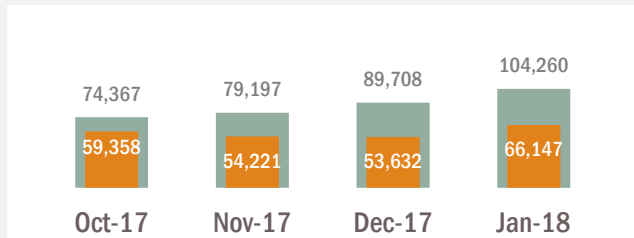


February 15, 2018 Member Services Dashboard

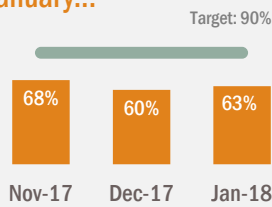
OHP Call Center Monthly Averages (all OHP lines)

Total daily calls received and answered.

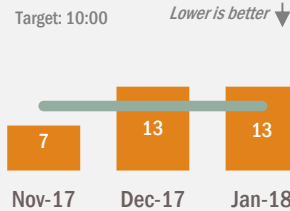


The number of calls received in January increased, and the percentage of calls answered increased. The average wait time in January remained steady at 13 minutes. Maximum wait time increased to 131 minutes. Only 36% of calls were answered in 10 minutes or less.

The percentage of calls answered increased into January...

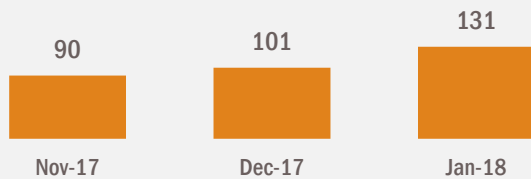


...the average wait time (minutes) did not change...

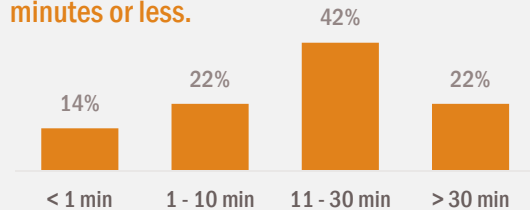


The Call Center had a higher call volume in January due to the FamilyCare closure.

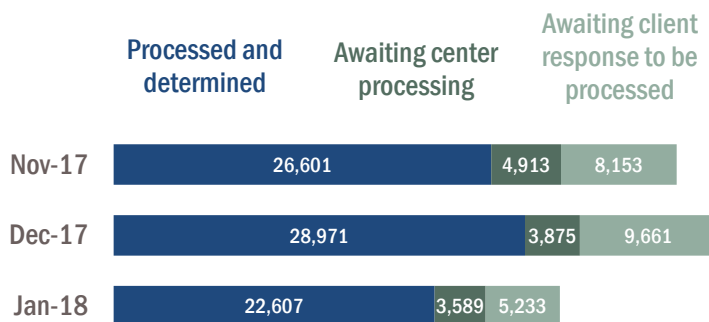
...and the maximum wait time (minutes) increased.



36% of calls in January were answered in 10 minutes or less.



ONE Application Process



About 22,600 applications were processed in January.

There are about 9,000 applications awaiting a final determination as of January 31. These applications are awaiting final worker or applicant action.

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

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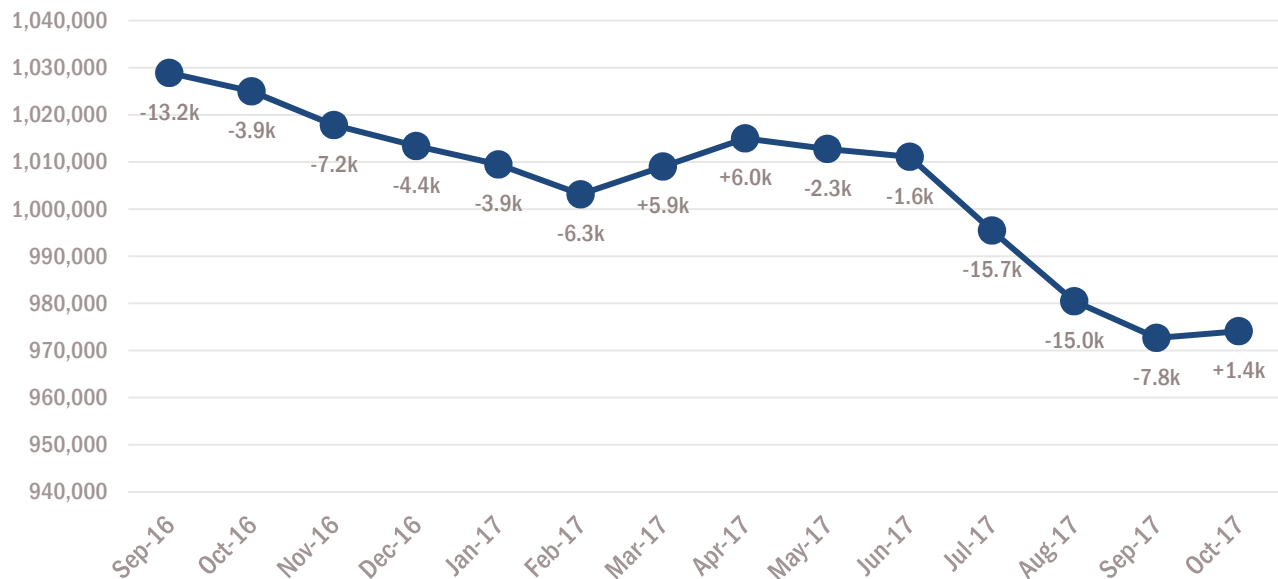
Total Oregon Health Plan Enrollment

Medicaid enrollment increased by about 1,400 members in October 2017.

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, 1/29/18