

# Winding down the COVID-19 Public Health Emergency (PHE) Partner Webinar

Hosted by Oregon Department of Human Services (ODHS)  
and Oregon Health Authority (OHA)

February 13, 2024



# Language and disability access

- We will share today's material at the February 27 Spanish webinar.
- For live captioning, please click on the "cc" button located at the bottom of your screen.
- For real time interpretation to American Sign Language, please see the pinned video on your screen.

# Zoom webinar tips



Use the Q&A function to ask questions at any time.

- We will spend the last 15 minutes answering questions.
- We will follow up on any questions we cannot answer today.
- If you would prefer to ask your question verbally, please ask to be unmuted in the Q&A box.



This webinar is being recorded.

- It will be shared on our webinars page at **KeepCoveredPartners.Oregon.gov** as soon as possible.

# Agenda

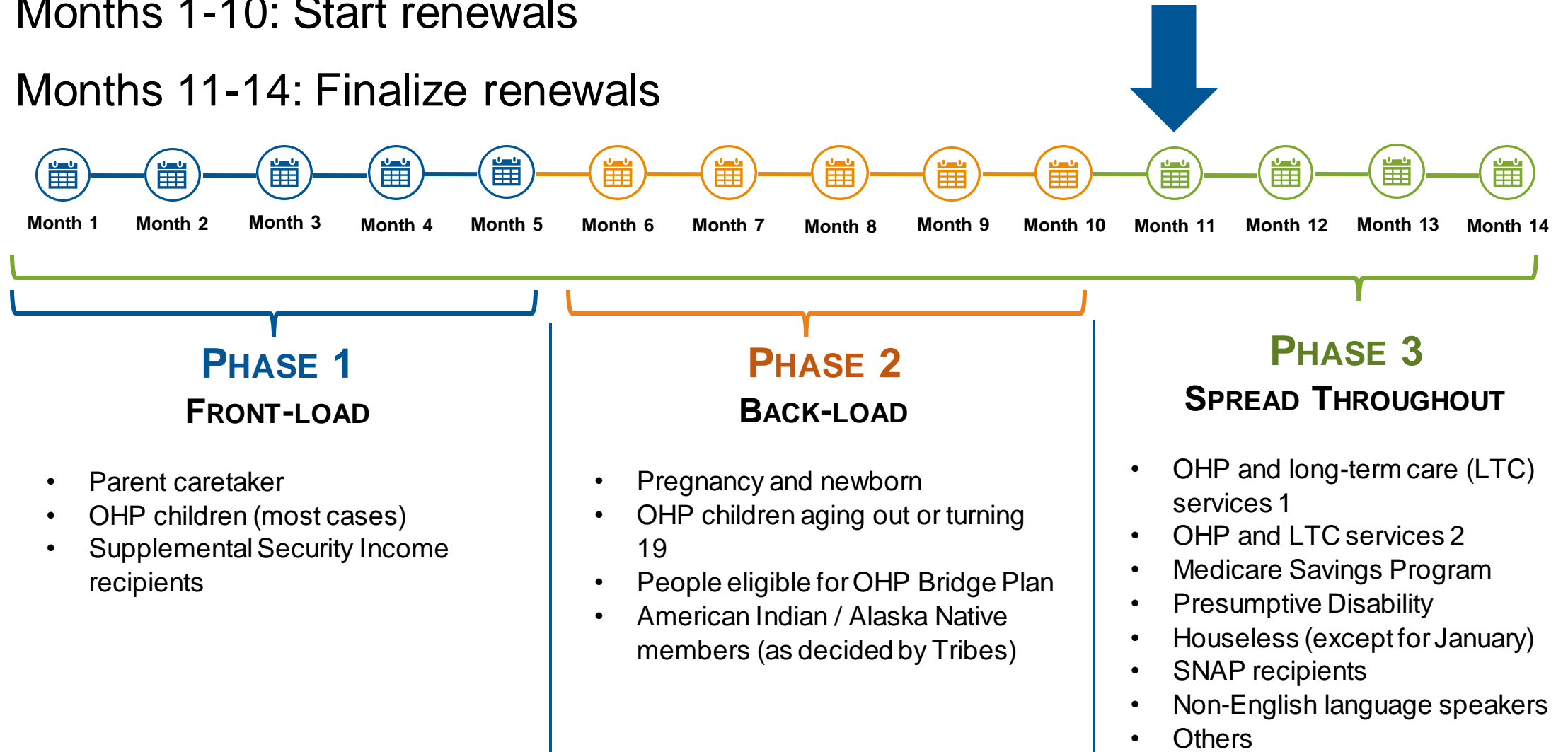
- Medical renewals updates
  - Current status and national ranking
  - Requests for information
  - Ways members can respond
- Marketplace special enrollment period
- OHP updates in 2023 and 2024
- Questions and answers
- Resources for partners

# Medical renewal updates

Current status; KFF national ranking; requests for information and ways to respond

# February: Month 11 of Unwinding Renewals

- Months 1-10: Start renewals
- Months 11-14: Finalize renewals

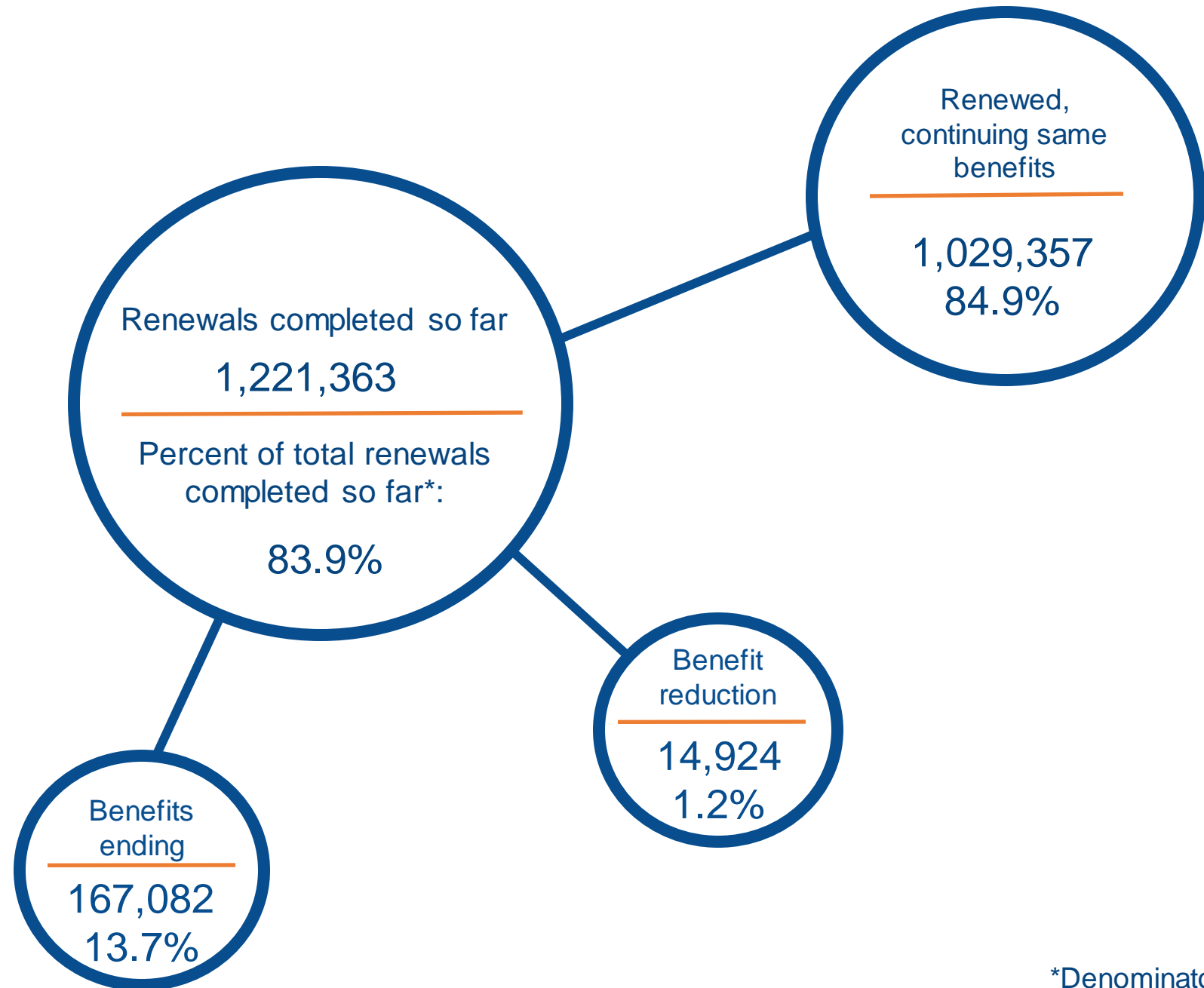


# Extended Unwinding Timeline

- Over 100,000 renewals have not been started yet—many of whom are affected by ex parte and OSIPM renewal issues.
- Awaiting approval of new timeline from CMS
- System updates to automated renewal process and notices scheduled in May
- Proposed plan:
  - Stagger renewals over 4 months, starting in June.
  - 90-day response and 60-day termination timelines remain the same.
  - Renewals started in June would have until end of September to respond, would close at end of November if ineligible.
  - Final renewals would be started in September, have until December to respond, and would close in February 2025 if ineligible

# Renewal Outcome Summary

Completed renewals as of 01/27/2024



\*Denominator uses total members as of December

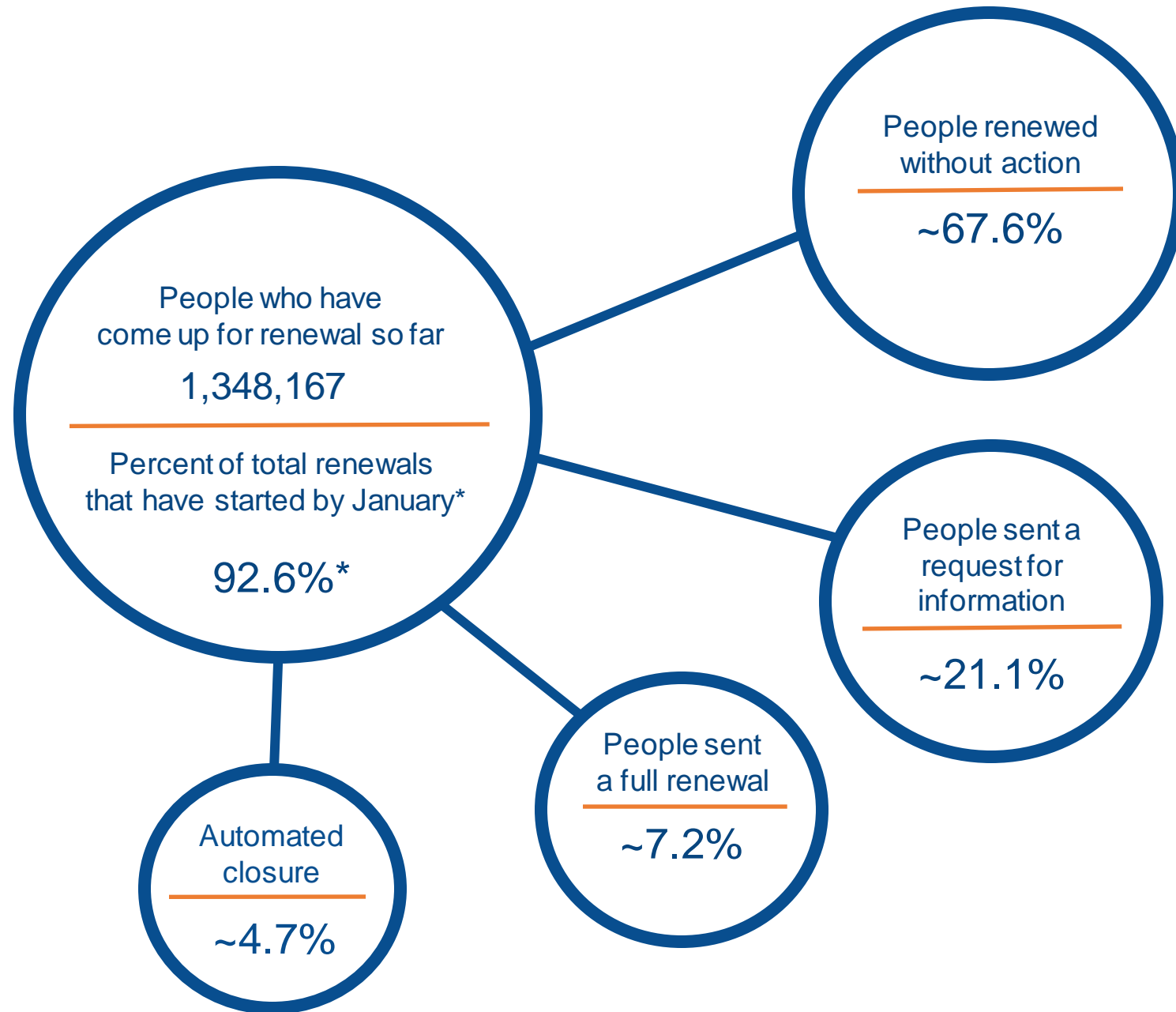


# Outgoing Renewal Types

April '23-Jan. '24

Data indicates what we asked of people during renewal.

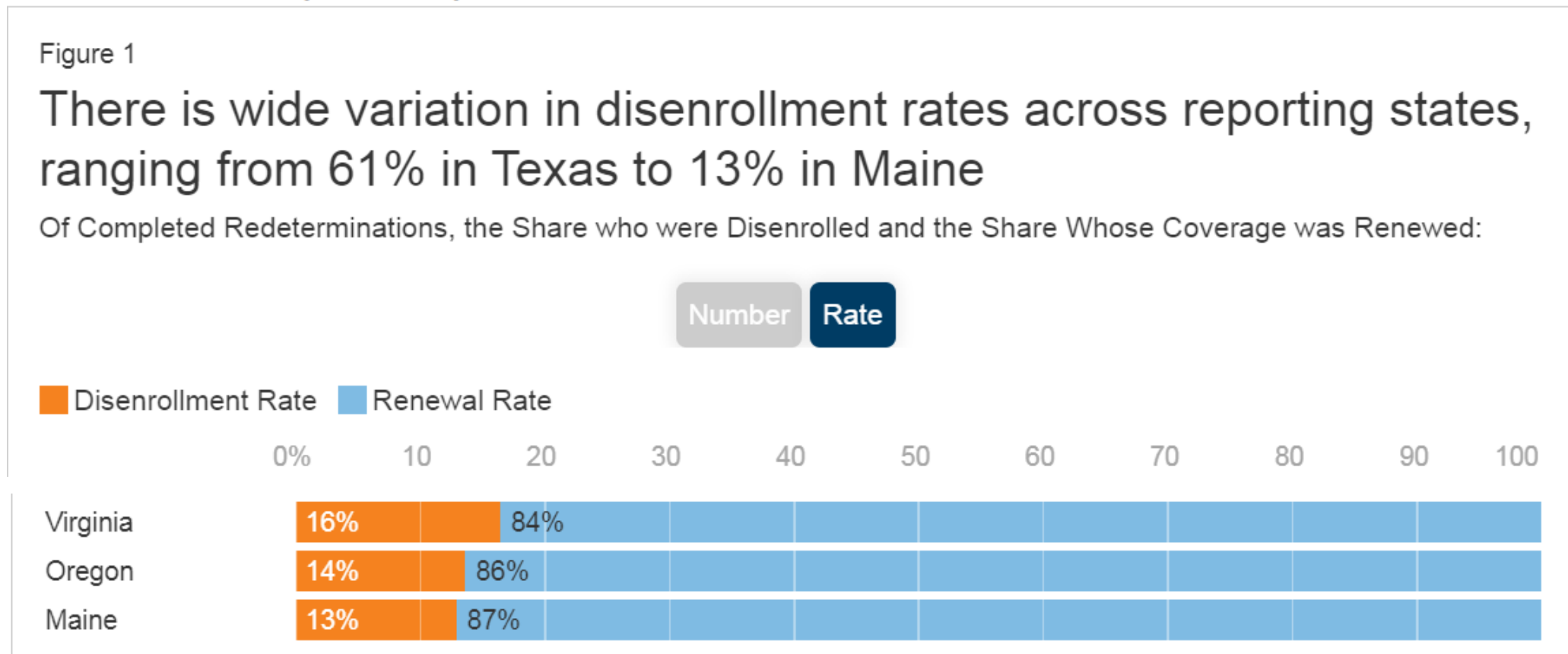
Does not include later outcomes or responses.



\*Denominator uses total members as of December

# KFF National Comparison

- Oregon has the second highest renewal rate in the nation, barely behind Maine:



<https://www.kff.org/report-section/medicaid-enrollment-and-unwinding-tracker-overview/>

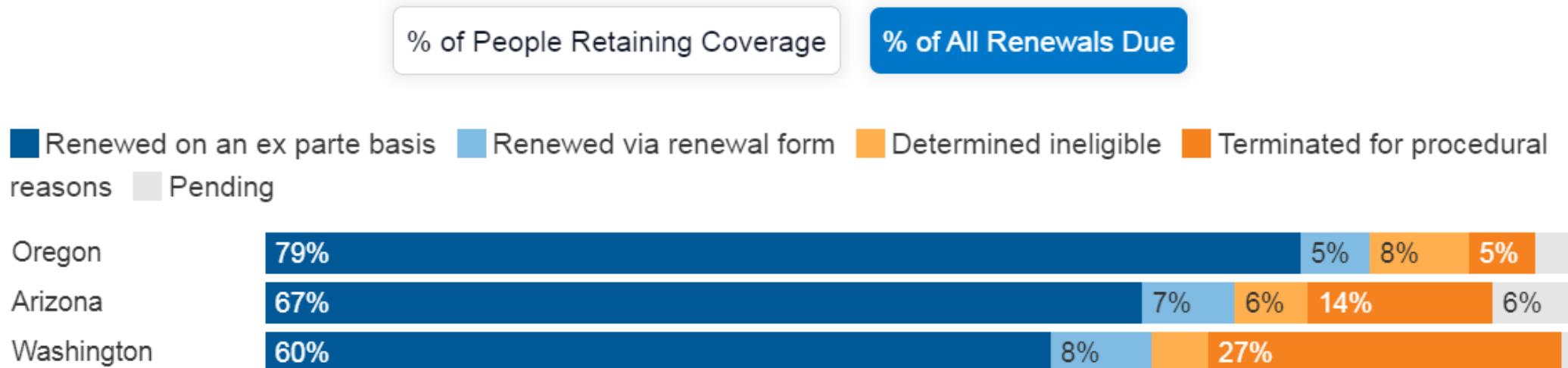
# KFF National Comparison

- Oregon has saved more people from unnecessary paperwork than any other state:

Figure 4

Overall, 31% of all renewals were conducted via *ex parte* processes, as of January 16, 2024

Of All Renewals Due, the Share Renewed Via *Ex Parte* vs. All Other Renewal Outcomes



# Requests for Information

- The most common requests are for:
  - Income-related proof such as paystubs, or
  - Forms of identification such as a government identification or birth certificate.
- The “Information Needed” or “Proof We Need” section of the request for information says what the member needs to send in.

**! Take Action**

Information Complete

**Action Needed**

**Information We Need**

There are some questions we need the answers for. Those questions are listed below. You need to give answers by the due date. You can use the space below the questions to answer. You need to give us this information by phone, mail, online or other ways listed in 'Ways to Complete.'

[Redacted]

Information Needed:	Needed for:	Due Date:
Does anyone currently receive following benefits in another state or in Oregon - SNAP, TANF, Medical, Refugee Benefits, Child Care Assistance, Tribal TANF, Tribal Child Care Assistance, FDPIR?	Medical	[Redacted]

No  Yes

# Ways Members Can Respond

- Ways to send requested information:
  - Scan and upload documents using their ONE Online account or Oregon ONE Mobile app. Go to **benefits.oregon.gov** for instructions.
  - Call ONE Customer Service at 800-699-9075 (TTY 711).
  - Call or drop off at a local Oregon Department of Human Services (ODHS) office or Area Agency on Aging (AAA) Type B office
  - Mail to PO Box 14015, Salem OR 97301
  - Fax to 503-378-5628 (Salem)
- If the request says the member needs to have an interview:
  - It is important to schedule one right away.
  - Members can call ONE Customer Service to do this.
  - They can also call or stop by their local ODHS or AAA-Type B office.

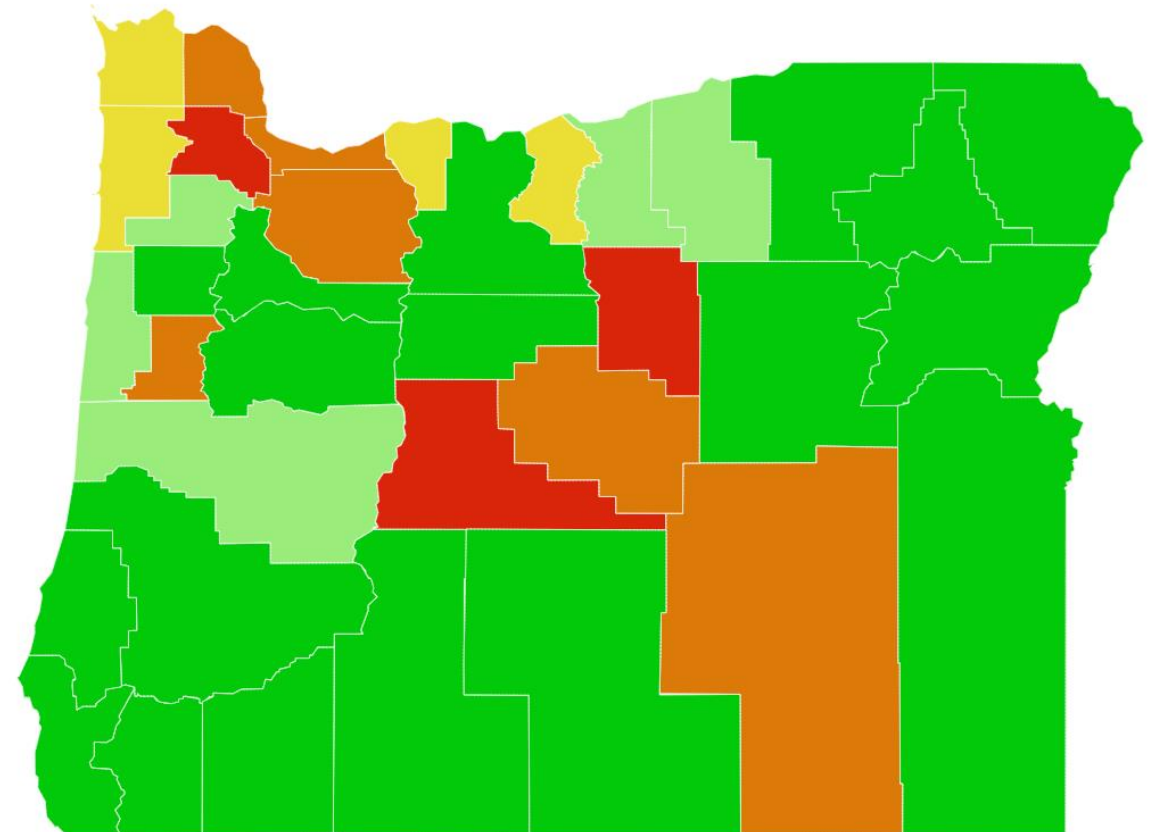
# Non-response Demographics

- Oregon's doing great nationally, but what gaps remain?
- Initial comparison of non-response demographics to overall OHP demographics indicates some populations that are proportionately responding less:
  - People who are houseless
  - People over 65 years old
  - Long Term Services and Supports (prior to OSIPM restorations)
  - Asian and Native Hawaiian/Pacific Islander communities
  - Greater Portland, Corvallis, North Coast, Columbia Gorge, Central Oregon, Wheeler and Harney counties

# Nonresponse Data Trends

- Houseless:
  - Generally concentrated in population centers
  - Houseless youth
- Over 65:
  - Less likely to respond to full renewals
  - Particularly 65-68 year olds new to Medicare
- Most common nonresponses:
  - Zero income proof
  - Annual Income
  - Earned income
  - Social Security Number
  - Pursuit of Unemployment

Response rate by region:



# Response to Demographic Data

- Place based ad campaign focusing on houseless, over 65, and Asian/Pacific Islander communities
- Outreach efforts to organizations serving priority groups and/or in priority regions
  - Houseless outreach prior to January's point in time counts
  - Using other connections; eg ODHS' faith-based outreach, youth experiencing homelessness program grantees
- Additional materials customized to population
- Extension of unwinding work to match extended timeline—open to more ideas!

Waterproof "Palm Card" for houseless outreach:



**Update your address. Don't have one right now?**  
List friends, family, an organization you trust.

 Get free help, call **800-699-9075**

 Find a community partner at **KeepCovered.Oregon.gov**

 Ask for a free PO Box at any U.S. Post Office.

**Keep checking the mail for your renewal letters.**  
When they come, do what they ask.  
Get free help as listed above.



# Marketplace special enrollment period

What you need to know about the Marketplace

# OHP vs. Marketplace Income Eligibility

OHP for children 0-18\*

305%

OHP for pregnant adults\*

190%

OHP for adults 19-64\*

138%

FPL

100%

200%

300%

400%

Potentially eligible for OHP

Premium tax credits (no upper income limit to qualify)

Cost-sharing reductions 250%

Members of federally recognized Tribes

Zero cost-sharing

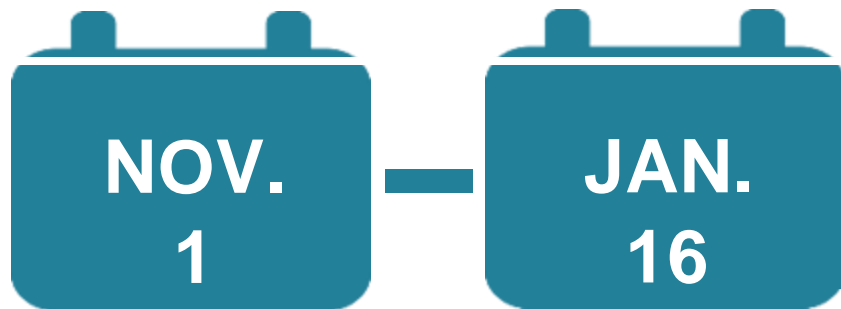
300%

Limited cost-sharing

# Marketplace Enrollment Periods

## Open enrollment period (OEP)

Apply for coverage



For the next plan year

## Special enrollment period (SEP)

Apply for coverage



For the current plan year



Birth/adoption



Loss of coverage



Turned 26



Immigration/  
citizenship



Change in  
income



Moving



Leaving  
incarceration



Marriage

# Unwinding Special Enrollment Period (SEP)

- March 31, 2023 through July 31, 2024
- Available to Marketplace-eligible individuals who:
  - Submit a new application or update an existing application between March 31, 2023, and July 31, 2024,
  - Answer “Yes” to the application question asking if their Medicaid or CHIP coverage ended recently or will end soon, and
  - Attest to a last date of Medicaid or CHIP coverage between March 31, 2023, and July 31, 2024.
- Individuals will not be required to submit documentation of a qualifying life event to be eligible for this SEP.
- Coverage starts the first of the month following enrollment

# Window Shopping Tool: OregonHealthCare.gov/WindowShop

1 Coverage Profile      2 Browse Plans      3 Select a Plan      [Get Help](#)      English

## Browse Health Plans

52 plans in 97302 (Marion County)

Medical Plan Sort By: **Good Year Estimates** (Lower monthly cost plans) | **Balanced Cost Estimates** (Balances cost & coverage) | **Bad Year Estimates** (Plans with more coverage)

### My Coverage Profile

Edit Profile | Start Over

Myself (32)

### Filters

52 / 52 plans shown

**Metal Level**

- Bronze
- Silver
- Gold

**Plan Type**

- EPO
- PPO

**Plan Features**

- HSA Eligible

### KP OR Silver 4000/40 CSR 87%

Overall Rating: ★★★★★ (Silver CSR-87)  Compare [View Plan Details](#)

**Monthly Premium:** \$15.94 after \$426 subsidy      **Annual Deductible:** \$650      **Out-of-pocket Limit:** \$2,800

Annual deductible and out-of-pocket limit shown are per-person.

<b>My Doctors</b> <a href="#">Edit</a>	<b>My Prescriptions</b> <a href="#">Edit</a>
✓ Smith, Brent E.	! PROAIR (Inhalant) 90 Mcg/...
<b>My Hospitals</b> <a href="#">Edit</a>	
✓ SALEM HEALTH SALEM HO...	

Annual Cost Estimates

<b>Good Year</b> \$200	<b>Balanced</b> \$1,000	<b>Bad Year</b> \$3,000
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[Show More](#)

### KP Oregon Standard Silver Plan CSR 87%


Overall Rating: ★★★★★ (Silver CSR-87)  Compare [View Plan Details](#)

\$5 visits - 1st 3 PCP/Mental Health

# Find Local Help Tool: OregonHealthCare.gov/GetHelp

An official website of the State of Oregon [How you know »](#)

OREGON.GOV Home Get Started Find local help Oregon Health Insurance Marketplace Oregon Health Plan Medicare Resource center Español

 OregonHealthCare.gov  
Connecting Oregonians to health coverage

Losing Oregon Health Plan benefits?  
**Explore your coverage and savings options.**

Marketplace Intro Video

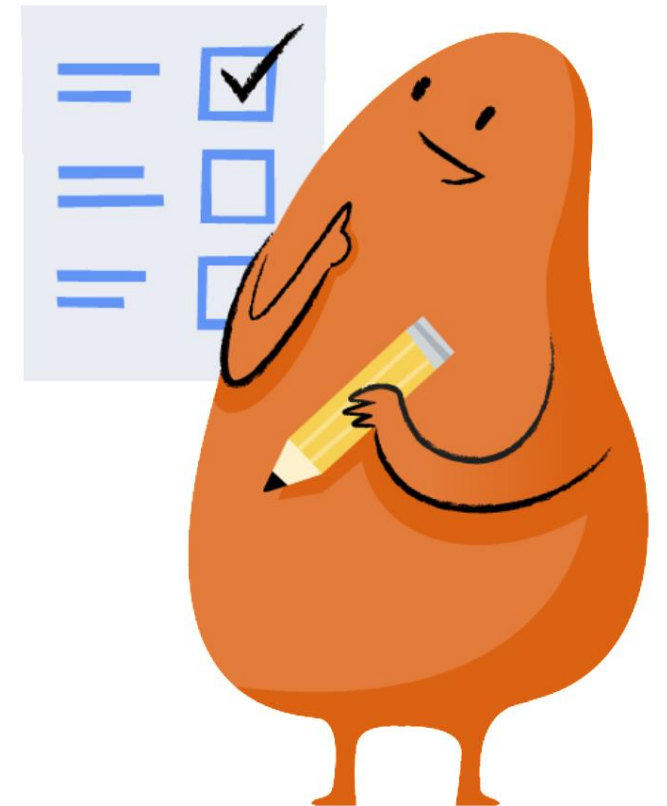
The screenshot shows the OregonHealthCare.gov website. At the top, there is a navigation bar with the Oregon state seal and the text 'An official website of the State of Oregon' and 'How you know »'. Below this is a blue navigation menu with links for 'Home', 'Get Started', 'Find local help', 'Oregon Health Insurance Marketplace', 'Oregon Health Plan', 'Medicare', 'Resource center', and 'Español'. A search icon is located on the right side of the menu. The main content area features a large banner with a background image of a suspension bridge at sunset. The banner includes the Oregon state seal and the text 'OregonHealthCare.gov Connecting Oregonians to health coverage'. Below the banner is a yellow box with the text 'Losing Oregon Health Plan benefits? Explore your coverage and savings options.' At the bottom of the page, there is a video player with a play button and the title 'Marketplace Intro Video'.

# OHP changes in 2023 and 2024

Summaries and where to learn more

# Many Exciting Topics

- Eligibility changes:
  - Healthier Oregon
  - OHP Bridge
  - Continuous Eligibility
- Benefits changes:
  - 2024 handbooks, now including Open Card!
  - Faster CCO Enrollment
  - Transportation Changes
  - EPSDT: Better Coverage for Children
  - Gender Affirming Care
  - Climate Benefits





# Healthier Oregon

- More immigrants qualify for OHP!
- Can qualify for OHP Plus (full medical) benefits regardless of immigration status
- Until July 2023 there were age limits for Healthier Oregon (under 26 or 55+), now it's for any age!
- 40,000 people moved from emergency coverage to full OHP
- Learn more at the [Healthier Oregon website](#), [FAQ](#), or [Outreach toolkit](#) (now with Aging and People with Disabilities materials!)

# OHP Bridge

- OHP Bridge is a new program launching in July 2024
  - Similar to OHP benefits, but will not cover long term services and supports or health related social needs
- Will cover adults up to age 65 who
  - Have income up to 200% of the federal poverty level (FPL)
  - Do not have access to affordable health insurance, and
  - Have eligible citizenship or immigration status
- “MAGI Expanded Adult” Program:
  - During renewals, people under 200% FPL are keeping OHP until OHP Bridge launches.
  - Most but not all will transition to OHP Bridge.

# Learn More: OHP Bridge

- New website!
  - <https://www.oregon.gov/oha/HSD/OHP/Pages/Bridge.aspx>
  - <https://www.oregon.gov/oha/HSD/OHP/Pages/Puente.aspx>
  - Short URLs (OHP.Oregon.gov/Bridge) coming soon!
- For questions: [katie.waldo@oha.oregon.gov](mailto:katie.waldo@oha.oregon.gov)

# Continuous Eligibility

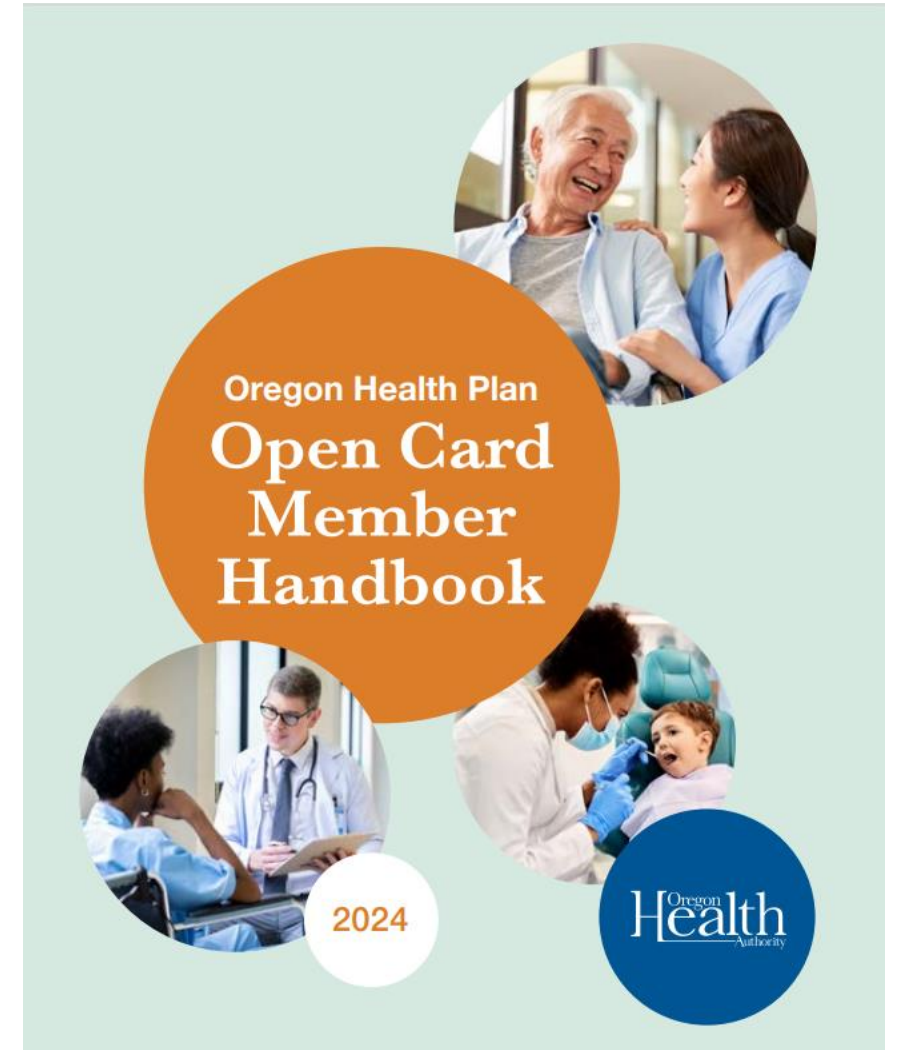
- Most people get to keep their OHP for 2 years, even if circumstances like income change
  - Or until a child's 6th birthday
- A few exceptions:
  - Provisional approval after application/renewal
  - Moving out of state, voluntarily closure, errors or fraud
  - Medicare Savings Programs can end if Medicare ends
  - Some Long-term Services and Supports programs
  - End of Expanded Adult program

# Continuous Eligibility

- Continuous eligibility protections started applying to renewals and new applications in July 2023, but did not change renewal dates.
- February 2024 system update will align most renewal dates with continuous eligibility periods.
  - This will not trigger a new notice to members.
  - Renewal date changes do not apply to Expanded Adult.
  - Some members may still need to renew during their CE period
- More information to come about OHP Bridge transition process and coverage periods
- Learn more: [OHP.Oregon.gov/CE](https://www.OHP.Oregon.gov/CE)

# New Member Handbooks

- Annual updates to member handbooks; find them all at: [OHP.Oregon.gov/Handbooks](https://OHP.Oregon.gov/Handbooks)
- Now including the brand-new open card handbook!
- New member distribution for open card handbook in the works.



# Faster CCO Enrollment

- Most new OHP members will be enrolled in a CCO within a few days after selecting one.
  - Previously, newly enrolled members often spent a week or more on OHP's "Open Card" coverage while they waited to be transitioned to a CCO.
  - By transitioning into a CCO within a few days of starting OHP coverage, it will be easier for new members to find a doctor and reduce disruptions in care.
  - If members do not choose a CCO, most will be assigned one, and the transition may take longer.
- Learn More: [CCO Enrollment Changes Announcement](#)

# Better Coverage for Children

- “Early Preventive Screening, Diagnosis and Treatment”
- Starting in January 2023, OHP can now cover many services for children that weren’t covered before.
- For people under 21, OHP covers all medically necessary and medically appropriate care:
  - Request process: doctor sends request to CCO; appeal if it’s denied.
  - Request a denial in writing if someone tells you it won’t be covered!
- Learn more: [Oregon.gov/EPSDT](https://Oregon.gov/EPSDT) or email [EPSDT.Info@odhsoha.oregon.gov](mailto:EPSDT.Info@odhsoha.oregon.gov)



# Transportation Changes

- OHP benefits include rides or mileage to appointments
- Mileage and hotel/meal reimbursement rate increase:
  - Mileage rate increased from \$0.26 to \$0.44 per mile.
- New pilot program expanding transportation options starts 2/16:
  - CCO ride services can use companies like Lyft/Uber to provide rides for people not needing extra assistance
- Learn more:
  - [Announcement: Nonemergency Transportation Rate Increase](#)
  - [Announcement: CCO NEMT Transportation Network Company Pilot](#)

# Gender Affirming Care

- New rules started Jan. 1, 2024 that prevent denials of gender affirming care for cosmetic reasons:
  - OHP's gender affirming care coverage includes puberty suppression, primary care and specialist doctor visits, mental health care visits, hormone therapy, electrolysis, top surgery, bottom surgery, body contouring, facial gender confirmation surgery, lab work, and more.
  - Follows WPATH standards of care
- Learn more:
  - [Announcement: OHP Gender Affirming Care Changes](#)

# Climate Benefits

- Climate benefits start in March 2024, for instance:
  - Air conditioners/heaters for those at health risk due to weather
  - Air filtration for those at health risk to air quality
- Eligibility: Qualifying Medical Need and “In a life transition”
- After March 1: Contact CCO for screening; Open card members contact Acentra, or local community organizations or county government
- Need help now? CCO OHP members can check with their CCO for climate supports through flexible/health related services
- Learn more: Oregon’s 1115 Medicaid Waiver [website](#), [newsletter](#), and webinars in [English](#) and [Spanish](#).

# Question and Answer Session

- Use the Q&A function to submit your questions!
- If you would prefer to ask your question verbally, please ask to be unmuted in the Q&A box.
- We will respond in writing to any questions that we cannot answer today.
- Questions and answers from past webinars are also posted at **[KeepCoveredPartners.Oregon.gov](https://www.KeepCoveredPartners.Oregon.gov)** (click “Webinars”).



# Partner resources

How to help members respond to renewal notices

# Joint Community Partner Office Hours

Ask additional questions about PHE Unwinding and share your experiences, so we can better prepare for the needs of people in Oregon.

## Upcoming Office Hours at 1 p.m. Pacific Time:

- February 13, 2024
- March 12, 2024
- April 9, 2024
- May 14, 2024
- June 11, 2024
- July 9, 2024

[Register for the full office hour series](#)

[View material and recordings from past office hours](#)



# Partner Toolkit

- The [Partner Toolkit](#) has messaging to help you guide members to the help and next steps they need to take to:
  - Respond to their renewal letters, or
  - Find other coverage if they no longer qualify for OHP.
- Find the toolkit in 14 languages at **[KeepCoveredPartners.Oregon.gov](https://www.KeepCoveredPartners.Oregon.gov)**.



# Free communication help or funding

- **Order free posters, table tents and fact sheets for your location** to remind people to update addresses and reply to renewal letters.
  - You can [order free materials in 14 languages](#).
- **Ask for free help or funds to support your communications.** To ask for this help:
  - Email [OHPCampaign@MetGroup.com](mailto:OHPCampaign@MetGroup.com) or
  - Fill out [the online request form](#).
- Find more free communication material at [KeepCoveredPartners.Oregon.gov](https://www.KeepCoveredPartners.Oregon.gov).









# Keep Covered partner newsletter

- Each month, get updates about:
  - Webinars
  - Renewal progress
  - Changes to food or medical benefits
  - Information to share with members
- [Sign up for free text or email updates](#)

**Keep Covered - Updates on changes to Oregon benefits**  
*Oregon Health Authority sent this update at 10/26/2023 03:45 PM PDT*

Having trouble viewing this email? [View it as a Web page.](#)



Oct. 26, 2023

**In this update:**

- Renewal updates: Oregon's progress, incorrect notices update, where members need help
- What is the Marketplace?
- Member messages: P-EBT food benefits and ONE Customer Service Center wait times
- Winding down the COVID-19 Public Health Emergency webinars: November webinar agenda now available

# Dashboards at Benefits.Oregon.gov

## ONE Eligibility Operations Dashboards

One out of every three people in Oregon are supported and served through the ONE Eligibility and families receive the medical, food, cash and child care benefits that help them thrive through

These dashboards are designed to display data for:

- Tracking the state's progress in determining eligibility for medical programs
- Monitoring the customer service experience for people calling the ONE Customer Service Center to apply for or ask for medical and child care benefits

Medical Redeterminations Dashboard

ONE Customer Service Center Dashboard



Two dashboards at **benefits.oregon.gov**.  
Scan the QR to go to the webpage.

# Share your feedback with us!

- Share your questions, comments and concerns about supporting members through renewals:
  - Email [feedback@odhsoha.oregon.gov](mailto:feedback@odhsoha.oregon.gov), or
  - Use our [Feedback Webform](#).
- Our goal is to funnel all feedback to a single location where we can:
  - Prioritize and resolve urgent equity issues and
  - Track trends to enact changes across state systems.



# Thank you for attending!

[Email us](#) or [use the webform](#) to let us know what you would like to learn at partner webinars in 2024.