

# Information Memorandum Transmittal Developmental Disabilities Services



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**Number: APD-IM-20-074**

**Issue date: 7/2/2020**

**Topic:** Developmental Disabilities

**Due date:** 7/6/2020

**Subject:** OregONEligibility (the ONE portal system) updates

**Applies to (check all that apply):**

- |  |  |
|--|--|
| <input type="checkbox"/> All DHS 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 checked="" 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 type="checkbox"/> ODDS Children's Residential Services  | <input type="checkbox"/> Other ( <i>please specify</i> ):                                |
| <input type="checkbox"/> Child Welfare Programs                |  |

**Message:** The Oregon Health Authority and Department of Human Services announced a change to the medical (Oregon Health Plan) application process.

This is the first phase of a project that will eventually allow all Oregonians to use the OregONEligibility (Oregon Eligibility) portal system, or [ONE](#), single online application to apply for cash, childcare, food and medical benefits.

Individuals who receive services through ODDS may benefit from receiving support to access this new system. It's important to know how to refer people seeking Medicaid as part of their I/DD eligibility.

There will be six phases beginning July 6, extending through February 2021. Not all Oregonians will experience the upgrade at the same time.

**Phase 1 - July 6, 2020**

For people who are currently enrolled in the Oregon Health Plan (OHP) no action is required, and they will be auto-enrolled in the upgraded ONE system.

**The online Oregon Health Plan application option will be unavailable from 4:30 p.m. July 2 through July 5, 2020 during the data conversion.**

During the four days prior to the upgrade release, individuals will not be able to apply for OHP online while the current OHP cases are being converted to the upgraded system.

This important information is being shared by DHS and OHA with the public in multiple ways:

1. Recorded phone message on the OHP Customer Service line
2. Banner message on the ONE applicant portal website
3. Social media reminders through the OHA and DHS Facebook and Twitter accounts
4. Signs in DHS office that community partners are welcome to print and post in offices where people apply, use links below to access

Chinese, Traditional	<a href="https://apps.state.or.us/forms/served/d42435.pdf">https://apps.state.or.us/forms/served/d42435.pdf</a>
Chinese, Simplified	<a href="https://apps.state.or.us/forms/served/dn2435.pdf">https://apps.state.or.us/forms/served/dn2435.pdf</a>
English	<a href="https://apps.state.or.us/forms/served/de2435.pdf">https://apps.state.or.us/forms/served/de2435.pdf</a>
Russian	<a href="https://apps.state.or.us/forms/served/dr2435.pdf">https://apps.state.or.us/forms/served/dr2435.pdf</a>
Somali	<a href="https://apps.state.or.us/forms/served/di2435.pdf">https://apps.state.or.us/forms/served/di2435.pdf</a>
Spanish	<a href="https://apps.state.or.us/forms/served/ds2435.pdf">https://apps.state.or.us/forms/served/ds2435.pdf</a>
Vietnamese	<a href="https://apps.state.or.us/forms/served/dv2435.pdf">https://apps.state.or.us/forms/served/dv2435.pdf</a>

### **Applying after July 6**

Individuals who apply for medical coverage (Oregon Health Plan) after July 6 will access the upgraded ONE system. This phase does not include any other program administered by DHS.

As with all technology changes, the possibility of service interruption is possible. The OHA and DHS Aging and People with Disabilities offices will be communicating with customers about any updates that may impact their services or OHP coverage.

As OHA and DHS roll out the ONE upgrade in phases through February 2021, updates will be shared as each release or roll out occurs, so staff will know when and how people you are working with in DD services may be affected.

Upon completion of the ONE system upgrades, all Oregonians may use this single online application to apply for cash, childcare, food and medical benefits. Oregonians may also choose to apply online, over the phone or in person at a local Aging and People with Disabilities (APD), Area Agencies on Aging (AAA) or Self-Sufficiency

Programs (SSP) office that provides these benefits.

For more information, visit <https://one.oregon.gov/> or call OHP Client Services at 800-699-9075.

*If you have any questions about this information, contact:*

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