



Oregon Eligibility Partnership (OEP)

November 2022 update

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Oregon Department of Human Services

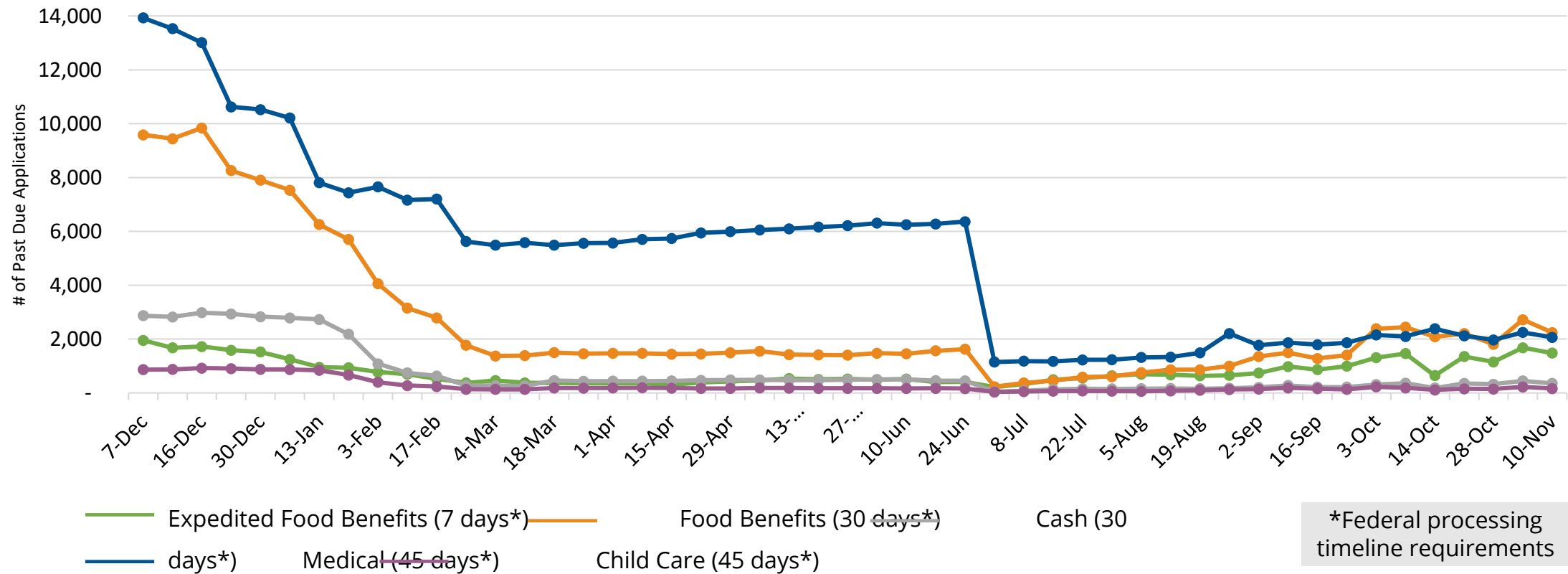
Agenda

OEP provides alignment and communication across programs and agencies for the ONE system and eligibility determination for medical, food, cash and child care benefits

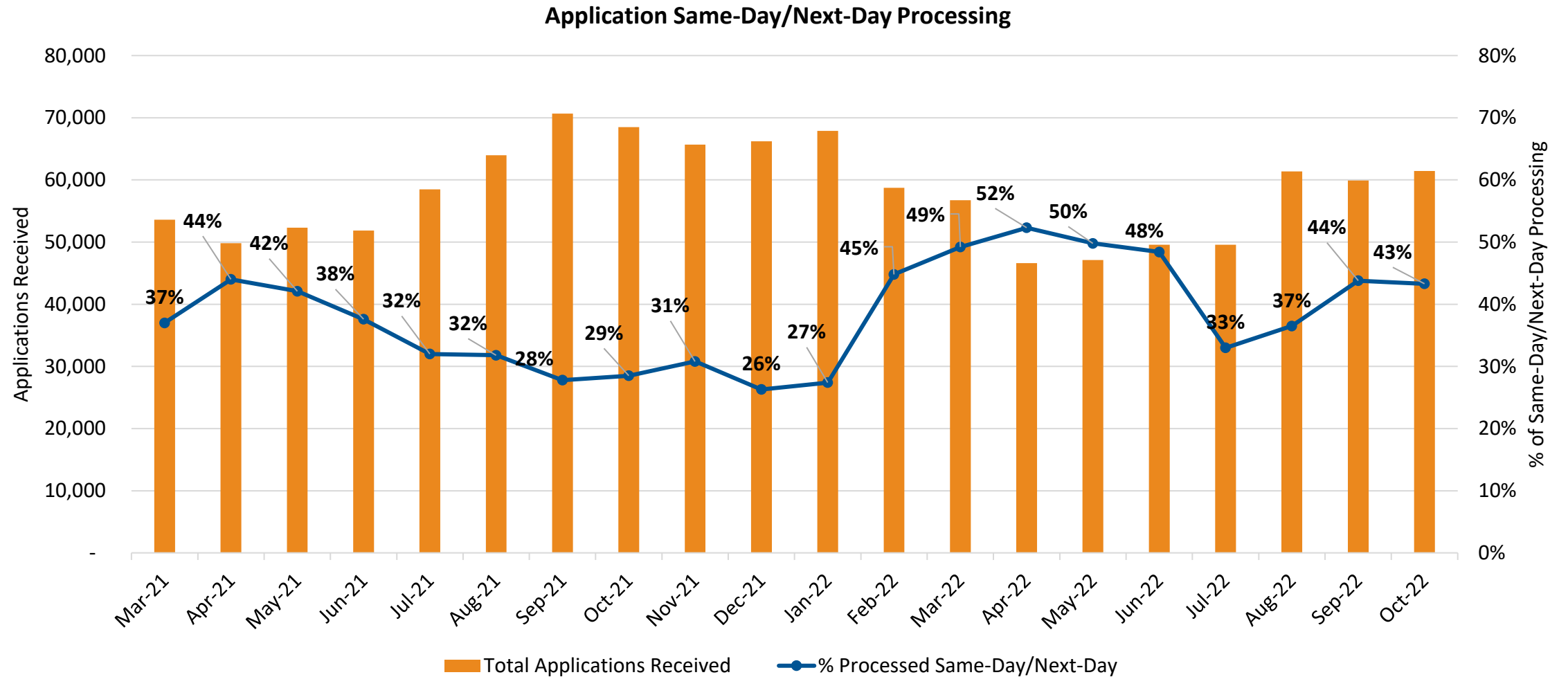
1. Current wait times
2. Staffing projections
3. ONE customer service improvements
4. Questions & answers

Application processing wait times

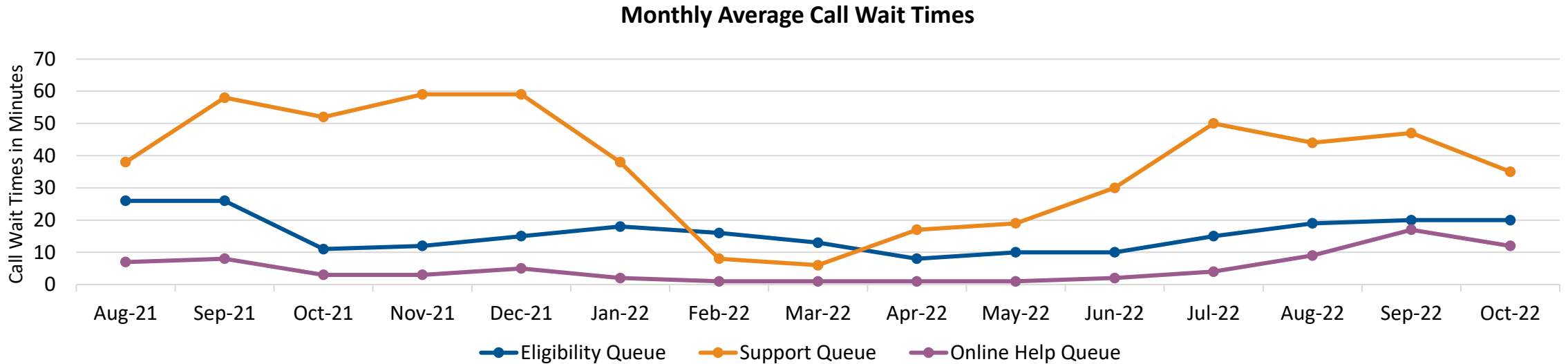
There has been an 78% drop in past due applications since December 2021 but wait times are beginning to grow. Today, 6,321 applications are past their processing deadlines.



43% of applications processed same or next day



ONE Customer Service Center phone wait times



October 2022

Maximum Wait Times

- Eligibility: 138 minutes
- Support Staff: 174 minutes
- Applicant Portal: 87 minutes

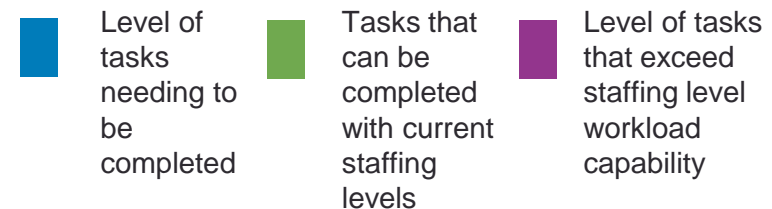
Week of November 06, 2022

Average Wait Times

- Eligibility: 23 minutes
- Support Staff: 47 minutes
- Applicant Portal: 18 minutes

Workload is too high for timely processing of tasks

- 80,000 tasks cannot be processed timely each month.
- Adding non-budgeted positions will enable us to process the current volume of applications and redeterminations within federal timeframes most of the time.
- While some level of additional tasks may be automated, maintaining staffing levels prevents additional delays.



ONE customer service improvements, efficiencies



Language Access Lines

The ONE Customer Service Center has launched a new feature to provide callers with 16 language-specific lines to receive services in their preferred language. Launched in September 2022.



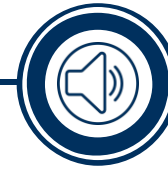
Call Back Option

ONE Customer Service Center callers on hold can opt to receive a call back when their place in line comes up. Pilot started October 2022. Full launch planned for November 2022.



Robotic Process Automation (RCA)

Multi-phase approach to process automation for SMS nudging, returned mail automation, and periodic reporting. Intent to deliver SMS nudge and returned mail by end of biennium; periodic reporting portion late 2023.



Interactive Voice Response (IVR)

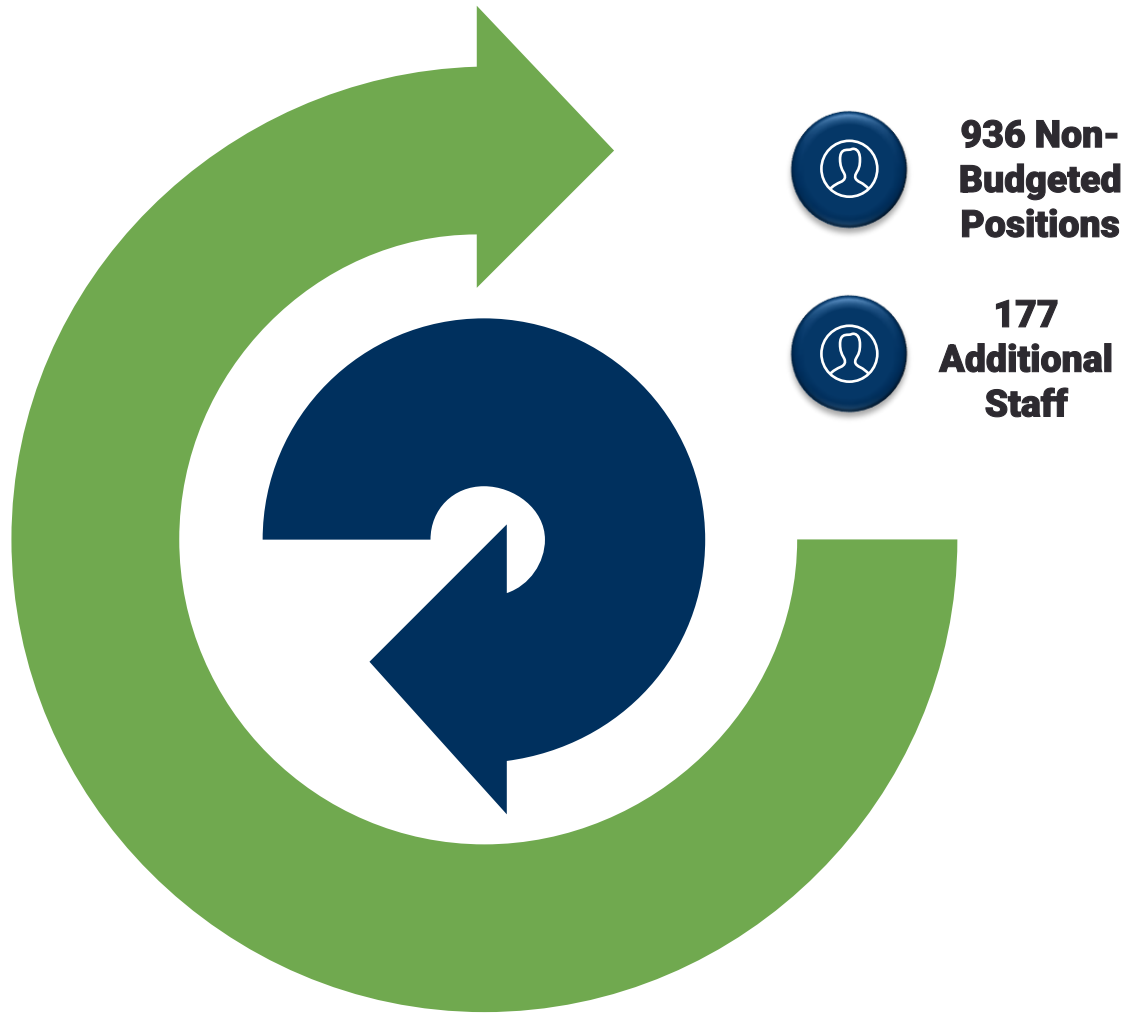
Multi-phase approach with phone platform to add functionality for individuals to determine their benefit or application status, provide updates to contact information, etc. Deliver initial portion by the end of 2023.



Oregon One Mobile

Transfer Texas Solution for a mobile application for individuals to see benefit status, submit common verification documents, find an office, get messages about the application process. Deliver by end of current biennium.

Adding non-budget positions to increase timeliness



Requests will be made for the funding necessary for serving 1 in 3 Oregonians.

- Hiring 936 non-budgeted positions (NBP) to support eligibility determinations, support staff responsibilities and training.
- Requesting 177 through the ODHS Agency Requested Budget (ARB) and to support concepts proposed in the OHA and ELD ARBs.

ODHS is asking for funding for the NBPs we already have and are hiring.

What is changing when the COVID-19 Public Health Emergency ends

The federal COVID-19 public health emergency (PHE) brought regulatory flexibilities and funding for temporary benefits and services to the OHA and ODHS. The flexibilities and programs included continuous coverage for Oregon Health Plan (OHP) members and other benefits, long-term services and supports, and more food benefits for people enrolled in the Supplemental Nutrition Assistance Program (SNAP).

The federal government will eventually declare an end to the PHE. When that happens, many of the flexibilities and temporary programs will expire. Some will end when the PHE ends, and others will phase-out over time.



Oregon will receive 60 days notice before the PHE ends

- States will receive notice of the end date for the COVID-19 PHE 60 days in advance.
- The federal COVID-19 PHE declaration is reviewed every 90 days. Every 90 days the U.S. Department of Health and Human Services (HHS) decides whether to renew or end it. The current declaration ends on January 11, 2023. By then, HHS will either extend the declaration or provide the 60-day notice.
- Oregon will be required to redetermine all individuals receiving medical program benefits in the 14 months after the PHE ends.

Other changes coming to ONE, bringing new workload for eligibility staff

1115 Waiver

Basic Health Plan

TANF Redesign

ERDC well-being expansion

PHE Unwind

Farm Bill reauthorization

HOP expansion

Mainframe modernization

Ongoing maintenance and operation



Questions?
