



**Date:** September 19, 2023

**To:** Behavioral health residential facilities

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**Subject:** Updating mailing addresses for residents leaving Health Systems Division-licensed facilities, including Adult Foster Homes

Please help ensure that Oregon Health Plan (OHP) members have current mailing addresses when they enter or exit residential treatment.

- Residents may ask for their mailing address to change to the residential facility during treatment. However, the residents physical address should not be changed to the treatment facility address.
- If they do this, they also need to update their mailing address when treatment ends.

### Why is this happening?

From now through mid-2024, the ONE Eligibility System will send renewal letters to people who have OHP or other Medicaid benefits. People need to keep their address up to date so they get these letters. They also need to read these letters and may have to take action to keep their OHP.

### What should you do?

Please remind residents to verify or update their contact information:

- Options for updating information are available at [KeepCovered.Oregon.gov](http://KeepCovered.Oregon.gov).
- CCOs and OHP-certified Community Partners can also help people verify or update information.

Encourage residents to watch for and open mail from the state and respond to requests for information.

Use the resources at [KeepCoveredPartners.Oregon.gov](http://KeepCoveredPartners.Oregon.gov) to keep residents informed:

- This page includes printable fact sheets, flyers, posters and table tents you can post at your location. You can also order printed materials online.
- The full [Partner Toolkit](#) contains key messages to use when talking to residents about the importance of keeping their information updated.

### Questions?

- **About ordering materials:** Please contact [ohpcampaign@metgroup.com](mailto:ohpcampaign@metgroup.com).
- **About the COVID-19 Public Health Emergency:** Please email [feedback@odhsoha.oregon.gov](mailto:feedback@odhsoha.oregon.gov).

Thank you for your continued support of Oregon's behavioral health system and the services you provide.