

Information Memorandum Transmittal Developmental Disabilities Services



UPDATED

Lilia Teninty

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Number: DD-IM-22-001

Issue date: 1/27/2022

Topic: Developmental Disabilities

Due date:

Subject: 2022 Medicaid Renewal Process in ONE

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All ODHS Employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging: {Select type} | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input checked="" type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input checked="" type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input checked="" type="checkbox"/> Support Service Brokerage Directors | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input checked="" type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

All 2022 Medicaid renewals must be processed in the OregONEligibility (ONE) system. The differences in the renewal process for ONE are as follows:

- The parent, or person who helps the child or adult complete their paperwork, is asked to complete a phone interview by calling 1-800-699-9075. Adults who experience disability and parents of children who experience disability or the people who help with their paperwork, are now responsible for calling this number to set up this interview.
- APD/CCU is no longer the point of contact for completing renewal packets. Support for this can be provided by contacting their local [ODHS Adults and People with Disabilities \(APD\) offices](#) and [Self Sufficiency \(SSP\) offices, on-line](#), and ONE customer service 1-800# as outlined in the [2022 Renewal Guide for Families](#). **(The links to the APD and SSP local offices have been updated.)**
- The monthly list of redeterminations/renewals will no longer be available to ODDS. The last list will be sent at the beginning of January. We're sorry! ODDS is working on a solution.

- There are hundreds of families that have not responded to the legacy renewal request. When the public health emergency ends, failure to respond to renewal requests may result in closure of Medicaid benefits, which also results in the loss of DD services.

The links below will connect you with the updated Guide which is a reference tool for Oregonians to help them understand the 2022 Medicaid renewal process in ONE; CMEs may provide this Guide to families when discussing Medicaid redetermination. In addition, we have attached a Tips for Parents sheet in English and Spanish.

ODDS Medicaid Renewal Guide for Children who Experience Intellectual or Developmental Disabilities provided in: [English](#), [Korean](#), [Russian](#), [Simplified Chinese](#), [Somali](#), [Spanish](#), and [Vietnamese](#).

Communication/Training:

This transmittal will be discussed during the next Monthly Transmittal Review. Please send questions in advance to ODDS.Questions@dhsosha.state.or.us.

The Monthly Transmittal Reviews are held the second Wednesday of every month at 2 pm using the Zoom platform. Please register in advance for these meetings:

<https://www.zoomgov.com/meeting/register/vJlsc-qvqD8iGURx5OQk8TAdIS6Arg9ZAf4>

After registering, you will receive a confirmation email containing an appointment and information about joining the meeting. American Sign Language (ASL) and live captioning will be provided. To request other accommodations or languages, please send an email to ODDS.Questions@dhsosha.state.or.us at least three business days prior to the meeting.

If you have any questions about this information, contact:

Contact(s): Carrie Salehiamin	
Phone:	Fax:
Email: carrie.a.salehiamin@dhsosha.state.or.us	

Tips for applying for benefits

Oregon residents are applying for medical, food, cash, and childcare assistance at near historic levels. Here are some tips for Oregonians who may need to apply for benefits or who may be waiting to hear back from the state about the status of their benefits.



Collect documents ahead of time

Before you begin an application, compile all documents you think you might need ahead of time. This can prevent your application from being delayed and taking additional time. These documents could include: Identification, proof of income, social security numbers or other documents to determine eligibility for anyone in the household who is applying for benefits.



Track your online application status at ONE.OREGON.GOV

If you applied through the ONE online application, you can track your application's status using the same system you used to apply. Log in to <https://one.oregon.gov/> to start tracking. Note: This website is accessible on computers, tablets and phones, but it is not optimized for mobile viewing.



Submitted an application? No need to reapply

If you have already submitted an online, in person or over the phone application you do not need to reapply. ODHS has your application and will process it as quickly as possible.



Lowest wait times are in the morning

If you prefer to apply over the phone, the ONE Customer Service Center is open Monday-Friday 7 a.m. to 6 p.m. Currently hold times are lowest in the morning from 7 until 8 a.m.

Consejos para solicitar beneficios

Los habitantes de Oregon están solicitando asistencia con alimentos, efectivo, servicios médicos y con el cuidado de niños en niveles casi históricos. A continuación, ofrecemos algunos consejos para los habitantes de Oregon que pueden necesitar beneficios o que estén esperando recibir noticias sobre el estado de sus beneficios.



Recoger sus documentos con anticipación

Antes de comenzar una solicitud, junte todos los documentos que crea que puede necesitar. Hacer esto puede evitar que su solicitud se retrase y se lleve más tiempo. Estos documentos podrían incluir: Identificación, comprobante de ingresos, números de seguro social y otros documentos para determinar la elegibilidad de cualquier miembro de su hogar que solicite beneficios.



Revise el estatus de su solicitud en línea en ONE.OREGON.GOV

Si presentó su solicitud a través del sistema ONE, puede ver el estatus de su solicitud utilizando ese mismo sistema. Inicie sesión en <https://one.oregon.gov/> y seleccione español en la parte derecha superior de la pantalla. Nota: Puede entrar a este sitio web en computadoras, tabletas y teléfonos, pero no está optimizado para verse en teléfonos.



¿Ya envió una solicitud?

No es necesario que vuelva a aplicar.

Si ya ha enviado una solicitud en línea, en persona o por teléfono, no es necesario que vuelva a presentar la solicitud. El Departamento de Servicios Humanos de Oregon tiene su solicitud y la procesará lo más rápido posible.



Los tiempos de espera más bajos son en la mañana.

Si prefiere presentar su solicitud por teléfono, el Centro de Servicio al Cliente del Sistema ONE está abierto de lunes a viernes de 7 a.m. a 6 p.m. Actualmente, los tiempos de espera son más bajos por la mañana de las 7 hasta las 8 a.m.