



**Date:** March 24, 2020

**To:** Qualified Hospital Presumptive Eligibility sites

**From:** Nathan Roberts, Traditional Programs manager  
Medicaid Programs, Health Systems Division

**Subject:** Changes to Hospital Presumptive Eligibility processes, effective immediately

Effective immediately and until further notice, the Oregon Health Authority (OHA) and the Department of Human Services (DHS) are making the following changes to Oregon's Hospital Presumptive Eligibility (HPE) application and termination processes:

- Applicants may apply for temporary Oregon Health Plan coverage through HPE by phone. They do **not** need to visit the hospital for a face-to-face interview to apply.
- Hospitals will accept verbal signatures and mail denial or approval notices to the applicant.
- Existing HPE coverage will remain in place until further notice. Coverage will **not** be terminated due to failure to submit a full application by the end of the applicant's HPE coverage period, or because the applicant's full application was denied.

DHS|OHA will honor application and decision forms completed according to the process outlined below.

### Why is this happening?

As part of Oregon's response to the COVID-19 pandemic and current social distancing requirements, OHA is making these changes to allow maximum flexibility in helping Oregonians to secure critical medical coverage and to reduce or eliminate face-to-face contact during the application process.

### What should you do?

Authorized HPE application processors may conduct verbal determinations as follows:

1. Review all information on the OHP 7260 application verbally with the applicant.
2. Ask the applicant whether they agree that the information reviewed is true and accurate as stated; the applicant's answer will act as the verbal signature.
3. Put the applicant's name into the signature line with a note that signature was obtained verbally.
4. Review the approval or denial notice verbally with the applicant and tell them you will mail the notice to the address provided on the application.

**Follow all other processes as normal**, including entering the HPE end date and full application due date as the end of the month following the determination month; and directing applicants to complete full applications and how to do so. All forms and guidelines are found at [bit.ly/ohp-hpe](http://bit.ly/ohp-hpe).

### Questions?

If you have any questions, contact the HPE team at [HPE.program@dhsaha.state.or.us](mailto:HPE.program@dhsaha.state.or.us).

Thank you for the important work you are doing during this critical time to support the Oregon Health Plan and our members.