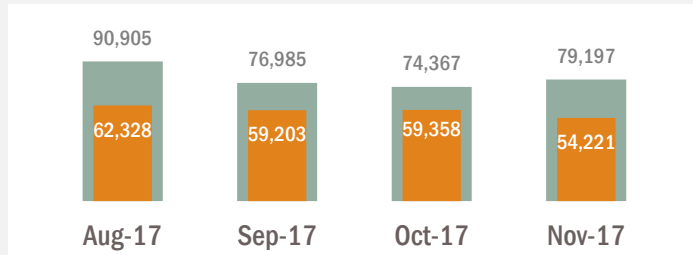


December 15, 2017 Member Services Dashboard

OHP Call Center Monthly Averages (all OHP lines)

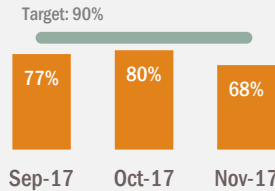
Total daily calls received and answered.



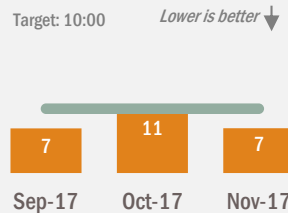
Open Enrollment started on November 1.

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

The percentage of calls answered decreased into November...

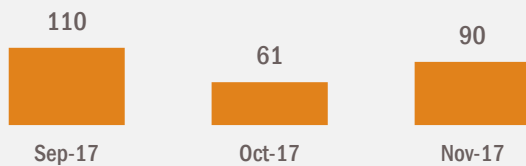


...the average wait time (minutes) decreased...

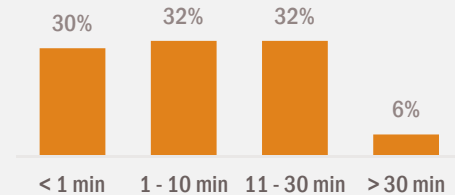


The average wait time in November decreased to just 7 minutes. Maximum wait time increased to 90 minutes. About 62% of calls were answered in 10 minutes or less.

...and the maximum wait time (minutes) increased.*

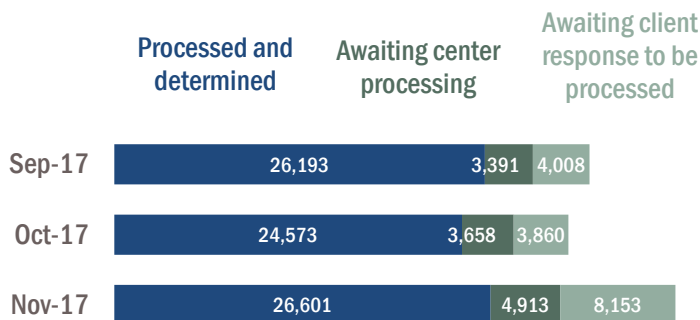


62% of calls in November were answered in 10 minutes or less.*



* does not include calls to vendor call centers

ONE Application Process



About 26,600 applications were processed in November.

There are just over 13,000 applications awaiting a final determination as of November 30. These applications are awaiting final worker or applicant action.

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

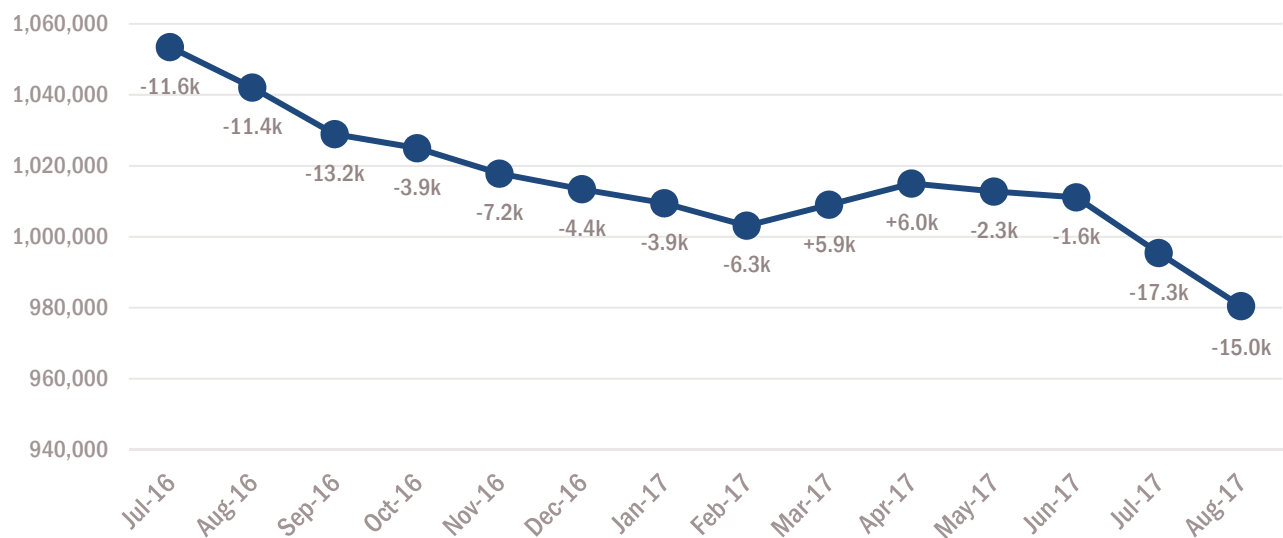
December 15, 2017 Member Services Dashboard

Total Oregon Health Plan Enrollment

Medicaid enrollment decreased by about 15,000 members in August 2017. OHA conducted renewal clean-up for an additional 115,233 members between May and August 2017 and this activity resulted in more closures at the end of each month.

OHA began entering OHP renewals into the ONE System in March 2016. OHA completed this initial renewal cycle in March 2017 and completed additional renewal clean-up in August 2017. All Medicaid members are now on a regular annual renewal schedule. DHS continues 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, 11/26/17