>Total</b>	<b>1,229</b>	<b>121</b>	<b>10%</b>

Source: CAF 5503  
05/19/08





## May selections – county, age and gender

County	Age groups				Total	Gender	
	19-29	30-49	50-64	65+		Female	Male
Baker	5	11	10	2	28	13	15
Benton	20	27	10	1	58	30	28
Clackamas	75	117	64	5	261	141	120
Clatsop	14	15	8	0	37	18	19
Columbia	3	16	10	0	29	19	10
Coos	30	43	33	1	107	60	47
Crook	6	6	6	0	18	6	12
Curry	3	8	12	0	23	9	14
Deschutes	37	66	22	0	125	68	57
Douglas	44	60	42	5	151	86	65
Gilliam	0	2	2	0	4	1	3
Grant	4	0	1	0	5	1	4
Harney	1	8	4	0	13	6	7
Hood river	10	17	5	0	32	17	15
Jackson	55	99	51	4	209	117	92
Jefferson	33	21	12	0	66	40	26
Josephine	34	34	39	2	109	61	48
Klamath	19	38	16	3	76	38	38
Lake	2	5	1	0	8	3	5
Lane	103	163	118	14	398	202	196
Lincoln	12	29	17	0	58	33	25
Linn	27	52	37	1	117	59	58
Malheur	3	15	6	0	24	10	14
Marion	71	120	66	3	260	137	123
Morrow	0	3	4	0	7	4	3
Multnomah	226	394	192	13	825	419	406
Polk	18	9	5	2	34	18	16
Sherman	0	1	1	0	2	1	1
Tillamook	9	8	6	1	24	16	8
Umatilla	17	33	17	4	71	39	32
Union	3	11	10	0	24	13	11
Wallowa	4	5	4	0	13	6	7
Wasco	5	13	6	0	24	15	9
Washington	79	146	56	6	287	157	130
Wheeler	0	3	3	0	6	4	2
Yamhill	21	39	16	0	76	37	39
Unknown	3	5	2	0	10	6	4
<b>Total</b>	<b>996</b>	<b>1,642</b>	<b>914</b>	<b>67</b>	<b>3,619</b>	<b>1,910</b>	<b>1,709</b>

Source: Reservation List DB – DMAP REaD section  
05/28/08

## Submitted applications returned to DHS

Applications were mailed May 7 with a deadline for returning them to DHS of June 23. The following tables depict the demographics of the applications submitted to DHS.

### Submitted applications – May 2008

#### Applicant status

Approved (for any/all programs)	680
Denied	523
Pending	1,203
<b>Total</b>	<b>1,775</b>
Received but not yet processed	457

Source: CAF 5503  
07/07/08

#### Status of applicants by race

	White	Asian	Black	NA/AN*	NH/PI**	Unknown	Total
Approved	541	22	21	19	0	77	680
Denied	378	33	18	7	0	87	523
Pended	462	18	14	9	0	69	572
<b>Total</b>	<b>1,381</b>	<b>73</b>	<b>53</b>	<b>35</b>	<b>0</b>	<b>233</b>	<b>1,775</b>

\* Native American or Alaska Native

\*\* Native Hawaiian or Pacific Islander

Source: CAF 5503  
07/07/08

#### Status of applicants by gender and age

Status	Gender		Age			
	Male	Female	19-29	30-49	50-64	65+
Approved	329	351	169	332	179	0
Denied	229	294	112	232	155	24
Pended	282	290	143	293	135	1
<b>Total</b>	<b>840</b>	<b>935</b>	<b>424</b>	<b>857</b>	<b>469</b>	<b>25</b>

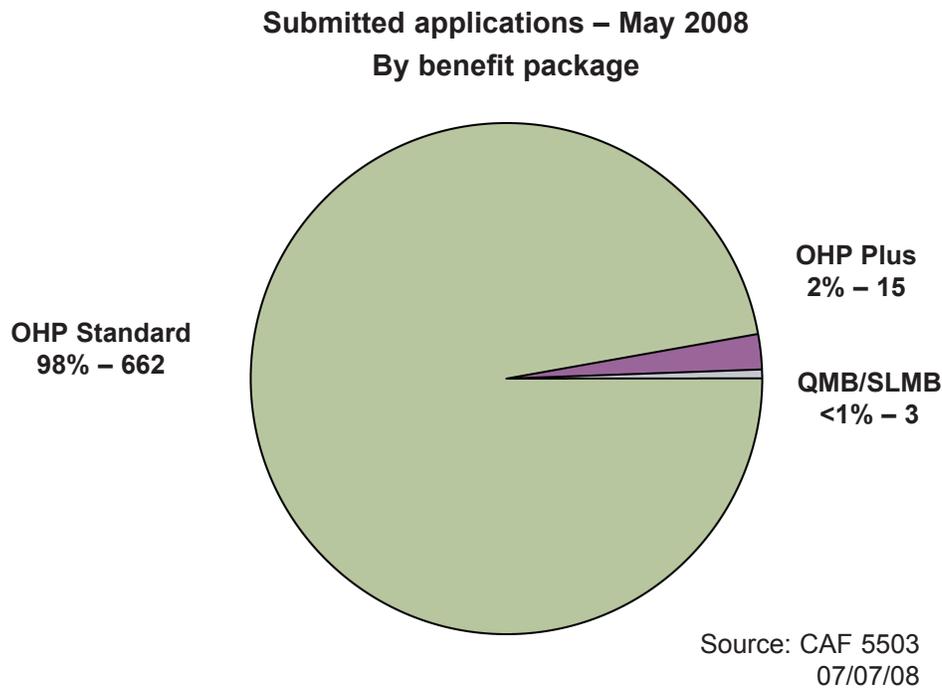
Source: CAF 5503  
07/07/08

#### Applicants by language

English	2,022
Spanish	144
Russian	28
Vietnamese	22
Other	16
<b>Total</b>	<b>2,232</b>

Source: CAF 5503  
07/07/08

The following chart shows in which benefit package each of the 680 approved applicants were enrolled.



## Benefit package names and descriptions

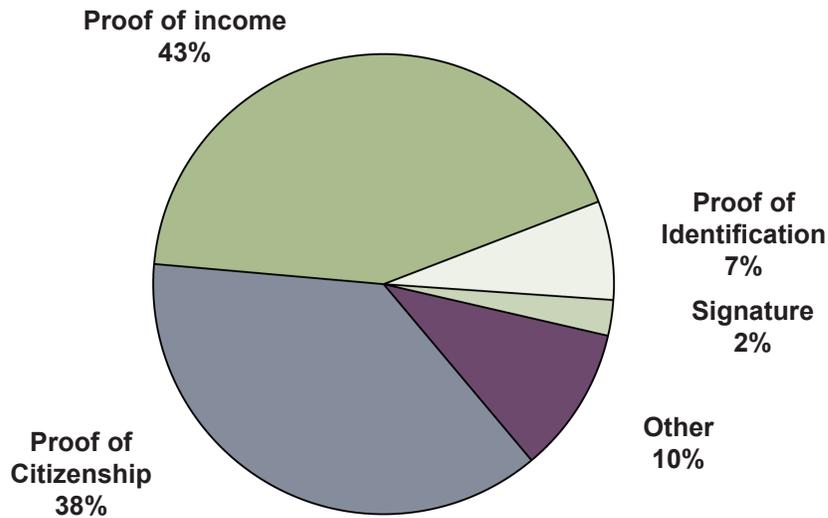
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**Specified Low-Income Medicare Beneficiary (SLMB)** – Medicaid pays for Medicare Part B premiums

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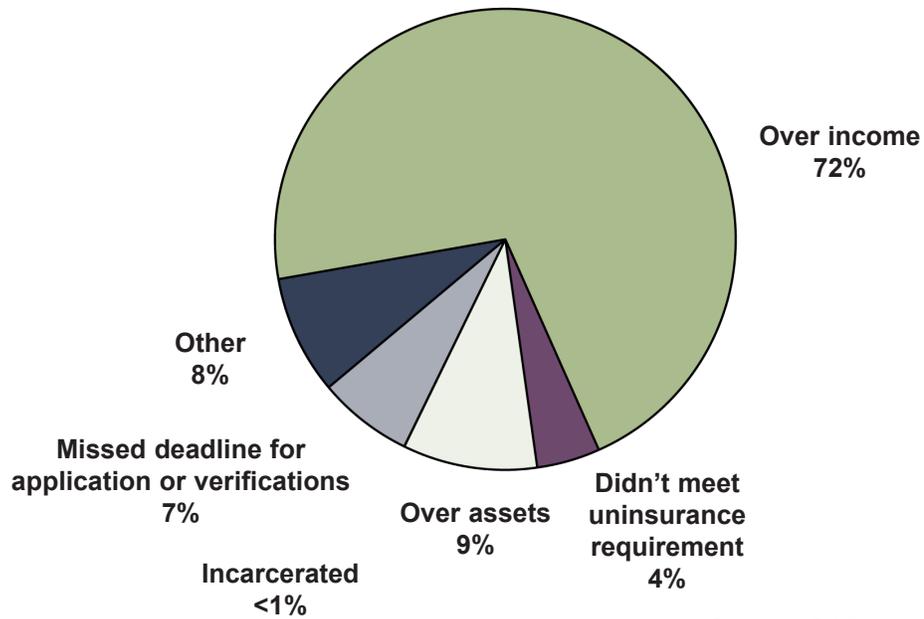
- Children (under age 19)
- Pregnant women
- Adults in families with dependent children
- People with disabilities
- People age 65 or older

**Submitted applications – May 2008  
Reasons for pend**



Source: CAF 5503  
07/07/08

**Submitted applications – May 2008  
Reasons for denial**



Source: CAF 5503  
07/07/08

**Submitted applications – May 2008**  
**Applicants by county of residence**

County	Approved	Denied	Pended	Total
Baker	5	7	3	15
Benton	13	9	11	33
Clackamas	46	59	38	143
Clatsop	6	4	4	14
Columbia	6	5	10	21
Coos	25	18	27	70
Crook	3	3	2	8
Curry	7	2	4	13
Deschutes	19	19	21	59
Douglas	35	29	20	84
Gilliam	0	1	2	3
Grant	3	0	2	5
Harney	3	3	2	8
Hood River	6	4	4	14
Jackson	39	29	49	117
Jefferson	6	4	4	14
Josephine	22	15	22	59
Klamath	9	10	14	33
Lake	2	3	0	5
Lane	78	55	60	193
Lincoln	17	5	13	35
Linn	20	9	26	55
Malheur	9	5	2	16
Marion	52	38	32	122
Morrow	5	2	0	7
Multnomah	139	95	123	357
Polk	7	7	4	18
Sherman	0	0	1	1
Tillamook	4	4	2	10
Umatilla	11	14	8	33
Union	4	3	5	12
Wallowa	3	0	4	7
Wasco	7	4	4	15
Washington	48	44	39	131
Wheeler	3	0	2	5
Yamhill	18	14	8	40
<b>Total</b>	<b>680</b>	<b>523</b>	<b>572</b>	<b>1,775</b>

Source: CAF 5503  
07/07/08

## Follow-up calls

Many applications were submitted to DHS after staff made phone calls to applicants.

### \*Follow-up calls – May 2008 Contact phone call results

	Number of calls	Apps received after calls	% apps received after calls
<b>Phone call was answered – person likely to apply</b>			
Already submitted application			
Has application and plans to submit			
Taking application to branch for help			
Needs application (Referred caller to local branch or application center)			
Transferred call to phone bank with specific questions			
<b>Total</b>			

<b>Phone call was answered – person will not apply</b>			
Incarcerated			
Moved out of state			
Requested to be taken off the list			
Deceased			
Already has insurance			
Not planning to submit application			
Other			
<b>Total</b>			

<b>Phone call was not answered</b>			
Left message			
No number			
Phone disconnected			
No answer			
Wrong number			
Message box full			
Hang up			
Other			
<b>Total</b>			

Source: CAF 5503  
0x/xx/08

*\*This data is not yet available*



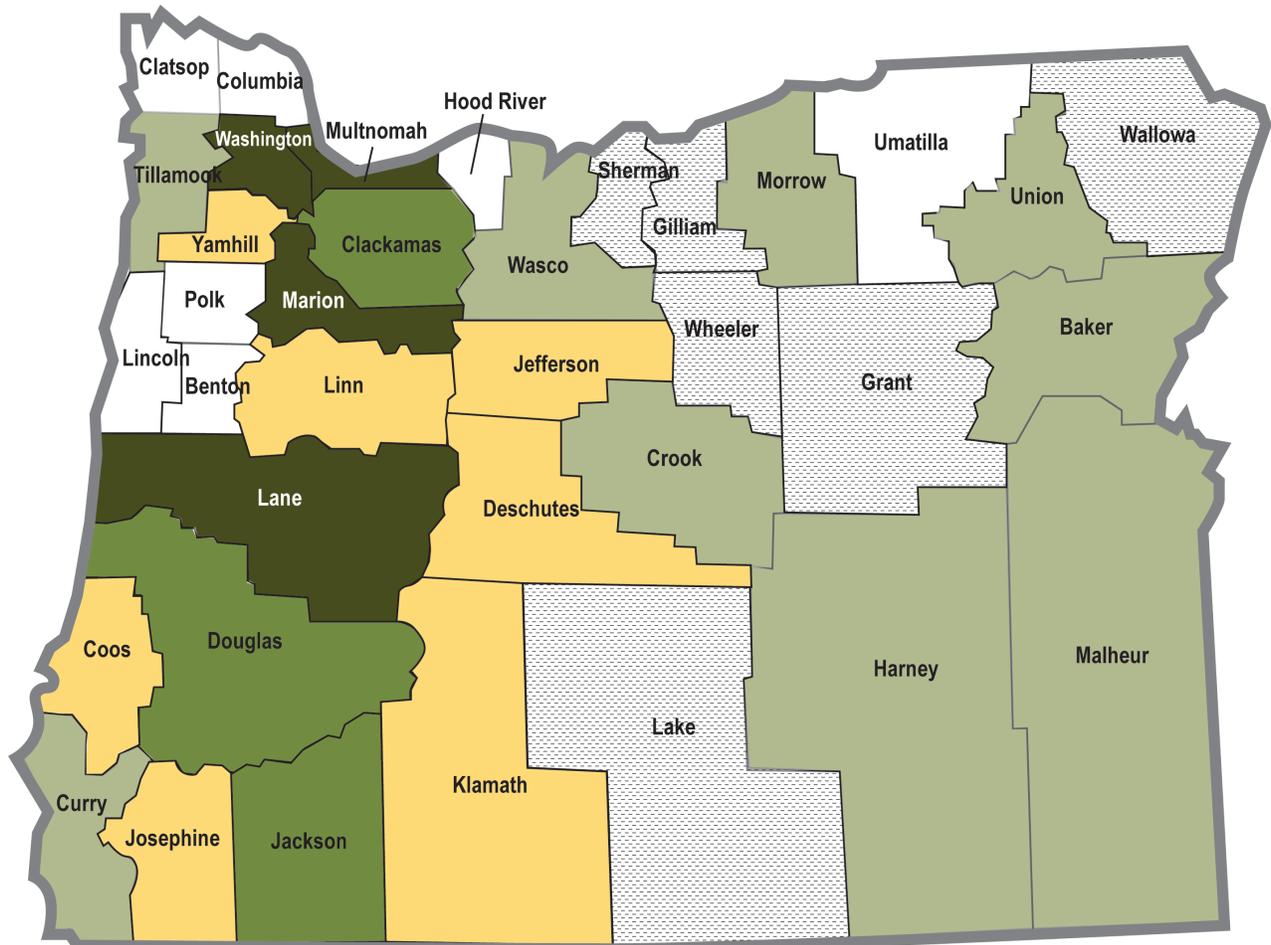
# Cumulative Results

## March through May selections

Nine thousand individuals were randomly selected to receive applications between March and May. After including other family members listed on the reservation list, this number comes to 10,922.

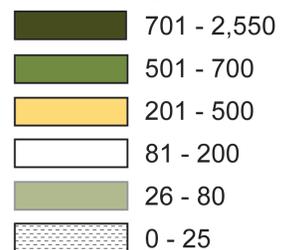
The following map shows the counties in which each of the 10,922 live.

**Cumulative Results – March through May 2008  
By county**



Source: Reservation List - DMAP REaD section  
05/28/08

### Legend



Cumulative results

## March through May selections – county, age and gender

County	Age groups				Total	Gender	
	19-29	30-49	50-64	65+		Female	Male
Baker	13	31	22	2	<b>68</b>	30	38
Benton	58	78	26	3	<b>165</b>	82	83
Clackamas	191	309	160	15	<b>675</b>	366	309
Clatsop	44	41	29	0	<b>114</b>	58	56
Columbia	19	60	37	1	<b>117</b>	72	45
Coos	64	114	81	6	<b>265</b>	140	125
Crook	13	38	16	2	<b>69</b>	36	33
Curry	10	27	27	1	<b>65</b>	30	35
Deschutes	104	181	86	6	<b>377</b>	195	182
Douglas	152	211	128	14	<b>505</b>	278	227
Gilliam	0	3	3	0	<b>6</b>	3	3
Grant	4	12	4	1	<b>21</b>	7	14
Harney	5	23	11	0	<b>39</b>	20	19
Hood river	16	47	19	1	<b>83</b>	44	39
Jackson	154	305	157	18	<b>634</b>	358	276
Jefferson	90	76	35	1	<b>202</b>	100	102
Josephine	86	154	120	8	<b>368</b>	194	174
Klamath	69	119	57	6	<b>251</b>	126	125
Lake	3	12	7	0	<b>22</b>	12	10
Lane	299	538	297	31	<b>1,165</b>	595	570
Lincoln	31	93	55	2	<b>181</b>	99	82
Linn	99	150	97	8	<b>354</b>	182	172
Malheur	11	43	20	4	<b>78</b>	33	45
Marion	239	384	187	10	<b>820</b>	437	383
Morrow	3	12	11	1	<b>27</b>	14	13
Multnomah	662	1,223	619	46	<b>2,550</b>	1,282	1,268
Polk	52	53	31	2	<b>138</b>	70	68
Sherman	1	2	1	2	<b>6</b>	4	2
Tillamook	23	24	27	2	<b>76</b>	42	34
Umatilla	43	92	40	9	<b>184</b>	104	80
Union	25	33	18	3	<b>79</b>	45	34
Wallowa	7	9	9	0	<b>25</b>	12	13
Wasco	22	29	19	3	<b>73</b>	43	30
Washington	251	406	173	25	<b>855</b>	472	383
Wheeler	0	3	3	0	<b>6</b>	4	2
Yamhill	58	110	46	5	<b>219</b>	106	113
Unknown	10	22	8	0	<b>40</b>	25	15
<b>Total</b>	<b>2,931</b>	<b>5,067</b>	<b>2,686</b>	<b>238</b>	<b>10,922</b>	<b>5,720</b>	<b>5,202</b>

Source: DMAP REaD section  
05/28/08

Cumulative results

## Submitted applications returned to DHS

As of May 7, applications have been mailed to 10,922 people. The following tables show the status of those applications.

### Submitted applications – March through May

#### Applicant status

Approved (for any/all programs)	2,941
Denied	2,327
Pending	1,984
<b>Total</b>	<b>6,621</b>
Received but not yet processed	562

Source: CAF 5503  
07/07/08

#### Status of applicants by race

	White	Asian	Black	NA/AN*	NH/PI**	Unknown	Total
Approved	2,336	95	104	96	4	306	2,941
Denied	1,702	111	76	33	1	404	2,327
Pended	1,061	40	44	30	0	178	1,353
<b>Total</b>	<b>5,099</b>	<b>246</b>	<b>224</b>	<b>159</b>	<b>5</b>	<b>888</b>	<b>6,621</b>

\* Native American or Alaska Native

\*\* Native Hawaiian or Pacific Islander

Source: CAF 5503  
07/07/08

#### Status of applicants by gender and age

Status	Gender		Age			
	Male	Female	19-29	30-49	50-64	65+
Approved	1,418	1,523	734	1,491	708	8
Denied	1,005	1,322	560	1,056	638	73
Pended	678	675	338	687	327	1
<b>Total</b>	<b>3,101</b>	<b>3,520</b>	<b>1,632</b>	<b>3,234</b>	<b>1,673</b>	<b>82</b>

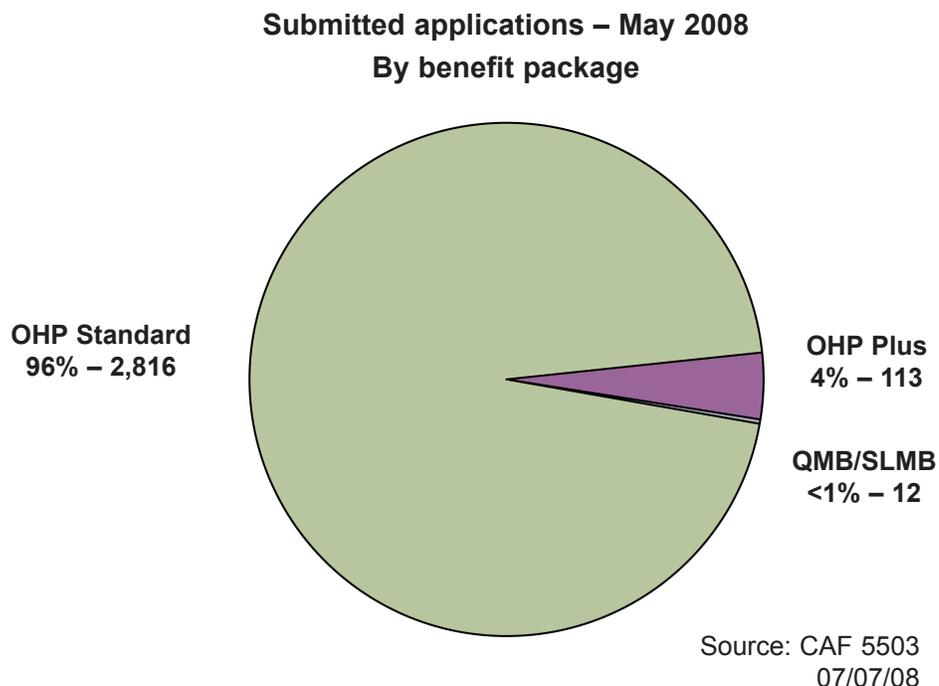
Source: CAF 5503  
07/07/08

#### Applicants by language

English	6,453
Spanish	533
Russian	74
Vietnamese	61
Other	62
<b>Total</b>	<b>7,183</b>

Source: CAF 5503  
07/07/08

The following chart shows in which benefit package each of the 2,941 approved applicants were enrolled.



## Benefit package names and descriptions

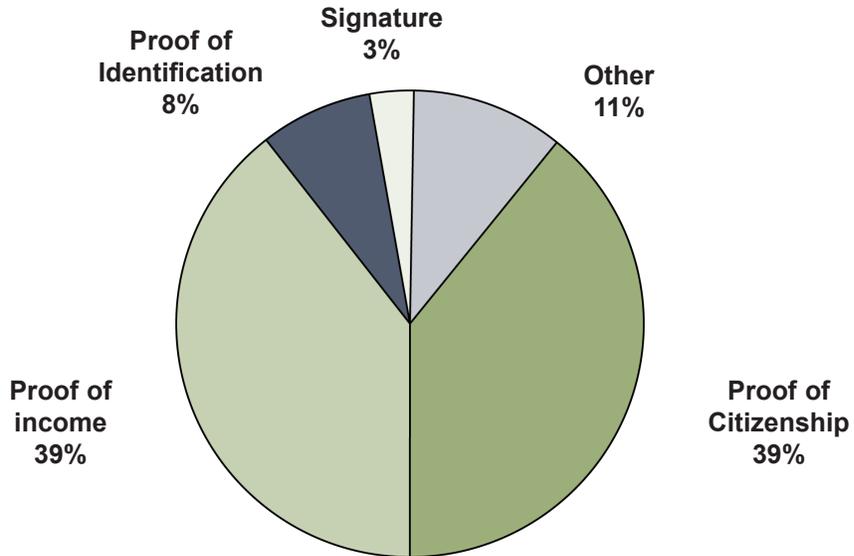
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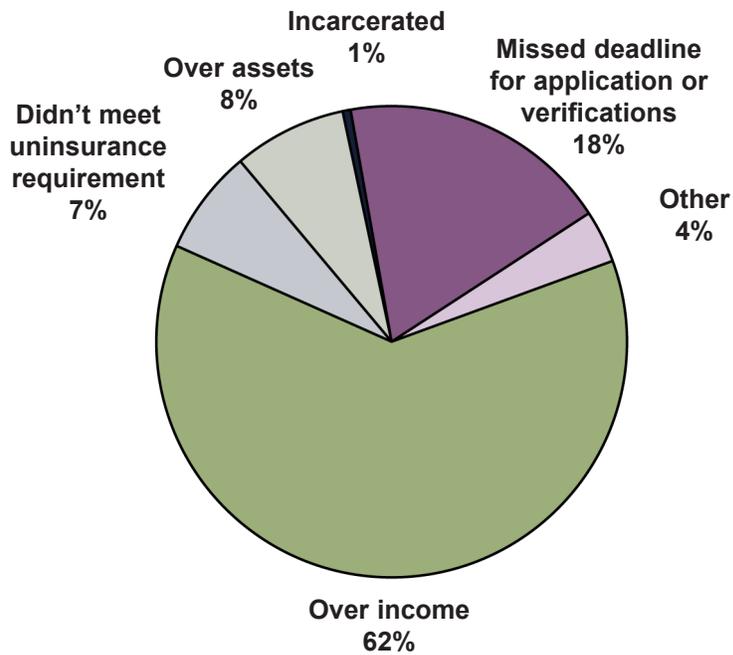
- Children (under age 19)
- Pregnant women
- Adults in families with dependent children
- People with disabilities
- People age 65 or older

**Submitted applications – March through May  
Reasons for pend**



Source: CAF 5503  
07/07/08

**Submitted applications – March through May  
Reasons for denial**



Source: CAF 5503  
07/07/08

Cumulative results

**Submitted applications – March through May**  
**Applicants by county of residence**

<b>County</b>	<b>Approved</b>	<b>Denied</b>	<b>Pended</b>	<b>Total</b>
Baker	18	14	12	44
Benton	46	41	24	111
Clackamas	183	175	77	435
Clatsop	25	26	12	63
Columbia	51	19	17	87
Coos	80	54	44	178
Crook	23	14	8	45
Curry	24	7	13	44
Deschutes	94	102	40	236
Douglas	148	108	57	313
Gilliam	2	1	2	5
Grant	7	4	4	15
Harney	12	8	4	24
Hood River	31	22	6	59
Jackson	174	130	102	406
Jefferson	43	23	18	84
Josephine	93	86	55	234
Klamath	81	42	34	157
Lake	10	7	1	18
Lane	311	233	140	684
Lincoln	48	24	34	106
Linn	96	71	45	212
Malheur	19	23	9	51
Marion	245	181	90	516
Morrow	10	6	5	21
Multnomah	643	500	302	1,445
Polk	36	35	21	92
Sherman	0	3	1	4
Tillamook	15	17	4	36
Umatilla	47	42	17	106
Union	23	21	11	55
Wallowa	9	3	4	16
Wasco	14	16	14	44
Washington	206	211	94	511
Wheeler	3	0	2	5
Yamhill	71	58	30	159
<b>Total</b>	<b>2,941</b>	<b>2,327</b>	<b>1,353</b>	<b>6,621</b>

Source: CAF 5503  
07/07/08

**Cumulative applicant status**

	<b>March</b>	<b>April</b>	<b>May</b>	<b>Total</b>
<b># Originally selected</b>	3,657	3,646	3,619	<b>10,922</b>
<b>Approved</b>	1,203	1,058	680	<b>2,941</b>
<b>Denied</b>	968	836	523	<b>2,327</b>
<b>Approved/denied subtotal</b>	<b>2,171</b>	<b>1,894</b>	<b>1,203</b>	<b>5,268</b>
<b>Pended</b>	316	465	572	<b>1,353</b>
<b>Not yet processed</b>	74	31	457	<b>562</b>
<b>Total applications submitted</b>	<b>2,561</b>	<b>2,390</b>	<b>2,232</b>	<b>7,183</b>
				<b>Average</b>
<b>% Returned</b>	70%	65%	62%	<b>66%</b>
<b>% Approved</b>	47%	29%	30%	<b>35%</b>
<b>% Denied</b>	38%	23%	23%	<b>28%</b>

Source: DMAP REaD section  
07/07/08

