

COVID-19 PHE Unwinding Project:

Courtesy Notice Talking Points for Staff

This information and talking points are intended to help Oregon Department of Human Services (ODHS), Type B AAA, and Oregon Health Authority (OHA) staff to answer questions from partners and the public about Courtesy Notices for updating contact information.

General Information

- Beginning September 26, letters encouraging people to update their contact information will be mailed to households where someone is receiving medical benefits:
 - The [MSP Recipient Letter](#) will be sent to those who are only receiving a Medicare Savings Plan (MSP) benefit.
 - The [OHP Member Letter](#) will be sent to all other medical cases, including those cases where individuals are receiving both Oregon Health Plan (OHP) and MSP benefits.
- Data has been filtered so households should only receive one letter.
- The letters will be sent in groups of 25,000 each day until all letters have been sent. There are approximately 50,000 people receiving the MSP letter and 850,000 receiving the OHP letter. We expect the OHP letter to finish by the end of October.
- Data has been filtered so nobody should receive both letters. If an individual on the case is dual eligible for OHP and MSP, they will receive the OHP letter.
- The letters are addressed to the head of household listed on the case.
- These letters will be delivered by postal mail. They will not be sent via the ONE system and will not be viewable in the Message Center on applicant portal or Correspondence Module in worker portal.
- Both letters are available in multiple languages. See the list of links below.

Talking Points

Why did I receive the letter?

The letter you received is asking you to make sure your contact information is correct, and to contact us if you need to update your information.

The letter is one way we are preparing early for the COVID-19 Public Health Emergency to end. During the Public Health Emergency we have been able to keep people on medical benefits even if they have life changes that would normally impact their eligibility and we've had flexibility in requirements for some programs. We've been able to provide temporary benefits

like extra food benefits. Those options may change or end when the public health emergency ends.

We want to make sure we have good contact information for people so we can let them know of possible changes and the things they'll need to do to maintain benefits when the time comes.

Our goal is to make sure people in Oregon continue to receive all the benefits they are eligible for.

When will the COVID-19 Public Health Emergency end?

We don't know when the public health emergency will end. The federal government has not announced a date yet although it's unlikely it will be in 2022. The federal government will give states an advance notice of 60 days before the public health emergency ends.

When we know details, we will share them right away. We understand it is important that you have all the information you need to plan for yourself or your family. Even though we don't know the end date, we are preparing now. Part of being prepared is making sure we have the correct contact information for individuals and families receiving benefits, so you get important notices in the mail.

How do I update my contact information?

We can take care of it right now.

What can I do now to prepare for when the COVID-19 Public Health Emergency ends?

The most important things you can do now is to let us know right away if your contact information changes so you get messages about your benefits and be sure to check your mail and respond to any requests for information quickly. You can also sign up for electronic notices by creating an online account at benefits.oregon.gov.

How can I keep track of what's happening with the COVID-19 Public Health Emergency?

There is a website where we will be sharing information and resources as they become available. It is Oregon.gov/OR-benefit-changes.

Links to COVID-19 Public Health Emergency Unwinding Project Courtesy Notices in multiple languages

Medicare Saving Program Courtesy Notice

English	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/he4148A.pdf
English Large print	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hwLP4148A.pdf
Traditional Chinese	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/h44148A.pdf
Korean	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hk4148A.pdf
Simplified Chinese	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hn4148A.pdf
Russian	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hr4148A.pdf
Spanish	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hs4148A.pdf
Spanish Large print	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hxLP4148A.pdf
Vietnamese	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hv4148A.pdf

Oregon Health Plan Courtesy Notice

English	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/he4148.pdf
Large Print English	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hwLP4148.pdf
Traditional Chinese	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/h44148.pdf
Arabic	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/ha4148.pdf
Bosnian	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hb4148.pdf
Cambodian	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hc4148.pdf
Farsi	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hf4148.pdf
Hmong	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hh4148.pdf
Somali	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hi4148.pdf
Korean	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hk4148.pdf
Lao	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hL4148.pdf
Mien	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hm4148.pdf
Simplified Chinese	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hn4148.pdf
Romanian	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/ho4148.pdf
Russian	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hr4148.pdf

Spanish	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hs4148.pdf
Spanish Large print	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hxLP4148.pdf
Nepali	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/ht4148.pdf
Burmese	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hu4148.pdf
Vietnamese	https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hv4148.pdf