

Oregon Eligibility (ONE) Applicant Portal FAQs

The Oregon Eligibility (ONE) Applicant Portal will be available to the public on October 24, 2016. The information below is intended to help people get answers to basic questions about the Applicant Portal and how to apply for or renew OHP coverage. For questions not answered here, call OHP Customer Service at 1-800-699-9075, Monday through Friday, 7 am to 6 pm.

How do I apply for health coverage?

Go to OregonHealthCare.gov and answer a few screening questions to find out the best application path for you.

How do I know if I can apply or renew online, using ONE?

If you have no OHP benefits right now, or recently lost your OHP benefits, you can apply online.

If you are renewing, your renewal letter will tell you if you can renew online. If it says "ONE" at the top right corner, you can renew online.

If anyone else in your household is receiving OHP benefits right now, and their application was submitted before December 1, 2015, you generally cannot apply using the Applicant Portal, even though you are not receiving benefits yourself.

If you are an OHP member and reported a change that made you ineligible for OHP in the last year, or if you failed to renew by the date specified in your renewal letter, you may not be able to re-apply online. If you create an account in the Applicant Portal and do not see a link to apply, you will need to submit a paper or PDF application.

What do I need to set up an online account?

You will need a computer, internet access and an email address. The site works best with the following browsers: Internet Explorer 10, 9 or 8; Firefox; and Google Chrome.

How long does it take to complete the process?

The time needed to set up your account and submit your application can vary from person to person. After you have submitted your application, if you are eligible, your benefits could begin immediately. However, the process can take up

to 45 days if OHP staff need to review your application or the documents you submitted.

I got a letter that says “Request for Information.” What do I need to do?

In some cases, OHA has to get proof of the information you put in your paper or PDF application or into the Applicant Portal. The letter you receive will include examples of the kinds of documents you need to submit. It is important to respond by the deadline in the letter. If you have an Applicant Portal account, the best way to submit the documents is to upload them. If you have the documents ready, DHS office staff can help you send them in. Alternately, you can fax or mail the documents.

I need help to send my application or additional documents. What do I do?

Local DHS or APD/AAA office staff can forward your documents to OHP Customer Service. The DHS or APD/AAA office can give you proof of the date you gave them the documents. This can be a fax confirmation, a copy of the front page of the application with the date on it, or a Receipt for Documents ([MSC 1335](#)) that lists what you gave the DHS or APD/AAA office and on what date.

How do I get help applying?

OHA community partners can help people apply for OHP with a paper application, PDF and online. To find a local community partner:

- Go to OregonHealthCare.gov and click “Get help.”
- Community partners also offer application assistance at some DHS branch offices at scheduled times.

When is OHP Customer Service open?

Monday through Friday, 7 a.m. to 6 p.m.