OregONEligibility
Update
January 2020
What is OregONEligibility?

The state of Oregon is upgrading our current Medicaid eligibility system, called OregONEligibility, or ONE.

This upgrade is a major step toward helping us achieve a “person-centered, no wrong door” approach to customer service.
This change enables Oregonians to apply for multiple programs with just one application and in the way that is most convenient for them. They also have online access to their benefit information 24/7.

- Cash assistance
- Child care
- Food assistance
- Medical benefits

Online at one.oregon.gov 24/7!

On the phone 1-800-699-9075

In person at a local office
Lifespan of project to upgrade ONE

<table>
<thead>
<tr>
<th>2015-17 Biennium</th>
<th>2017-19 Biennium</th>
<th>2019-21 Biennium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiation</td>
<td>Planning</td>
<td>Requirements, Design and Development</td>
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Calendar Year 2020

<table>
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<tr>
<th>Jan-March</th>
<th>April</th>
<th>April-Aug</th>
<th>Aug-Oct</th>
<th>Oct-Dec</th>
<th>Dec</th>
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<tbody>
<tr>
<td>User Acceptance Testing</td>
<td>Pilot Prep</td>
<td>Medical Statewide Implementation &amp; Pilot (Jackson &amp; Josephine Counties)</td>
<td>Wave 1</td>
<td>Wave 2</td>
<td>Project Closeout</td>
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ONE upgrade scheduled to roll out in three stages

1 – Apr 2020
2 – Aug 2020
3 – Oct 2020
Minimizing system changes
ONE improves eligibility determinations
To help ensure Oregonians receive *all* the benefits for which they are eligible
As employees get used to new technology and new business processes, there may be some temporary service delays.
Site Support

Site support coordinates and communicates between DHS/AAA office staff and leadership, IE Help Desk, IE Command Center, project leadership, and central office during deployment.

Site support is divided into three roles: Worker, lead and coordinator. Most site support will be physically present in assigned offices/functions, while a smaller group will coordinate centrally from Salem.
Questions, comments?

Kim Fredlund
Eligibility Transformation Director
503-932-7394
Kim.FREDLUND@dhsoha.state.or.us

Tony Black
Integrated Eligibility Project Director
503-934-5087
Tony.H.Black@dhsoha.state.or.us