OHP-Certified Community Partner Requirements

Use this guide to learn more about community partner Oregon Health Plan (OHP) certification requirements. Completing all requirements will certify your organization as an OHP-certified community partner, allowing your individual assisters to receive their Assister ID and access the Oregon Eligibility (ONE) system. The ONE system will enable your assisters to help individuals and families apply for, renew and manage their OHP online.

To speed up certification, start the account creation process **before** the training requirements. **Assisters must complete training before assisting with OHP enrollment and using the ONE system.**

☐ **Organization Contract**

Complete either a Provider Addendum or a Volunteer Agreement.

Provider Addendum

- If you are a provider organization (i.e., you have a contract to bill OHP for covered services), you will need to sign an *Application Assistance by Provider Staff: Provider Enrollment Agreement Addendum.* To start the process, please email our business team at: cp.business@dhsoha.state.or.us

  OR

Volunteer Agreement

- If your organization doesn't bill OHP for medical services, your organization is not considered a medical provider. Your agency will need to sign a *Volunteer Organization Agreement*. To start the process, please email our business team at: cp.business@dhsoha.state.or.us

☐ **Account Creation (includes criminal history check)**

A supervisor or designated point of contact at your organization must review and submit an account creation document for each assister seeking to become certified – this person is designated by your organization and is called the primary contact.

An **Account Creation form** can be requested by emailing cp.business@dhsoha.state.or.us. It is critical to follow the instructions outlined and ensure all information fields are completed.

- New assisters must pass a criminal history check. This can be done by: a) using an agency of your choosing (this is the preferred method) or b) requesting one through our office.
  - There is space in the Account Creation document to attest to criminal history check details if done by an outside agency. Your organization will be held liable for the information provided.

- To initiate the criminal history check through our Background Check Unit (BCU), return both the completed Account Creation form and a readable copy of an **Oregon Driver's License or government-issued ID** for **each new assister** via secure email. Instructions on how to create a secure email are included in the FAQs at the end of this document.
    - This process can take 6-8 weeks
    - See next page for more details
    - Online training links will be emailed to you

Once the Account Creation form has been processed and a background check has been passed, the assister will receive their Assister ID the following Monday, and their ONE portal account invitation by that Friday.

☐ **OHP training and testing**

1. OHP Application Assister Training – complete in-person or via webinar
    - Email your Regional Outreach Coordinator or community.outreach@dhsoha.state.or.us for training schedule.
2. Renewals and REALD training – complete online (link emailed after account creation is processed)
3. Test – pass online (Survey Monkey link emailed after account creation is processed)

☐ **Oregon Health Insurance Marketplace training**

This training component has two tiers. Every employee who will provide OHP application assistance is required to complete a minimum of tier one training. Every staff member who plans to conduct outreach or provide enrollment assistance to consumers enrolling in Qualified Health Plans (QHPs) through HealthCare.gov is required to take **Tier Two training**. To learn more about which training to take visit Oregon Marketplace assister trainings

If you/your organization will not be assisting clients on Healthcare.gov, please work with your Regional Outreach Coordinator to discuss exceptions. If you haven't completed this training, visit oregonhealthcare.gov and go to find local help to find a licensed insurance agent or FFM-trained community partner.

Questions? Contact community.outreach@dhsoha.state.or.us for additional guidance

Frequently Asked Questions

1) How do I get access to a secure email through the DHS server?

Email your request to CP.Business@dhsoha.state.or.us and ask our business team for a secure email, or use the following website: https://secureemail.dhsoha.state.or.us/encrypt.

2) When should I send a secure email?

Any time client personal information or documents are shared, we use secure email to maintain confidentiality and privacy. Please use the OHA/DHS secure email server rather than one internal to your organization. If you use your own secure email solution, we may not be able to open your email.

3) Who processes my criminal history check?

The Background Check Unit (BCU) provides background check services and support to all DHS divisions and contractors. BCU will use the Criminal Records Information Management System (CRIMS). The CRIMS provides a portal to submitting background checks.

Note: If you are using any entity other than our Background Check Unit to complete a background check, the following categories must be included in the check: children, adult, confidential information, secure facilities, finances/financial records, information technology systems.

4) What happens after I initiate a criminal history check with the Background Check Unit?

CRIMS will send a **time sensitive** email to each new assister requesting additional information to complete the background check request. If finger prints are necessary, the assister will receive follow up instructions. **Important notes:** Finger printing is not required in all cases. **DO NOT** proactively start this process, or time and expense may be wasted. Please respond to emails from CRIMS within 3 business days to avoid starting the process all over. If you plan to be out of the office, wait until you return to request CRIMS run a background check.

5) Are there additional resources?

- For information about the training schedule, please contact your Regional Outreach Coordinator. If you aren't sure who your ROC is, you can email Community.Outreach@dhsoha.state.or.us
- For FFM training resources contact your ROC or Community.Outreach@dhsoha.state.or.us
- Any questions about contracts, certification status, or background checks should be sent to CP.Business@dhsoha.state.or.us