

Transmittal



Oregon Eligibility Partnership

Date Issued: 2/27/2024

Transmittal #: OEP-IM-24-008

Subject/Topic: PH Tech General Overview

Primary Audience:

<input checked="" type="checkbox"/> Eligibility	<input checked="" type="checkbox"/> Leadership
<input checked="" type="checkbox"/> Family Coach	<input checked="" type="checkbox"/> LTSS Case Management
<input checked="" type="checkbox"/> Support	<input type="checkbox"/> Other:

Effective Date: 2/1/2024

Transmittal Type: Information Memorandum

Impacted Area(s):

<input type="checkbox"/> New/Updated Policy/Rule	<input type="checkbox"/> Policy Clarification
<input type="checkbox"/> Reference Materials	<input type="checkbox"/> System(s), specify
<input checked="" type="checkbox"/> Other: PH Tech	

Reference Material(s):

Summary:

PH TECH OVERVIEW:

OHA and ODHS have contracted with Performance Health Technology (PH Tech) to provide supplemental customer service through the end of 2024. This is to help balance the needs of Oregonians during the unwinding of the Public Health Emergency, the re-introduction of Oregon Health Plan renewals into ODHS operations and continue supporting the stabilization of the ONE Customer Service Center.

What does PH Tech do?

PH Tech is providing supplemental call center support for the ONE Customer Service Center. Their biggest role is to be the initial level of call triage helping Oregonians with basic questions, providing access to resources, and helping them get connected to local support, as needed.

PH Tech workers strive to triage as many calls as possible to best relieve the workload on ODHS staff. PH Tech staff answer anywhere from 3000-5000 calls per day with an average wait time of less than one minute. PH Tech prevents approximately 30%-40% of calls answered from unnecessarily going to the Eligibility workers resulting in a reduction in workload for eligibility staff. This also gives callers quick access to a live person during this period of extraordinarily high call volume.

Details:

The main task PH Tech help with is answering calls. PH Tech help in three parts of the phone menu:

- Option One – Apply or Renew Benefits for screening
- Option Two – Schedule or Reschedule an Appointment
- Option Four – Report a change

- PH Tech are the first staff to answer calls for the above options of the phone menu. In analyzing the call types of these three queues ODHS leadership has found that there is a wide variety of call types beyond the specific call type that the phone menu tries to guide the caller to. PH Tech can perform most functions exactly as ODHS support staff except for Application Registration and Verbal Signatures. After performing the initial call triage, PH Tech transfer calls to the eligibility queue when needed. This way the most complex calls get to the eligibility staff with the best experience to assist those callers.
- When PH Tech has a caller who wants to apply for SNAP benefits, these calls are offered to be transferred to eligibility along with explaining alternate ways to submit the SNAP application, drawing attention to the importance of accurately establishing a filing date. PH Tech staff cannot accept the verbal signature to establish the filing date so this must be done by ODHS staff when the call is transferred.
- If a individual calls to request other programs and SNAP is not involved, PH Tech will look to see if a case exists already or not and then either use the add/reapply or app registration to begin the application process. They would then explain all the appropriate ways they can complete the application and allow them to choose which way works for them.

Important: PH Tech will always add a Case note to indicate what option the individual chose to go with.

Processing Non-eligibility updates:

PH Tech have a team working on contact information updates submitted by the Coordinated Care Organizations (CCOs). The changes submitted from the CCOs are reported directly by the member to the CCO and worked by a PH Tech staff member within two business days of receipt using the non-eligibility update functionality. We can make these changes due to a waiver 1902(e)(14)(A) sought by leadership at ODHS and OHA from CMS to accept demographic changes from the CCOs that were directly provided by the member. This is to help keep as much member contact information up to date before, during and after the Public Health Emergency.

What PH Tech doesn't do:

Eligibility! Their aim is help with as many non-eligibility situations and general questions over the phone as they can and leave the eligibility to appropriate teams. For SNAP, this includes capturing a Filing Date as this date impacts eligibility determinations.

Data Collection Pilot:

The Data Collection Pilot Project has ended. PH Tech had a small team using the applicant portal to collect applicant data and help people apply for benefits over the phone. After analysis and feedback, the pilot has been paused to allow for reconfiguration. If it moves forward in some other form, PH Tech will communicate that out to staff. Thank you to all the PH Tech staff that took this on and thank you to all who provided valuable input along the way!

Feedback:

PH TECH LOVES TO RECEIVE FEEDBACK! Both constructive and complementary. The PH Tech teams aim is to be a supplemental customer service partner and provide relief in as many areas as appropriate. PH Tech try to leave excellent case notes, but PH Tech know we are still always learning! If you have feedback for PH Tech, please provide a detailed example to your leads and managers and they will get that feedback to the PH Tech team.

Authorizing Signature:

Questions?

N/A
N/A
N/A
N/A

N/A
N/A