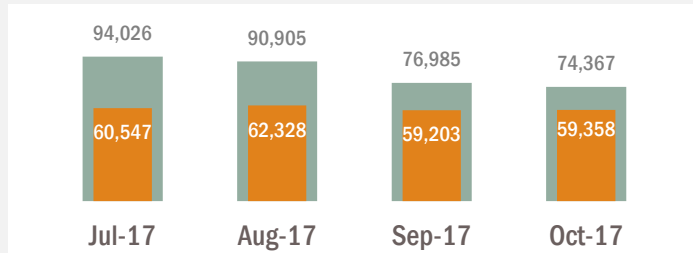


November 15, 2017 Member Services Dashboard

OHP Call Center Monthly Averages (all OHP lines)

Total daily calls received and answered.

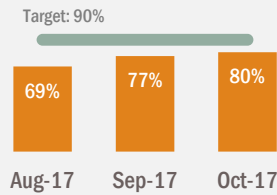


The number of calls received in October decreased, and the percentage of calls answered increased.

The average wait time in October increased to just 10 minutes. Maximum wait time decreased to 61 minutes.

About 80% of calls were answered in 10 minutes or less.

The percentage of calls answered increased into October...



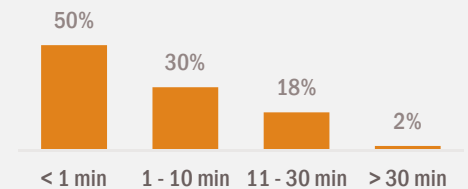
...the average wait time (minutes) increased...



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

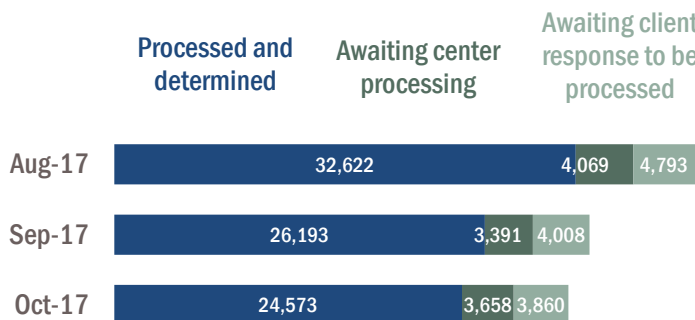


80% of calls in October were answered in 10 minutes or less.*



* does not include calls to vendor call centers

ONE Application Process



About 24,500 applications were processed in October.

There are just over 7,500 applications awaiting a final determination as of October 31. These applications are awaiting final worker or applicant action.

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

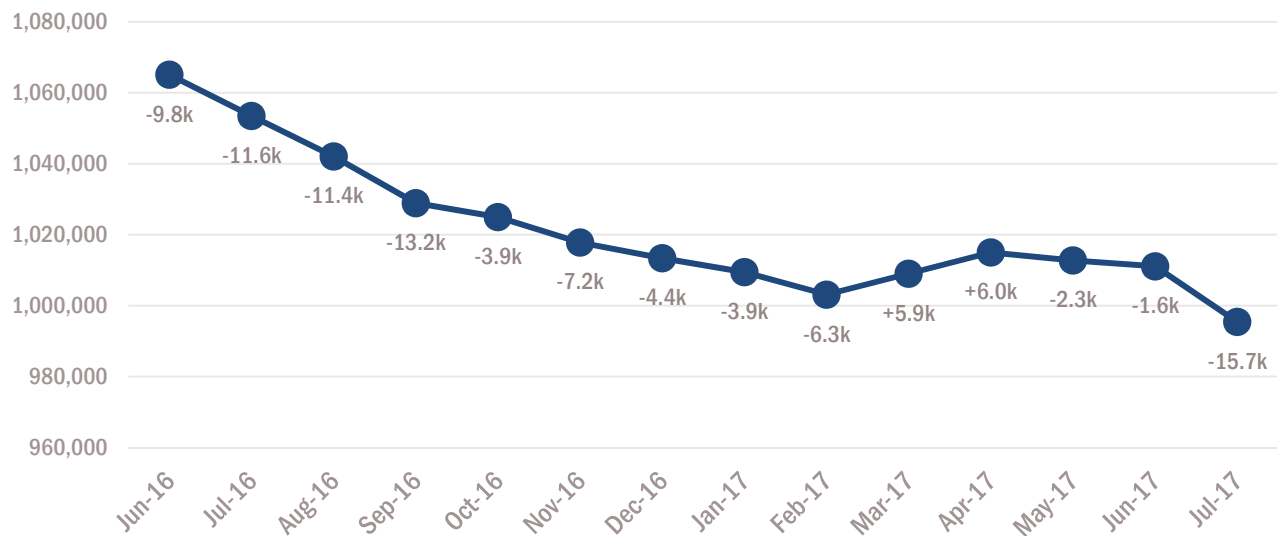
November 15, 2017 Member Services Dashboard

Total Oregon Health Plan Enrollment

Medicaid enrollment decreased by about 15,700 members in July 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, 10/02/17.