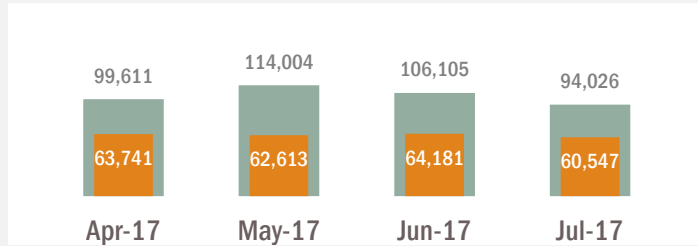


# August 15, 2017 Member Services Dashboard

## OHP Call Center Monthly Averages (all OHP lines)

Total daily calls received and answered.

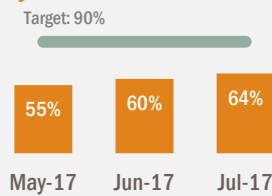


The number of calls received in July decreased, and the percentage of calls answered increased.

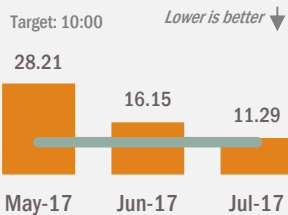
The average wait time in July decreased to 11.5 minutes, just a minute and a half over the 10 minute target.

Maximum wait time improved in July, decreasing to 130 minutes. About 46% of calls were answered in 10 minutes or less.

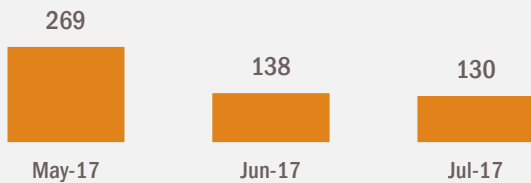
The percentage of calls answered increased into July...



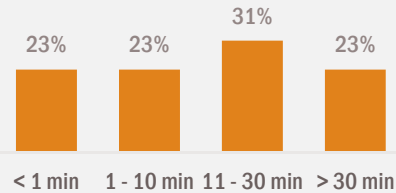
...the average wait time (minutes) decreased...



...and the maximum wait time (minutes) decreased.\*

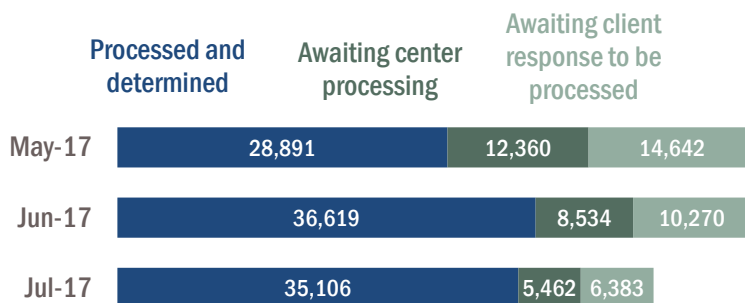


46% of calls in July were answered in 10 minutes or less.\*



\* does not include calls to vendor call centers

## ONE Application Process



Over 35,000 applications were processed in July.

There are about 12,000 applications awaiting a final determination as of July 31. These applications are awaiting final worker or applicant action.

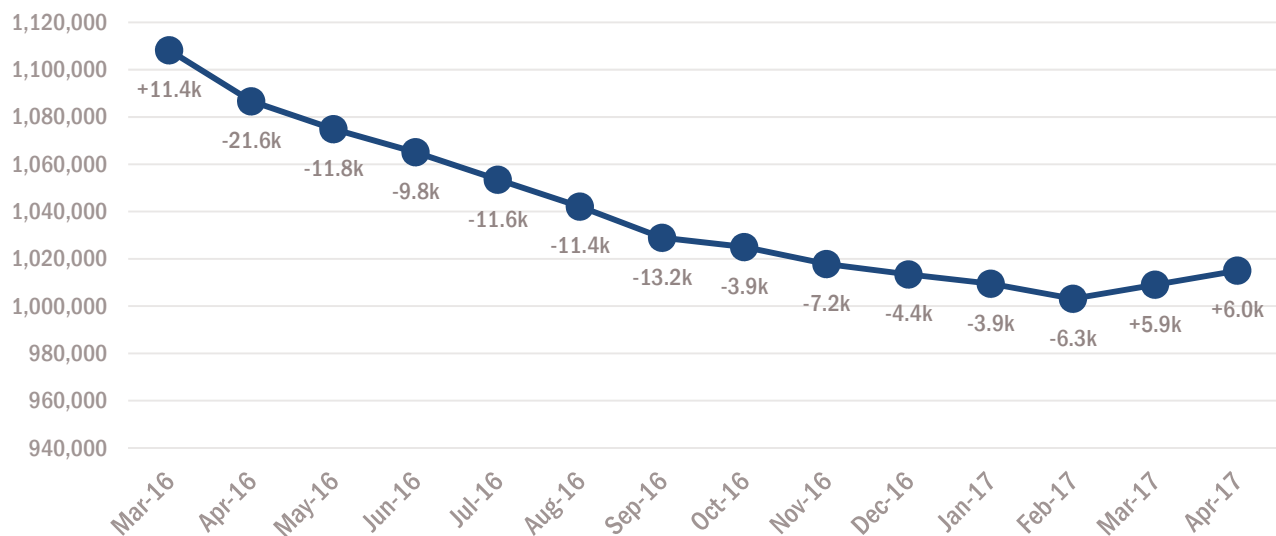
All incoming applications are started within 2-3 days of receipt

# August 15, 2017 Member Services Dashboard

## Total Oregon Health Plan Enrollment

Medicaid enrollment increased by about 6,000 members in April 2017. Medicaid enrollment declined 8% between March 2016 through April 2017 – or about 93,000 Oregonians. From the failure of Cover Oregon until March 2016, Oregon delayed many annual renewals while it built a new eligibility system. OHA launched the new ONE System for eligibility in March 2016 and began a laborious process requiring all OHP members to submit new paper applications to ensure accurate data was entered into the new system. OHA completed its first renewal cycle in March 2017, enrolling more than 733,695 (or 72% of the total population) into the ONE System. DHS continued to process renewals for individuals in the Child Welfare Program and Aging and People with Disabilities Program through a separate process.

*\*excludes Citizen-Alien Waived Emergency Medical (CAWEM), Breast and Cervical Cancer Treatment Program (BCCTP) and Qualified Medicare Beneficiary (QMB)*



This chart marks enrollment actuals finalized 90 days after the month ends to allow for retro-eligibility enrollments. Individuals may gain or lose OHP coverage within the month.



Source: DSSURS, 8/2/17.