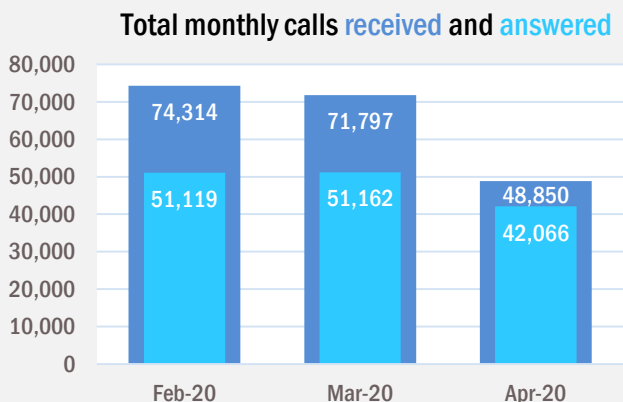


Oregon Health Plan Dashboard

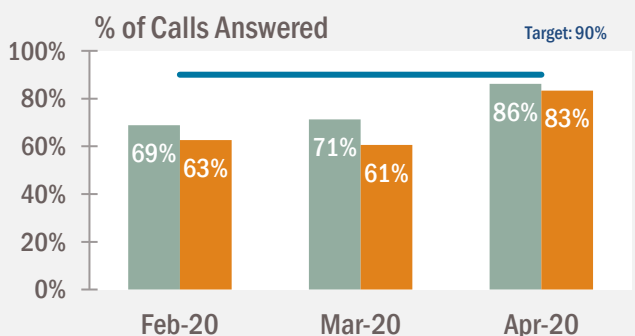
The Department of Human Services (DHS) and the Oregon Health Authority (OHA) are committed to integrating eligibility for the Oregon Health Plan (OHP) with other benefits to make access to health care easier for all Oregonians. The Department of Human Services administers eligibility, enrollment services and the OHP Processing Center. The Oregon Health Authority oversees the OHP program once members are enrolled. Here is information on the processing center call volumes and application status data provided by DHS.

OHP Processing Center Monthly Call Averages

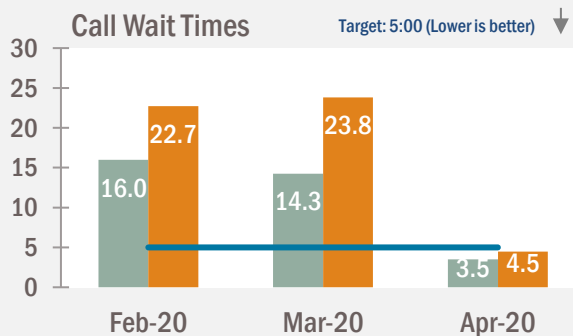


The number of calls decreased by 22,947 in April when compared with March. There was a decrease in wait times for the General Eligibility queue. With all lines considered, there was a decrease in wait times. Answer rates for all queues combined rose to 86%. The answer rate for the eligibility queue rose to 83%.

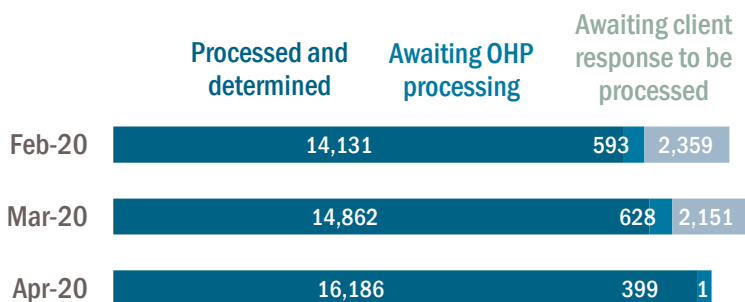
The percentage of calls answered increased for All Lines and increased for General Eligibility.



The average wait time (minutes) decreased for All Lines and decreased for General Eligibility.



ONE Application and Task Processing



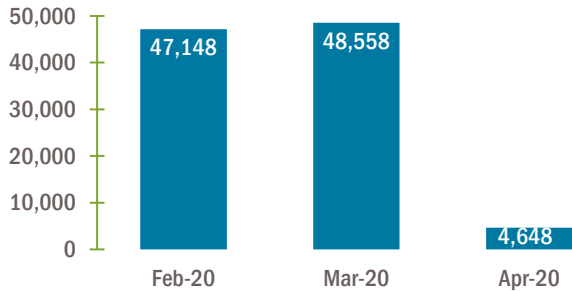
In April, more than 16,186 applications were processed. Eligibility for 400 applications had not been determined by the end of April. This is down by approximately 2,379 from March. These applications are awaiting a worker or applicant action.



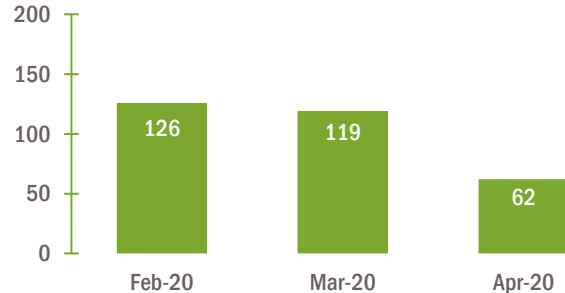
Oregon Health Plan Dashboard

Inbound Task volumes dramatically decreased during the month of April, allowing operations to clear out the remaining outstanding work. Tasks related to new applications are worked first to prioritize individuals who are not yet receiving benefits.

Supporting Case Tasks*



Applications and Renewal Tasks



*These tasks include responses to pends, member identity matching, manual reviews, and other miscellaneous items.

Oldest Processing Date:
2/11/2020

98% of Renewals pass through the Automated Renewal process.

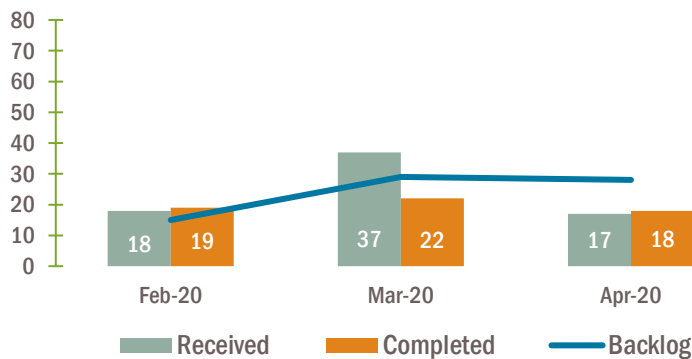
61% of Automated Renewals are determined without any worker intervention.

RFI - Request For Information, this is used when additional information is needed to make a determination for eligibility

Automated Renewals

Month	Approved with no RFI	Approved with RFI	Hard Pended RFI
Feb-20	23,480	1,788	12,053
Mar-20	21,099	1,710	11,342
Apr-20	22,739	1,886	12,134

Complaint Resolution Team's Grievances



CRT continues to maintain the grievances backlog.