

# OregONEligibility

Update

January 2020

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# 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.

Oregoneeligibility

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



Online at [one.oregon.gov](http://one.oregon.gov) 24/7!



Child care



On the phone 1-800-699-9075



Food assistance



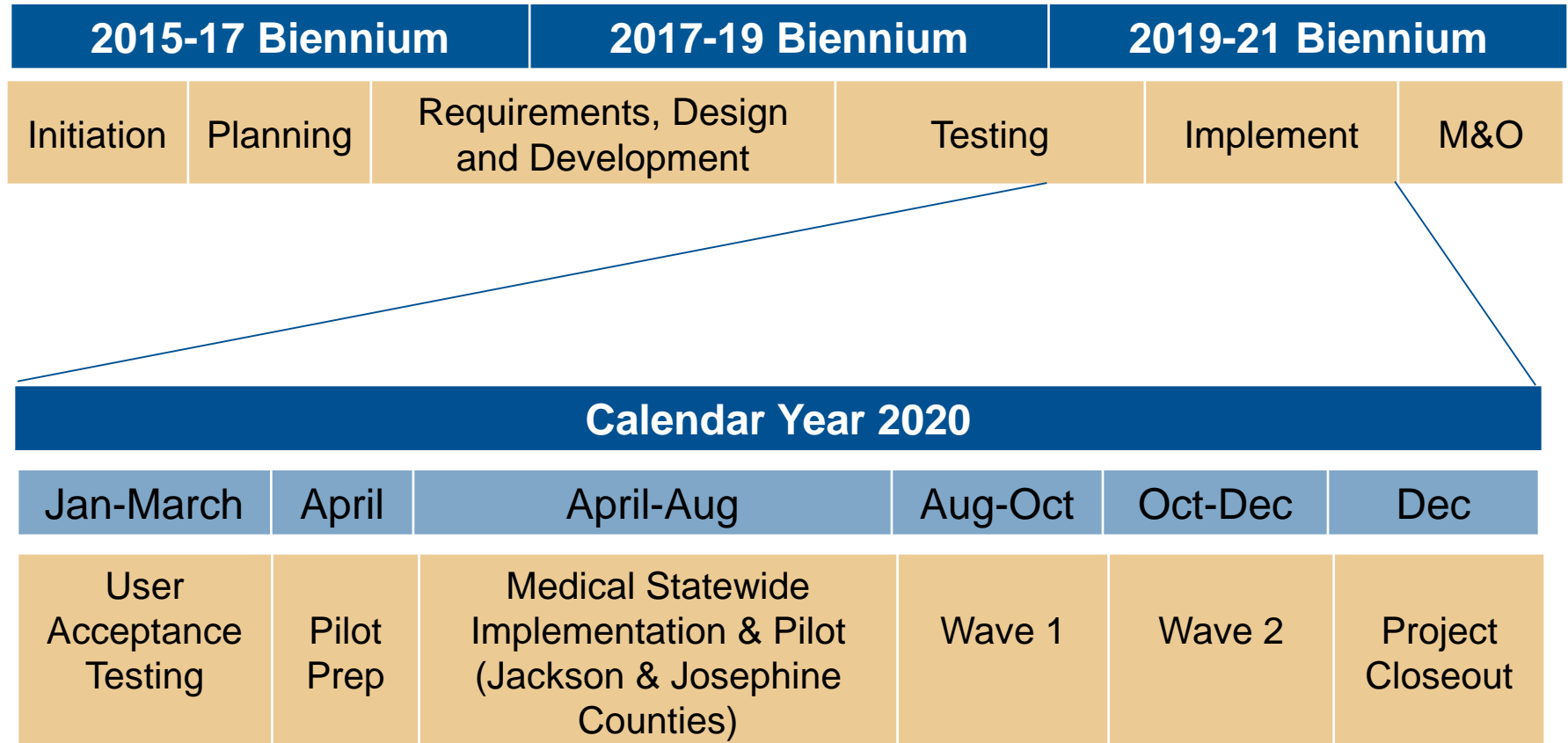
In person at a local office



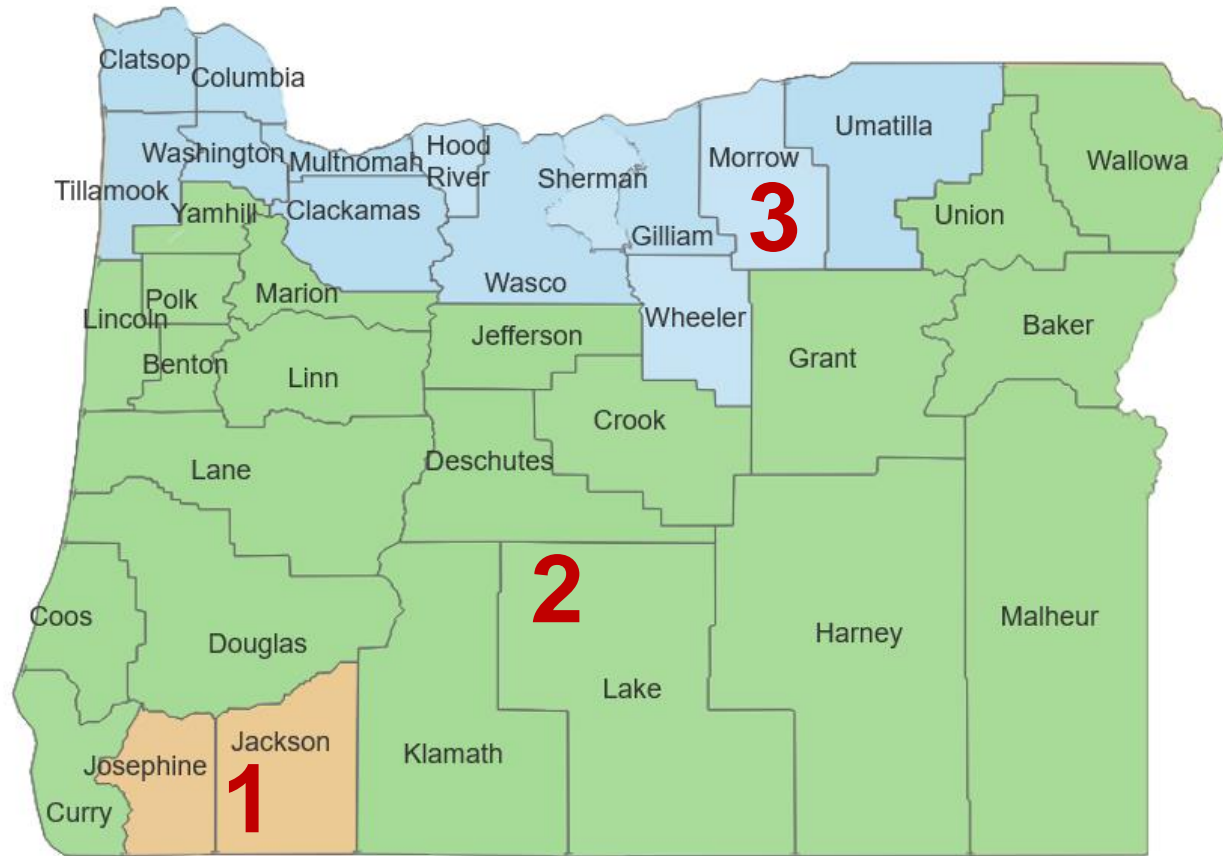
Medical benefits

Oregon<sup>one</sup>eligibility

## Lifespan of project to upgrade ONE



# ONE upgrade scheduled to roll out in three stages



1 – Apr 2020

2 – Aug 2020

3 – Oct 2020

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# Minimizing system changes



Oregoneligibility

# ONE improves eligibility determinations

To help ensure Oregonians receive *all* the benefits for which they are eligible



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As employees get used to new technology and new business processes, there may be some temporary service delays

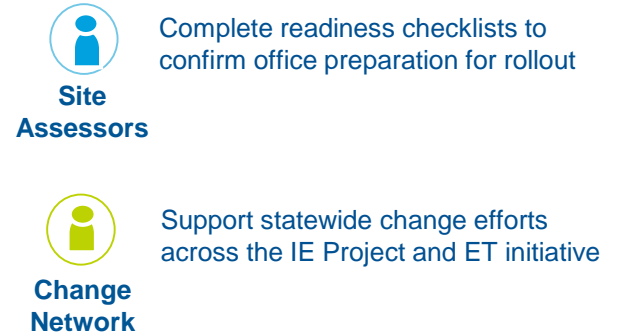
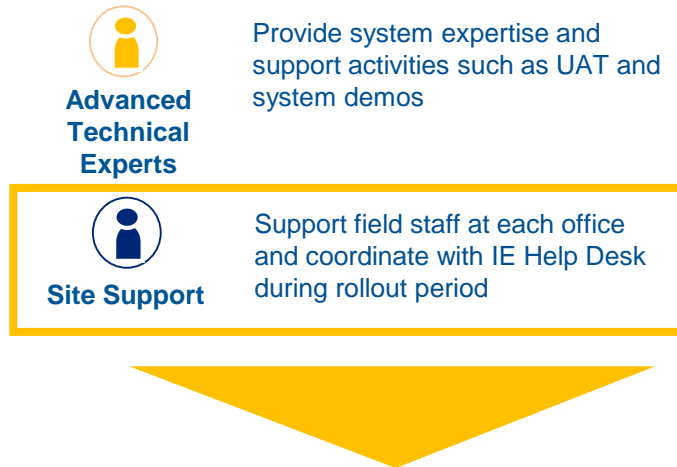


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# Site Support

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.

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# Questions, comments?

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