In March 2020, Congress allowed people to stay on Medicaid during the federal COVID-19 public health emergency. As a result, Oregon's Medicaid enrollment grew from **1.1 million to 1.4 million** members. In April 2023, Oregon began Medicaid renewals to figure out who still qualified after the pandemic emergency ended and help people move to other health coverage. Between April 2023 and February 2025, the state:
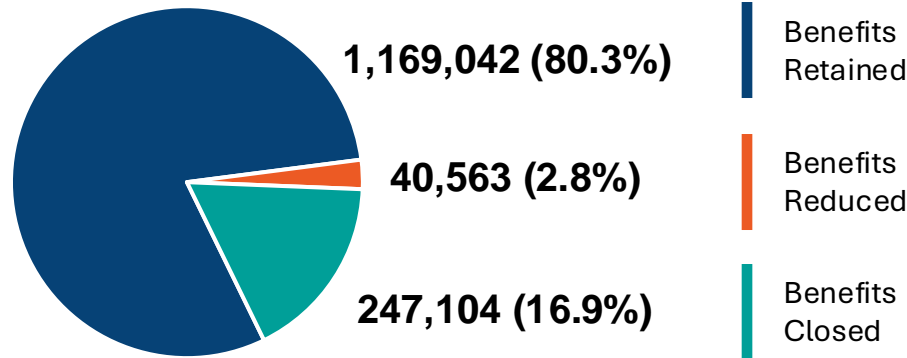
- Worked closely with community partners to **reach members** through different communication channels and languages.

- Focused on actionable, **audience-specific messaging** and tools.

- Developed **data dashboards** to track renewals and share daily metrics from the ONE Customer Service Center.

- Developed a **workforce readiness** strategy for Medicaid eligibility staff, including comprehensive training on renewals, to help ensure staff were well-prepared to help members through the renewal process.

Individual Medical Renewal Outcomes

1,169,042 (80.3%) — Benefits Retained

40,563 (2.8%) — Benefits Reduced

247,104 (16.9%) — Benefits Closed

PHEU Project Achievements

High renewal rates: Oregon's efforts resulted in one of the highest Medicaid renewal rates in the nation, with 83% of members keeping their benefits.

Health equity: Oregon achieved largely equitable outcomes during the Medicaid renewal process, though some Race, Ethnicity, Language, and Gender Identity groups closed at rates slightly higher than the overall average. Renewal and response rates for Age and Disability-based Medicaid and Medicare Savings Programs exceeded overall averages.

Unprecedented collaboration: The Oregon Health Authority and the Oregon Department of Human Services established a joint agency governance structure and worked in lockstep with partners to make data-informed decisions, unify messaging and supports, and prepare members.

Everyone has a right to know about and use our programs and services. Some examples of the free help we can provide include sign language and spoken language interpreters, written materials in other languages, Braille, large print, audio, and other formats. If you need help or have questions, please contact us at one.communications@odhsoha.oregon.gov

Oregon Department of Human Services

OREGON HEALTH AUTHORITY