

Oregon Health Plan

Talking points about Senate Bill 558 implementation –
CAWEM/CAWEM Plus Auto-Conversion Project

Last updated 12/27/2017



Background info

Signed into law in August 2017, SB 558 does two things:

- 1) Removes immigration status from the OHP eligibility criteria for children and teens younger than 19, and
- 2) Requires DHS/OHA to convene an external stakeholder workgroup to advise on culturally and linguistically appropriate outreach and marketing strategies to maximize enrollment.

Approximately 3,000 CAWEM and CAWEM Plus members younger than 19 will move to full OHP coverage on January 1, 2018. The Department of Human Services (DHS) Community Partner Outreach Program estimates there are an additional 15,000 children and teens who will qualify for OHP under SB 558.

Letters to affected members

The DHS Community Partner Outreach Program partnered with OHP Customer Service and OHP-certified Community Partners (CPs) to call each household that received letters about this change.

The calls explained the changes happening January 1, the letters members will get, and answered any questions families may have had. This outreach happened during the week of December 11, 2017.

Client notice about January 1 changes (mailed December 4, 2017)

This letter (sent in [English](#) and [Spanish](#)) explained the following information:

- What the December 6 Notice of Eligibility meant
- The differences between full OHP, CAWEM and CAWEM Plus coverage
- How to start using OHP
- How to get OHP information in a preferred language
- Whom to contact for questions. If the family had an OHP-certified CP, the CP should be the first contact.

Notice of Eligibility (OHP 005), mailed December 6, 2017

The Oregon Eligibility (ONE) system issued [this letter](#). It showed that “OHP Plus-Cover All Kids” coverage starts January 1 for affected household members.

2018 OHP coverage letters

Households will get two [coverage letters](#) about this change:

- In early January, the first letter will show the new OHP coverage.
- In early March, the second letter will show CCO effective March 5, 2018.

CCO enrollment information

Once enrolled, families will get a CCO welcome packet, also in early March 2018. Welcome packets typically contain member ID cards and handbooks.

Questions and answers

View the [SB 558 Frequently Asked Questions](#) to learn more about the changes.

SB 558 Talking Points

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