



Office of Developmental Disabilities Services (ODDS) Medicaid Renewal Guide for Families of Children who Experience Intellectual or Developmental Disabilities (IDD)

Most of the services a child receives through the intellectual and developmental disabilities (IDD) service system require that the child be found eligible for both IDD services and for Medicaid. Medicaid eligibility must be renewed every year. That process is called the *renewal process*, or “*redetermination*”. Starting this year, Oregon will begin using the OregONEligibility (ONE) system for all Medicaid eligibility and renewals. This guide explains the renewal process and how it will work with the new OregONEligibility (ONE) system.

Frequently Asked Questions

Why is this important?

If you or a member of your family is asked to renew or redetermine your Medicaid eligibility, that means that your child is currently receiving Medicaid services and that it is time to verify that they are still eligible. If you do not complete the renewal process, your child may not only lose Medicaid eligibility, they may also lose access to services through the IDD system. It is critical that you respond if you are contacted by mail or by phone about renewing Medicaid eligibility for your child.

What is the advantage of the new OregONEligibility (ONE) Medicaid renewal system?

When you submit your Medicaid renewal packet, the information will be entered into a database that shares information about all the services that your child is eligible to receive. When your services are centralized in one place, it should make things, like the renewal process, easier for everyone to navigate.

How will I be contacted when renewal is required?

When renewal of Medicaid eligibility is required, you will receive a letter by mail approximately 60 days before the renewal is due. Please complete the renewal packet at that time. If you do not, you will receive a second letter

by mail called a *closure notice* letting you know that your child's benefits are ending at the end of that month. If you receive a closure notice, you still have a chance to complete the renewal application and restore Medicaid benefits by the end of that month. If you do not respond to either letter, your Medicaid will remain closed and you will have to reapply. Remember that your Medicaid coverage is tied to your IDD services. So, if you lose your Medicaid, you may also lose your IDD services. Please do not let your Medicaid renewal expire!

Who can help me fill out my Medicaid renewal application?

Your county IDD program, called Community Developmental Disability Program (CDDP), will assist you when renewing Medicaid. Depending on the local program, they may refer you to a community partner or a local Oregon Department of Human Services (ODHS) office for help with the renewal packet. In some areas, the CDDP staff may be able to help you directly.

If you are struggling with the ONE renewal packet, please call *ONE Customer Service Center at: 1-800-699-9075 from 7 a.m. to 6 p.m., Monday through Friday. **Please be aware that because ONE is a new program, hold times may be very long. Following the verbal prompts carefully will help you get to the right person in a shorter amount of time. See Tips for Parents, Section A1.*

Will this impact every family?

In the coming year, all children who have been enrolled in Medicaid in order to receive IDD services will begin using the new ONE system at the time that their renewal is due. The first time that you renew your Medicaid eligibility in the ONE system, it will take a little more effort than other renewals and may feel a lot like the very first time you applied for Medicaid. That is because your child is being "set up" in the new database. If you would like a little more information about that, please see *Tips for Parents, Section A3*, in the **Medicaid Guide for Families of Children who Experience Intellectual or Developmental Disabilities**. Once you are set up in ONE, future renewal processes should be easier.

Will my child need additional eligibility reviews, other than Medicaid?

Some children are eligible for Medicaid based on their disability and having gone through the Presumptive Medical Disability Determination Team (PMDDT) process. For those children, a review of their disability status, in

addition to the Medicaid renewal, is required from time to time. The time frame for having the PMDDT review depends on the child's age and diagnosed disability. However, the timeline for these reviews often matches the Medicaid eligibility review date. As a result, you may be asked to renew Medicaid and PMDDT around the same time. The review by the PMDDT is called **Continuing Disability Review (CDR)**.

All children that are PMDDT approved will be assigned a disability review date. Dates are assigned based on the child's age and diagnosed disability. The purpose of this review is to determine if the child is still eligible for Medicaid based on having a disability. For example, as some children get older, they may begin to meet the same developmental milestones as their peers. In some of those cases, the child may no longer meet the Social Security Administration (SSA) definition for experiencing a disability. For more information on what to expect from the CDR process, see *Tips for Parents, Section A2 for more information*.

Tips for Parents when Renewing your Medicaid through the New OregONEligibility System

A1. Oregonians may renew their Medicaid several ways:




- **Online:** Use the ONE Applicant Portal (or create one) at <https://one.oregon.gov/>; the online help guide is here: [Oregon Health Plan Quick Start Guide](#)
- **In person:** Visit any ODHS office; find office locations [here](#). Work with an OHA Community Partner OHP Application Assister; find Assister's here: <https://healthcare.oregon.gov/Pages/find-help.aspx>
- **By phone:** Call the ONE Customer Service Center at: 1-800-699-9075 from 7am to 6pm, Monday through Friday.

Before you call:

Please be aware that because ONE is a new program, hold times may be long. Following the verbal prompts carefully will help you get to the right person in a shorter amount of time. When you call the ONE Customer Service Center, you will get a greeting message asking you to choose a language. Next, you will select the reason you are calling:

1. EBT replacement

2. Online Applicant Portal Help (for help with technical problems with your on-line account, such as password reset or being locked out of the system)
3. Scheduling/Interviews (to schedule or complete a ONE interview)
4. General questions and information
5. General eligibility questions and information

		
Online:	In Person:	By Phone:
Use the ONE Applicant Portal at: https://one.oregon.gov/ ; the online help guide: Oregon Health Plan Quick Start Guide	Visit any ODHS office; find office locations online . Work with an OHA Community Partner OHP Application Assister; find Assisters :	Call the ONE Customer Service Center at: 1-800-699-9075 from 7am to 6pm, Monday through Friday.

A2. This is what you can expect when it's time to review your PMDDT eligibility:

PMDDT will contact you at the time of the review for current information from the child's medical providers and from the school the child attends. PMDDT will consider whether there has been medical improvement since the original decision, and whether your child still meets the disability criteria under its rules.

PMDDT will look at the diagnosis and the extent to which your child is meeting developmental milestones. PMDDT requires **two** years of medical, mental health, and educational records to make a medical determination as to whether the child meets the Social Security Administration (SSA) disability criteria for eligibility.

Often times, your child's services coordinator can help you gather these documents:

- ✓ List of qualifying diagnoses

- ✓ All records from the IDD file that were used in the DD eligibility determination.
- ✓ The most recent IEP and any testing/exams by the school or ESD.
- ✓ It's important to use the correct ODHS Release of Information (ROI) DHS form MSC 3010 to share information with every provider that the child has seen in the **last 2 years** (with the exception of dental). You will need one for the Social Services Administration (SSA), and one for the current or most recent school. ROI for SSA is required even if the child is not receiving any Supplemental Security Income (SSI) benefits.

Any documentation that the parents can provide is helpful, including any recent evaluations and a current Individual Education Plan (IEP). PMDDT will need parent signatures on releases for the current school, one for SSA and one for each service provider the child has seen in the last 2 years. If your child is 14 years of age or older, they may be asked to sign a release of information (DHS Form 3010).

If the child has been found medically eligible for Supplemental Security Income (SSI), a review may not be needed. Please let the PMDDT staff know if there has been a decision by the Social Security Administration (SSA).

All cases will be reviewed once the child turns 18 to see if they meet the adult criteria for disability. PMDDT will generally need the young adult's signature on the releases in order to obtain records.

If there is not enough documentation to make a medical decision, PMDDT may need to schedule an evaluation for your child.

A3. Frequently Asked Questions (FAQ's) and Information on Applying for Medicaid for the First Time:

The Office of Developmental Disabilities Services (ODDS) has developed a Medicaid Guide for Families of Children who Experience Intellectual or Developmental Disabilities (IDD). Your Services Coordinator can provide you a copy, or you can find it online at:

<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/WorkerGuides/ODDS-Medicaid-Guide-Families.pdf>

- Russian: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/WorkerGuides/ODDS-Medicaid-Guide-Families-Russian.pdf>
- Simplified Chinese: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/WorkerGuides/ODDS-Medicaid-Guide-Families-SimplifiedChinese.pdf>
- Somali: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/WorkerGuides/ODDS-Medicaid-Guide-Families-Somali.pdf>
- Spanish: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/WorkerGuides/ODDS-Medicaid-Guide-Families-Spanish.pdf>
- Vietnamese: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/WorkerGuides/ODDS-Medicaid-Guide-Families-Vietnamese.pdf>