

Federal Changes to Oregon Health Plan (OHP)



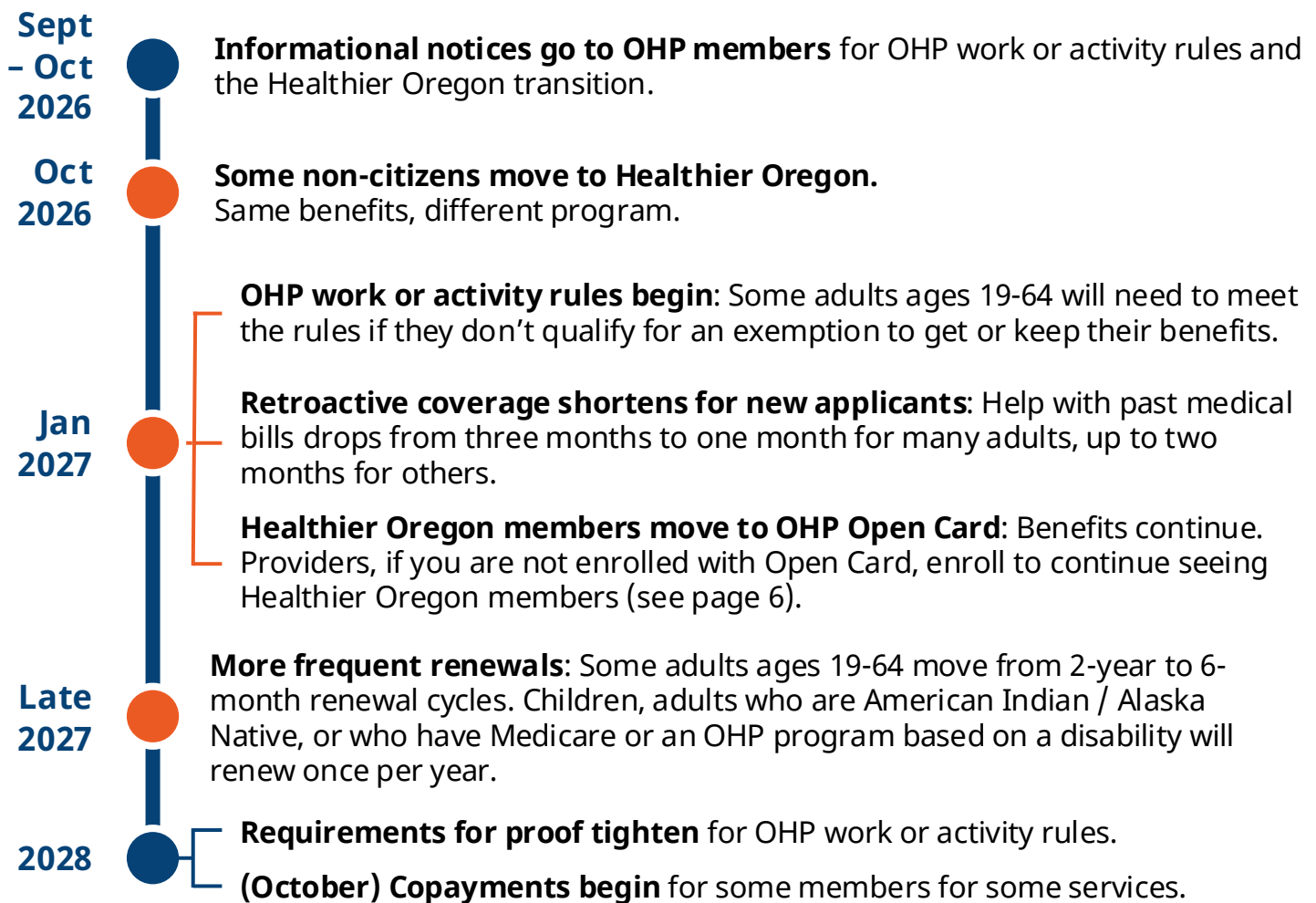
A Quick Reference Guide for Providers and Clinic Staff

Federal changes are changing Oregon Health Plan (OHP), or Oregon's Medicaid program. People may need help understanding these changes and how to keep their coverage. This guide helps your team have accurate conversations.

People are more likely to act on information from a trusted source, like you, than a mailed notice. Thank you for checking in with OHP members and helping people stay covered.

What's Changing and When

Scan this for a refresher on what's changing.



Key Changes

For more details, see the **full timeline of changes:**
<https://www.oregon.gov/odhs/news/Documents/hr1-partner-timeline.pdf>

OHP Work or Activity Rules: What You Need to Know and Do

OHP work or activity rules don't take effect until 2027, but starting now means fewer surprises later.

To Know



- Oregon's goal is to keep eligible people covered. If a health condition makes it hard for a person to work, and they're getting treatment for it, they'll likely qualify for a medical exemption. Most people on Medicaid who can work already are working — they may just need to show proof of income or activity.
- Medical-based exemptions for the OHP work or activity rules are based on function, not diagnosis. The federal government requires that a condition qualifies only if it significantly limits a person's ability to work.
- Most medical exemptions will not require additional documentation from people. Starting in 2028, some people may be asked to provide additional documentation.

To Do



- Confirm contact information at every visit and remind people to keep it up-to-date with OHP. Use your OHP Badge Buddy (see page 7) for support.
- Encourage people to check their mail and respond to any letters from OHP.
- Direct people with eligibility-related questions to 800-699-9075 or <https://benefits.oregon.gov/>.
- Proactively discuss potential medical exemptions with people and how to report their health condition to OHP.
- Encourage people to keep up with recommended care, like annual well visits and follow-up appointments.

Who's Not Affected vs. Who May Need Extra Help

Use this list as a quick check to flag who may benefit from a heads-up.

NOT affected by OHP work or activity rules	MAY need to take action / need support
• Children and youth under 19 • Adults age 65+ • People with Medicare • People with OHP based on disability or pregnancy • American Indian / Alaska Natives	• Adults ages 19-64 who are not pregnant and do not receive Medicare. If a person becomes pregnant, they should tell you and OHP. • People who have not received health care in over a year • People with less common serious or disabling health conditions, and people with new symptoms in the process of getting a diagnosis • People with variable work hours, unstable housing or frequent moves. • People with limited English proficiency or low digital literacy. • People with outdated contact information.

Talking Points

Use during a visit so every person gets the same accurate messages.



If asked about coverage changes generally:

“Some Medicaid rules are changing. In Oregon, Medicaid is called Oregon Health Plan, or OHP. Most people will keep their coverage, but some will need to take extra steps to stay covered. Please open and act on any letters, emails, or texts you get from OHP. Check your ONE Account regularly online or through the Oregon ONE app and review or update your contact information with OHP if needed.”



Be ready to answer whether you accept OHP Open Card:

About 100,000 Healthier Oregon members who are non-citizens will move from CCO coverage to OHP Open Card because of federal changes. You can verify your enrollment in Open Card and/or enroll at <https://www.oregon.gov/oha/hsd/ohp/pages/provider-enroll.aspx>. If you do not accept OHP Open Card, let people know and refer them to help (check the [Referral Information](#) section).

Talking Points Continued

Use during a visit so every person gets the same accurate messages.



If asked about how the OHP work or activity rules work:

"Starting in 2027, when someone applies for or renews their OHP, they may be reviewed for 1) an exemption, which means they have a reason they do not need to meet work or activity rules or 2) meeting one or more of these rules: Income over \$580 a month; or enrolled in higher education at least half-time; or a combination of work, volunteering, education, or training programs that add up to at least 80 hours a month." *Have them scan the QR code on your OHP badge buddy or offer the OHP Work or Activity Rules Factsheet at <https://www.oregon.gov/oha/HSD/OHP/Tools/Work-Activity-Requirements-EN.pdf> for more information.*



If asked about a possible medical exemption:

"If a health condition makes it hard for you to work, volunteer, or do other activities, you may qualify for a medical exemption. When you apply or renew, OHP will automatically check if you qualify with information it already has. If OHP needs more information, you'll get a notice that says what to send and how. In 2027, all you'll need to do is tell OHP about your condition.

If pushed: "Starting in 2028, you may need to send more information, like a clinician's statement or other options. But for now, all you need to do is tell OHP about your condition." *Note: We will provide future guidance on clinician's statements and other options in 2027.*

If the conversation gets difficult:



- "I understand these new rules may feel overwhelming, or you may be worried about how to keep your OHP coverage."
- "You are not alone - many people are in this same situation, and there are resources in place to support you."
- "The federal government is requiring these new changes, and I want to help you through it how I can."
- "There are many ways to meet the work or activity rules, and I can guide you to resources that can help."
- "If a health condition makes it hard for you to work, volunteer, or do other qualifying activities, you may qualify for a medical exemption, just let OHP know."
- "Be sure to keep your contact info up-to-date so OHP can reach you."

Referral Information and Resources (Members)

Good for taping to a front-desk monitor or workstation.



If a person needs help with...	Send to...
General HR1 / federal changes information	• https://OHP.Oregon.gov/HR1 (see QR code above)
Applications, renewals, general eligibility Updating contact information	• Log into your ONE Online Account or Oregon ONE Mobile App at https://benefits.oregon.gov • Get help from an OHP assister: Find one at https://OregonHealthCare.gov/GetHelp • Local ODHS office: Find one at https://ODHSoffices.oregon.gov • Call 800-699-9075 (relay calls welcome)
Using benefits / covered services	• Their CCO – online directory at https://www.oregon.gov/oha/OHP/Pages/CCOs.aspx • OHP Open Card: Call 800-562-4620 • Online Open Card provider search tool at https://OHPOpenCard.org • OHP member handbooks: https://www.oregon.gov/oha/ohp/members/pages/handbooks.aspx
Have issues, concerns, or complaints about OHP CCO enrollment If not in a CCO and they get a bill or have questions about coverage	• OHP Client Services at 800-273-0557
Immigration status or public charge questions	• An immigration attorney or legal aid organization (e.g., Oregon Law Center) • Public Charge site: https://oregon.gov/publiccharge • Office of Immigrant and Refugee Advancement: https://www.oregon.gov/odhs/about/pages/oira.aspx

Referral Information and Resources Continued (Providers)

Good for taping to a front-desk monitor or workstation.

If you're looking for...	Check out...
Additional HR1 resources for providers	HR1 Toolkit: https://www.oregon.gov/oha/hsd/ohp/pages/toolkit.aspx
General provider resources (not HR1-specific)	https://OHP.Oregon.gov/Providers - Sign up for Provider Matters newsletter: https://public.govdelivery.com/accounts/ORHA/signup/38913
Eligibility and claims status	Medicaid Portal: https://www.or-medicaid.gov
OHP Open Card claims billing help and provider services	- Provider Services at 800-336-6016, option 5 https://DMAP.ProviderServices@odhsoha.oregon.gov
Help enrolling as an OHP Open Card provider	https://www.oregon.gov/oha/hsd/ohp/pages/provider-enroll.aspx provider.enrollment@odhsoha.oregon.gov - Provider Services at 800-336-6016, option 6
Help with training and certifying OHP Assistors	https://www.oregon.gov/oha/erd/pages/office-of-community-health-and-engagement.aspx - Email: community.outreach@oha.oregon.gov

Badge Buddy

Print and cut on the dotted lines. Clip to your badge to encourage questions.

Members

Providers

Stay Connected
Stay Covered

Oregon Health Plan (OHP) members

Work or activity rules start Jan. 1, 2027

Some adults ages 19-64 may need to meet the federal rules when they apply for or renew OHP. You don't need to meet the rules if you have an exemption. How to meet the rules:

- Have at least \$580 a month in household income
- Do 80 hours a month of work, volunteer, or training activities.
- Be in school at least half-time

Update or report your information:

- Go to **benefits.oregon.gov** (you can create an online or mobile account)
- Call **1-800-699-9075** (relay calls welcome)
- Find an OHP assister at **oregonhealthcare.gov/gethelp**
- Visit an Oregon Department of Human Services (ODHS) office. Find one at **ODHSoffices.oregon.gov**



Learn more at
OHP.Oregon.gov/HR1

Help people
stay connected.
Stay Covered.

For OHP providers and partners

In 2027, new federal rules require some people with Oregon Health Plan (OHP, also called Medicaid) to work, go to school, volunteer, or qualify for an exemption to keep their coverage. Here's how you can help:

- **Direct people** to update their contact information (see reverse side)
- **Encourage people** to watch for mail and notices from OHP
- **Discuss potential medical exemptions** and how people can report a health condition to OHP
- **Encourage recommended care**, like annual well visits and follow-up appointments
- **Submit claims promptly** to help avoid claims lag



Health care provider
resources, FAQs:
OHP.Oregon.gov/toolkit

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