

Member - Frequently Asked Questions

Oregon Health Plan (OHP) for Young Adults with Special Health Care Needs (YSHCN)

This document gives answers to common questions about Oregon Health Plan's Young Adults with Special Health Care Needs (YSHCN) program.

Table of contents

Member - Frequently Asked Questions	1
1. What is the Young Adults with Special Health Care Needs program?	2
2. When will the new program start?	3
3. What does the Young Adults with Special Health Care Needs program cover? ..	3
4. How do I apply for YSHCN?	3
5. How do I know if I qualify for YSHCN?	4
6. At what age can someone qualify for YSHCN?	4
7. How does someone access HRSN (Health-Related Social Needs) supports?	4
8. Do applicants need to be the head of the household, or can they be dependents?	5
9. Does residential setting affect eligibility? Are there exclusions for applicants who live in adult foster care, adult care homes, or residential treatment facilities?	5
10. Do I have YSHCN benefits?	5
11. How does a member know they have been enrolled in the YSHCN program? ..	5

12.	What information do I need to give to qualify for YSHCN?	5
13.	Are YSHCN members required to enroll in CCOs?	6
14.	Do CCOs affect access to services? Are there different ways to access services based on which CCO a person is enrolled with?	6
15.	Can CCOs independently determine service prioritization? Can CCOs independently decide how they triage, like first-come-first-served or allowing certain criteria to "jump the line"?	6
16.	How does this impact behavioral health limitations, where services are often time-limited?	7
17.	Do I have to renew my YSCHN benefits?	7
18.	How does renewal of YSHCN benefits work?	7
19.	Why would YSHCN coverage end?	7
20.	Can YSHCN be used to cover long-term care?	8
21.	Can I get YSHCN if I have Healthier Oregon coverage?	8
22.	How can I get answers if I have additional questions?	8
23.	Are there regulations on service response times? Is there anything in regulations about turnaround time between request for support and providing of services?	8

1. What is the Young Adults with Special Health Care Needs program?

- Young Adults with Special Health Care Needs is a new program that gives Oregon Health Plan (OHP) to people ages 19 through 25 who have certain health conditions. The health conditions must have started before age 19. You must have income at or below 205% of the Federal Poverty Level (FPL) to qualify. You can have this program on its own or as extra OHP coverage.

Family Size	205% FPL in 2024
1	\$2,573 per month
2	\$3,492
3	\$4,411
4	\$5,330

- The new YSHCN benefits can help you get the care you need as you transition to OHP's adult benefits. The program also has higher income limits than other OHP programs. That way more young adults with special health care needs can get and keep OHP coverage.

2. When will the new program start?

- The program starts January 1, 2025. Only people aged 19 and 20 may qualify in 2025.

3. What does the Young Adults with Special Health Care Needs program cover?

- Young Adults with Special Health Care Needs (YSHCN) coverage is Oregon Health Plan (OHP). It also covers more things than other OHP programs for adults. For example, extra vision and dental services, and [all medically necessary and medically appropriate care](#). People also have access to [Health Related Social Needs](#) benefits. People eligible for the Young Adults with Special Health Care Needs (YSHCN) benefit will have to renew every 2 years.

4. How do I apply for YSHCN?

- If you already have the Oregon Health Plan (OHP) when the program starts in January 2025, are age 19 or 20, and have income below 205% of the Federal Poverty Level (FPL), we will send you a letter asking questions about your

health care needs. If you complete and return this letter, we will see if you are eligible and send you a letter about your eligibility. We may also use information we have about your health care needs to see if you qualify.

- We may also use information we already have to see if you qualify. If we find that you qualify, we'll send you a notice and automatically enroll you in the program. Please keep your address up-to-date so you receive mail from us.
- You can find out if you qualify for YSHCN benefits at any time by completing an OHP application.

5. How do I know if I qualify for YSHCN?

- You don't have to be enrolled in Oregon Health Plan to qualify. But you have to meet these requirements:
- Age: Starting January 1, 2025, the YSHCN program is for people aged 19 and 20.
- Income: Your household income can't be higher than 205% of the federal poverty level (unless you already receive another OHP program at a higher income level).
- Health condition: You have a complex chronic illness, behavioral health condition, or diagnosed disability that started before you turned 19.

6. At what age can someone qualify for YSHCN?

- Young Adults with Special Health Care Needs (YSHCN) benefits start at age 19. We'll ask you to answer screening questions in your OHP application starting at age 17. That way, if you qualify, we can automatically enroll you when you turn 19. Please keep your address up-to-date so you receive mail from us.

7. How does someone access HRSN (Health-Related Social Needs) supports?

- YSHCN members are screened for HRSN needs
- After screening, they're referred to the HRSN program for full assessment and enrollment

8. Do applicants need to be the head of the household, or can they be dependents?

- The applicant can be the head of household or a dependent.

9. Does residential setting affect eligibility? Are there exclusions for applicants who live in adult foster care, adult care homes, or residential treatment facilities?

- Yes, setting affects access to certain services
- A list of settings/services will be available on the YSHCN website
- Service access depends on the specific service need

10. Do I have YSHCN benefits?

- You can find out by logging into your ONE Online account and viewing your benefit information on your dashboard. Or, you can contact 800-699-9075 (all relay calls accepted. Help is available in many languages).

11. How does a member know they have been enrolled in the YSHCN program?

- For those on OHP before turning 19 who meet eligibility criteria: They receive a letter from OHP stating they qualify and have been enrolled, listing available benefits
- For new OHP applicants: After completing the screener and OHP application, they receive notification of qualification for both OHP and YSHCN, listing available benefits

12. What information do I need to give to qualify for YSHCN?

- While you're filling out your OHP application, we'll ask questions about your health care needs, but we won't ask you specific information about your diagnosis. You don't have to answer these questions. But if you don't, we won't know if you qualify.

- We may also use information we already have to see if you qualify. If we find that you qualify, we'll send you a notice and automatically enroll you in the program. Please keep your address up-to-date so you receive mail from us.
- Some young adults have found it helpful to have information about their health care needs, or a parent, caregiver, or support person with them to answer the questions.

13. Are YSHCN members required to enroll in CCOs?

- People eligible for the Young Adults with Special Health Care Needs (YSHCN) benefit must enroll in a Coordinated Care Organization (CCO). However, some people can be exempt if they have tribal status or private health coverage.
- For more information about what CCOs are, how they can help, and to compare plans, click [here](#).

14. Do CCOs affect access to services? Are there different ways to access services based on which CCO a person is enrolled with?

- Care coordination administration varies by CCO, which impacts member experience
- However, all OHP members enrolled in YSHCN are entitled to the same level of care regardless of CCO enrollment or fee-for-service status

15. Can CCOs independently determine service prioritization? Can CCOs independently decide how they triage, like first-come-first-served or allowing certain criteria to "jump the line"?

- YSHCN is a Medicaid entitlement. If people qualify for enrollment and need care, they should receive access to that care
- Major shift: If someone enrolls at age 20 and turns 21, they remain in YSHCN
- Any care covered under EPSDT cannot be denied even after turning 21
- This represents a significant change for providers in how care is administered

16. How does this impact behavioral health limitations, where services are often time-limited?

- If care is no longer needed, it won't be provided
- But if a level of care is medically necessary and medically appropriate for someone enrolled in YSHCN, they're entitled to the benefit even if they're 21 or older

17. Do I have to renew my YSCHN benefits?

- Yes. When your medical benefits are up for renewal, we'll send you a letter in the mail. It will say that your benefits renewed automatically or let you know if you need to take action.

18. How does renewal of YSHCN benefits work?

- Renewal occurs every 2 years, not annually
- Enrollees maintain eligibility for the entire 2-year period
- Online renewal process involves a quick questionnaire asking if criteria are still met
 - If yes: Automatic re-enrollment
 - If no: Must complete full application again
- Paper application process is similar but processing differs slightly

19. Why would YSHCN coverage end?

- People eligible for the Young Adults with Special Health Care Needs (YSHCN) benefit will have to renew every 2 years. However, since the program is only available to those age 19 through 25, the extra coverage YSHCN provides will end when you turn 26. You will move to another OHP Plus program until it is time for you to renew.
- Coverage can also end for things like moving out of state, voluntarily requesting to close coverage, becoming incarcerated, or no longer having a qualifying health care need.

20. Can YSHCN be used to cover long-term care?

- Some long-term care services can be covered if you have Young Adults with Special Health Care Needs (YSHCN). If you have questions, please contact ONE Customer Service at 1-800-699-9075 to find out more about long-term services and supports (all relay calls accepted, help is available in many languages).

21. Can I get YSHCN if I have Healthier Oregon coverage?

- Yes, if you're getting Healthier Oregon coverage you can also get the Young Adults with Special Health Care Needs (YSHCN) benefit.

22. How can I get answers if I have additional questions?

- You can learn more about the YSHCN program at Oregon.gov/YSHCN. If you are a member of a CCO you can contact that specific CCO directly. Anyone can contact OHP Client Services at 800-273-0557.

23. Are there regulations on service response times? Is there anything in regulations about turnaround time between request for support and providing of services?

- Timeframes are service-dependent and sometimes provider-dependent
- Different rules exist for different services, especially mental health
- More familiar with timelines for fee-for-service than CCO-specific rules

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact OHP Customer Service at 800-699-9075. All relay calls accepted. Help is available in many languages.

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