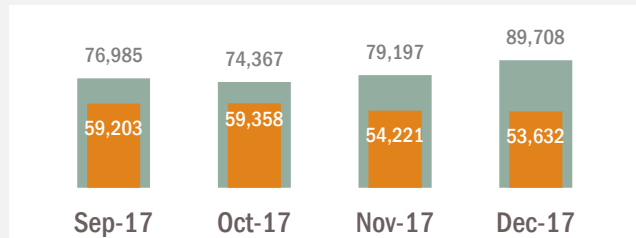


January 15, 2018 Member Services Dashboard

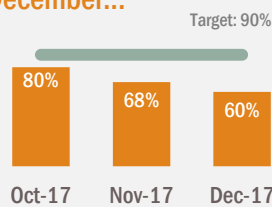
OHP Call Center Monthly Averages (all OHP lines)

Total daily calls received and answered.

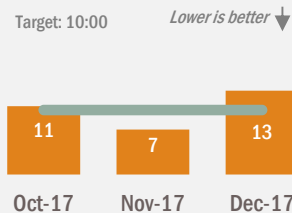


The number of calls received in December increased, and the percentage of calls answered decreased. The average wait time in December increased to 13 minutes. Maximum wait time increased to 101 minutes. Only 35% of calls were answered in 10 minutes or less.

The percentage of calls answered decreased into December...



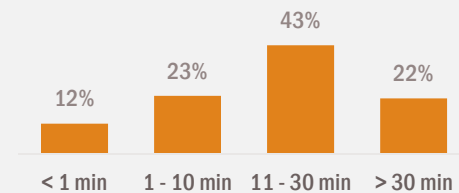
...the average wait time (minutes) increased...



The Call Center had a higher call volume in December due to Open Enrollment and the upcoming FamilyCare closure.

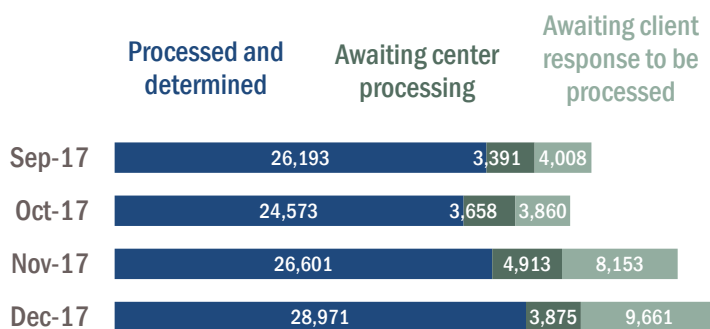
35% of calls in December were answered in 10 minutes or less.*

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



* does not include calls to vendor call centers

ONE Application Process



About 29,000 applications were processed in December.

There are just over 13,500 applications awaiting a final determination as of December 31. These applications are awaiting final worker or applicant action.

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

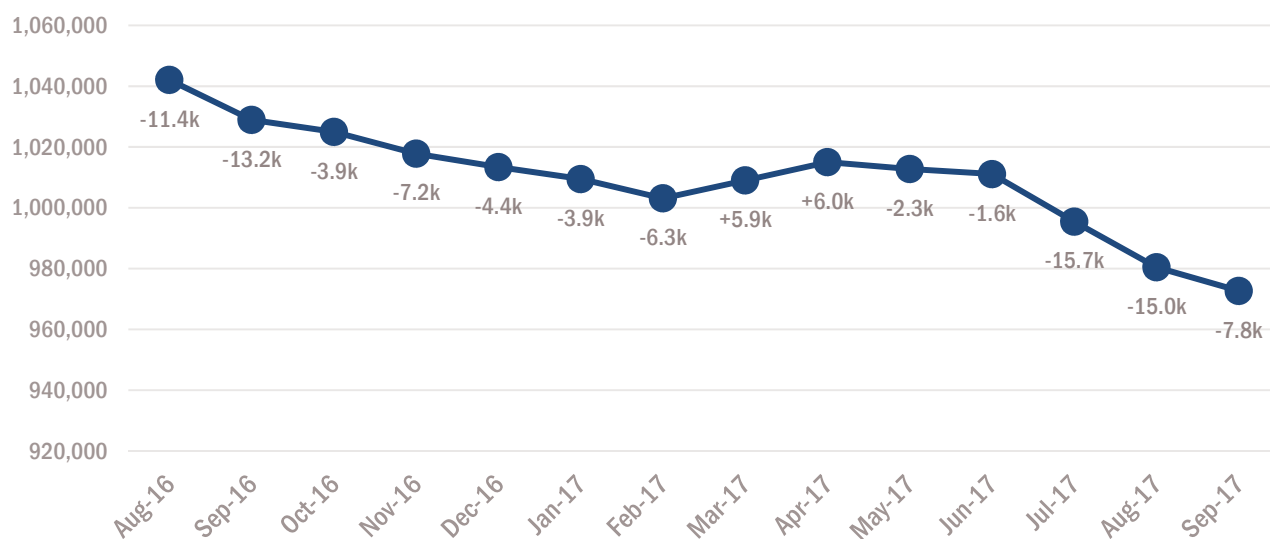
January 15, 2018 Member Services Dashboard

Total Oregon Health Plan Enrollment

Medicaid enrollment decreased by about 7,800 members in September 2017. OHA concluded renewal clean-up activities in August 2017, with the final closures from that effort reflected in the September 2017 enrollment.

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, 1/2/18