

COVID-19 Public Health Emergency (PHE) Unwinding Partner/Provider Webinar

Hosted by: Oregon Department of Human Services
(ODHS) & Oregon Health Authority (OHA)

March 14, 2023



Zoom Webinar Tips

All attendees:



Use the Q&A function to submit your questions

- We will spend the last 15 minutes of the webinar answering questions
- We will follow up on any questions we are not able to address
- If you would prefer to ask your question verbally, please ask to be unmuted in the Q&A box



This webinar is being recorded

- It will be shared on our COVID-19 Public Health Emergency Unwinding webpage at oregon.gov/covid-phe-partners following the conclusion of the presentation

Language & Disability Access

- A live Spanish webinar will be held March 23, 2023 at 10 a.m. PST. It has the same material that will be presented today.
 - For live captioning, please click on the “cc” button located at the bottom of your screen
 - For real time interpretation to ASL, please see the pinned video on your screen
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Agenda

COVID-19 Federal Public Health Emergency (PHE)
unwinding timeline and updates

Medical process overview

Food benefit overview

Preview of focused outreach efforts

Questions



COVID-19 Federal PHE Unwinding Timeline and Updates

Through the Public Health Emergency (PHE), people have stayed covered on Medicaid

Family First Coronavirus Response Act:

1. Allowed individuals to stay on OHP during the federal public health emergency.
2. Made it easier for individuals to enroll.

What we know now:



President Biden recently announced that the Federal COVID-19 PHE will **end May 11, 2023.**



Starting April 1, Oregon must begin medical renewals for more than 1.4 million individuals who are on OHP. Oregon **will have 14 months to complete renewals.**

The Goal: Preserve Benefits

1

Ensure all people and families eligible for benefits offered through the ONE system receive and continue to receive services in a timely manner without interruption

2

Give those no longer eligible for benefits clear direction and coordination of additional resources

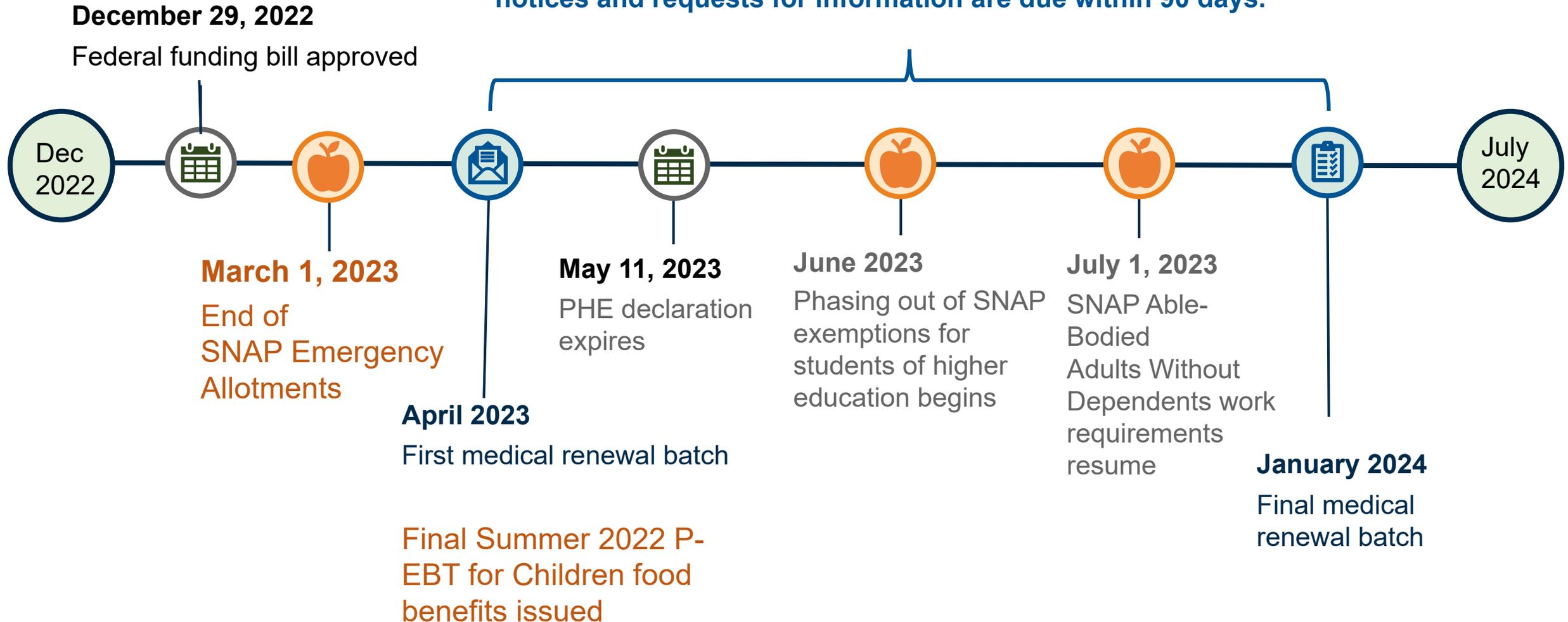
3

Give those who assist people receiving benefits clear information about how they can help

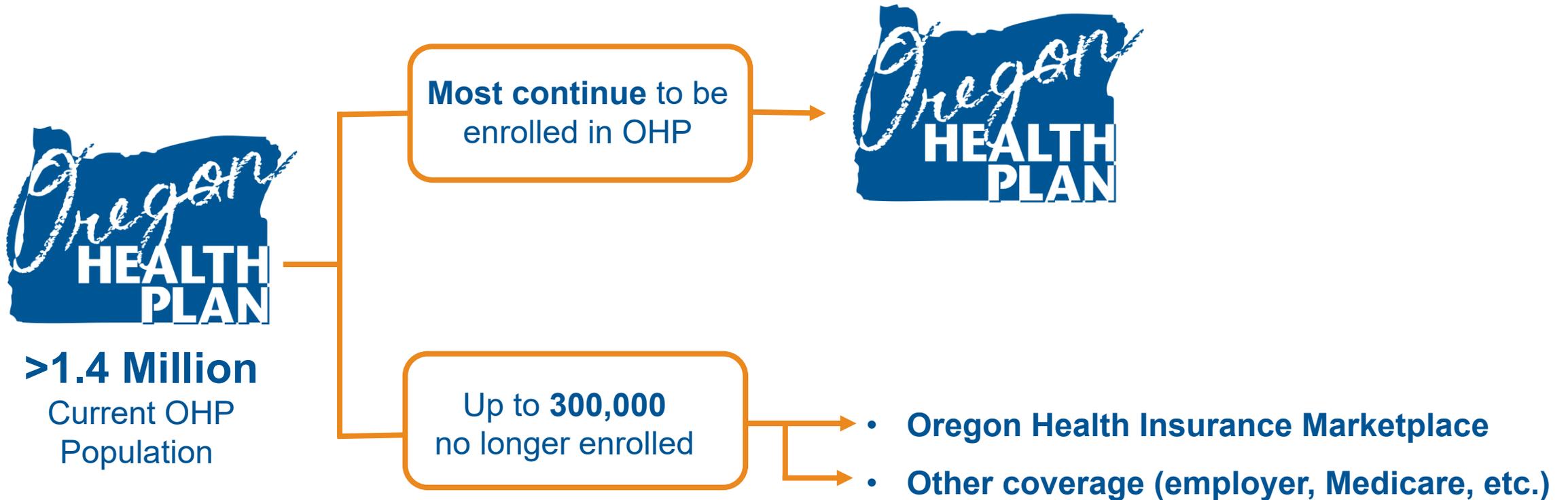


Unwinding Timeline

The full unwinding timeline is from April 2023 through June 2024. Medical renewals will occur in monthly batches starting April 2023 through January 2024. Responses to renewal notices and requests for information are due within 90 days.



How OHP Members May be Affected by the Unwind



Medical Process Overview



OHP Medical Renewal Processes

Oregonians receiving OHP coverage must have their eligibility evaluated on an annual basis. They do not have to complete a full OHP application. There are two ways that the renewals can take place:

Automated Renewals

- Automatic process, also known as passive renewal or ex-parte
- Faster
- Majority of renewals will be carried out with this method
- More information may be needed, also known as a Request for Information (RFI)

Active Renewals

- Requires manual involvement
- Occurs when information can't be verified automatically
- More information is needed, also known as a Request for Information (RFI)

Automated Renewals

- Oregon performs “automated renewals” whenever possible.
- An automated renewal is initiated by the Agency, allowing many OHP members’ eligibility to be determined without needing member or worker action.
- The automated renewal process includes comparing existing case information against electronic verification data sources.
- There are three potential outcomes:
 - Approved: Medical benefits are renewed
 - Terminated: Medical benefits are closed
 - RFI will be sent: Depending on the information needed, medical benefits may be approved with ongoing eligibility contingent on the member’s response.

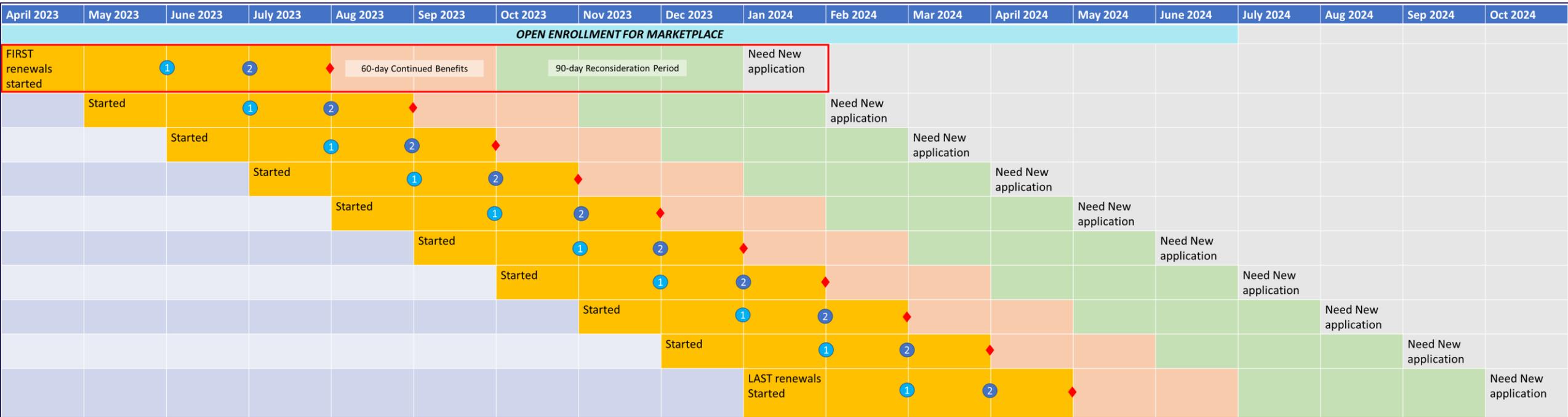
Automated Renewals (pt. 2)

- Households who are approved through the automated renewal process will receive a notice describing the eligibility decision, effective dates and a case summary of the information the state used for the decision. No action is necessary for this group, unless:
 - They need to tell us about any inaccuracies on their case summary, or
 - They've experienced any other changes that must be reported
- We expect most individuals with low-incomes (aged (65+), blind, or are disabled who go through automated renewal to be sent an RFI with a request to schedule an interview.

Active Renewals

- OHP cases that cannot be put through automated renewals will be sent a renewal packet to complete. They must respond in order for their renewal to be completed. This is referred to as an "active renewal".
- Examples of reasons cases might fall to active renewal vs. automated renewal:
 - The medical case is in a status that prevents automatic processing at the time the renewal is initiated
 - Every member on the case is receiving a non-MAGI program benefit where resources are considered for eligibility
- The renewal packet includes a renewal letter and a case summary
- Active renewals are shortened applications pre-populated with existing case information
 - Members must review the information and report if anything has changed. Regardless of whether changes have occurred or not, members must sign and return the renewal letter.

Timeline of Renewals



Oregon decided to spread renewals out over 10 months, April – January

The last batch of renewals will be due April 30, 2024, with benefits closing June 30, 2024 if no response.

Key	
	Renewal period
	FIRST REMINDER NOTICE
	SECOND REMINDER NOTICE
	Renewal closed due to nonresponse
	60-day period of continued benefits
	90-day reconsideration period where member no longer has benefits, but would not need a NEW application
	Period where member will need NEW application if closed due to nonresponse

Marketplace Transition Project



Marketplace Transition Project

Enrollee determined not eligible for OHP

Enrollee data sent to Marketplace



Marketplace evaluates plan options

Compares CCO network with Marketplace plan options

Evaluate cost-sharing reductions and plan premiums



Targeted outreach

Utilize associated community partner

Contact consumer advising of plan options via email and/or postal mail



Consumer starts enrollment

Contacts Marketplace Transition Help Center

Utilizes agent or certified assister for enrollment

Utilizes HealthCare.gov for enrollment

Food Benefits Overview



SNAP Emergency Allotments (EA) Have Ended

- SNAP EA have been provided every month since April 2020. Households received a minimum EA benefit of \$95 each month, but the exact amount varied based on household size and recipient's regular SNAP amount.
- February 2023 was the last month Oregon distributed EA benefits.
- There are no hearing rights for loss of SNAP EA food benefits. The federal government decided to no longer make these payments for any SNAP household.

NEEDFOOD.OREGON.GOV

NEED FOOD?

There are resources available to help meet your essential needs.

Select Language 
Powered by 111111 Translata

[¿Necesita alimentos?](#)

Need food?

There are resources available to help meet your essential needs.

Need food right now?

Food pantries, pick-up sites and delivery options: Oregon Food Bank's network of 1,400+ partner pantries and assistance sites are open across Oregon and Southwest Washington. Many offer drive/walk-up or direct delivery. Visit the [Oregon Food Bank website](#) for local locations, or call 2-1-1 for help.

Want ongoing help with groceries?

SNAP (formerly food stamps) helps you buy groceries. Find all the information you need at where you can get cash, child care and domestic violence assistance all in [one application](#). Dial 211 or call your [local Oregon Data Services \(ODS\) office](#) with questions.

WIC offers healthy food and nutrition and breastfeeding support for families with kids under age 5 and for pregnant women. Visit the [WIC website](#) and click the WIC Interest Form button. You can also call 2-1-1 and ask to speak with a maternal health specialist. New participants are welcome!

Need meals if you're 60+ or live with a disability?

The Aging and Disability Resource Connection of Oregon's Older Adult Meals Program ("Meals on Wheels") provides meals to people across Oregon.

Anyone 60+ can receive these meals. There are no income requirements and no charge for meals. The ADRCC connects people with disabilities, regardless of age, to food resources.

Visit the [ADRC website](#) or call 1-855-673-2372.

Need more information on resources?

- For more information on food and other resources, including health care, visit [benefits.oregon.gov](#).
- You can contact 211info by calling 2-1-1, texting your ZIP code to 898211, or visiting [211info.org](#).

Need Food is a resource to help people fill the gap as SNAP EA ends

ALIMENTOS.OREGON.GOV

¿NECESITA ALIMENTOS?

Hay recursos disponibles para ayudar a cubrir sus necesidades básicas.

Select Language 
Powered by 111111 Translata

¿Necesita alimentos en este momento?

Despensas de alimentos, sitios de recolección y opciones de entrega:

La red de más de 1,400 despensas asociadas y sitios de asistencia con alimentos del Banco de Alimentos de Oregon están abiertas a lo largo de Oregon y el suroeste de Washington. Muchos ofrecen opciones de entrega directa, recolección en coche o a pie.

Visite el sitio web del [Banco de Alimentos de Oregon](#) y seleccione español en la parte superior derecha de la pantalla para ver las ubicaciones locales o llame al 2-1-1 para obtener ayuda.

¿Le gustaría recibir ayuda continua para comprar alimentos?

El Programa de Asistencia para Nutrición Suplementaria (SNAP, en inglés) (antes conocido como estampillas de comida) le ayuda a comprar alimentos. Encuentre toda la información que necesita para aplicar para SNAP, dinero en efectivo, seguro médico, cuidado de niños y ayuda en caso de violencia doméstica, todo en [un solo lugar](#). Marque 2-1-1 o llame a su [oficina local de ODS](#) si tiene preguntas.

El Programa Especial de Nutrición Suplementaria para Mujeres, Infantes y Niños (WIC, en inglés) ofrece alimentos saludables y apoyo con la nutrición y lactancia a familias con niños menores de 5 años de edad y mujeres embarazadas. Visite el [sitio web de WIC](#) y haga clic en el Formulario de Interés del WIC en inglés (WIC Interest Form). También puede llamar al 2-1-1 y pedir que lo comuniquen con un especialista en salud materna e infantil. (Los participantes nuevos son bienvenidos!)

¿Necesita alimentos y tiene más de 60 años de edad o vive con una discapacidad?

El Programa de Comidas para Adultos Mayores ("Meals on Wheels") de la Conexión de Recursos para Adultos Mayores y Personas con Discapacidad (ADRC en inglés) proporciona alimentos a las personas en todo Oregon.

Cualquier persona de 60 años de edad o más puede recibir estas comidas. No hay requisitos de ingresos y no se cobra por las comidas. ADRC también puede ayudar a conectar a las personas que tienen discapacidades con recursos de alimentos, sin importar su edad.

Visite el [sitio web de ADRC](#) o llame al 1-855-673-2372.

¿Necesita más información sobre recursos?

Para obtener más información sobre los alimentos y otros recursos, incluyendo atención médica, visite la [página web de](#)

Summer P-EBT for Children

- Retroactive issuance of 2022 Summer P-EBT begins in April and May
- Households will receive a lump sum of \$391 for each eligible child
 - Children age 6 years or younger who received SNAP at any time between June 1 and August 31, 2022
 - School-aged children eligible for free or reduced meals during the last month of the 2021-22 school year
- Eligible households will receive a notice in the mail around March 27 (one for each child)



Summer P-EBT recipients will receive this P-EBT card in the mail between April and May to access the food benefits

Summer P-EBT for Children (Pt. 2)

- A P-EBT call center opens March 27, 2023
- Open Monday through Friday from 8 a.m. to 5 p.m.
- Call 1-844-ORE-PEBT (1-844-673-7328)
- Callers will have the option to choose English or Spanish. Callers can request translators for other languages.
- Visit PEBT.Oregon.Gov for updated information and FAQs

SNAP Able Bodied Adults Without Dependents (ABAWD)

- SNAP ABAWD work requirements were paused during the COVID-19 PHE and will resume on July 1, 2023.
- If a SNAP recipient with ABAWD status is not working or doing certain work-related activities at least 80 hours a month, they can only get SNAP benefits for three months in a three-year period.
- Some areas of Oregon with higher unemployment rates than the national rate will be exempt from restarting the work requirements. Others will make use of limited number of discretionary exemptions.
- The following areas will be resuming the work requirements: Clackamas, Deschutes, Jackson, Lane, Linn, Marion, Multnomah and Washington.

Preview of focused outreach efforts

Goal: Engage and support populations that may miss OHP updates or need extra help

- Asian & Pacific Islanders
- Black & African Americans
- COFA citizens
- Farm workers
- Latinos/as/x
- Tribal members
- Older adults (65+)
- People formerly incarcerated
- People leaving private hospitals
- People living in remote areas
- People identified as having an Intellectual/Developmental Disabilities (I/DD)
- People with a mental illness
- People with a disability
- People with low or no literacy
- People with substance use disorders
- Recent immigrants
- People who are undocumented
- People who are experiencing houselessness
- Young adults, emancipated youth, and youth aging out of foster care

(recognizing the intersectionality between and among these groups)

Paid Campaign Advisors

Community	Organization
Asian and Pacific Islander community members	IRCO
Black & African American community members	Association of Black Social Workers
COFA citizens	Micronesian Islander Community Oregon
Farm workers	The Next Door
Latino/as/x community members	EUVALCREE
Tribal members on OHP (who are not served by IHS)	Northwest Portland Area Indian Health Board
Older adults (65+)	Age+ Oregon
People formerly incarcerated	Phoenix Rising Recovery
People leaving private hospitals	OHA's Community Partners Outreach Program
People living in remote and rural area areas of Oregon	Northeast Oregon Network (NEON)
People with intellectual or developmental disabilities	Community Vision
People with mental health condition or illness	NAMI Clackamas
People with physical disabilities	Eastern Oregon Center for Independent Living (EOCIL)
People with low or no literacy who speak English	Oregon Primary Care Association (OPCA)
People with substance use disorders	Oregon Recovers
Recent immigrants	IRCO
People who are undocumented	Healthier Oregon
People who are experiencing houselessness	NAMI Oregon
Young adults, emancipated youth, youth aging out of foster care	P:ear

Messaging Approach

- Guided by communities, responsive to strengths and needs
- Balanced tone — urgency + care
- Clear, simple instructions of *what to do*
- Values: family/aspiration, health, equity
- Verbal and visual (icons in development)



Core Message

Change is coming to OHP. Renewals are starting soon. Take action to keep covered.



benefits.oregon.gov

Step 1: Update your address so we can reach you with important information. You can do that – or get free help – online, by phone, or in-person.

Step 2: Watch your mail over the coming months for a letter from OHP. When it comes, do what it asks right away.

Free help is available online, by phone or in-person.

+ specific details by audience, e.g., what adaptations are covered for people living with a disability, what to do if you don't have a stable address, etc.

Strategy A: Serve OHP members with clear, focused information

- Core materials (14 languages), Late April to mid-May
 - Poster
 - Flyer
 - Table tent
 - Fact sheet
 - FAQ
 - Social media posts/graphics
 - Web banners
- Additional materials include:
 - “Update address” + “find partner” business card
 - “What to expect” video and brochure
 - “Understanding your notice” fact sheet
 - Population-specific FAQs

- Arabic
- Chuukese
- English
- Hmong
- Marshallese
- Spanish
- Russian
- Korean
- Somali
- Simplified Chinese
- Traditional Chinese
- Vietnamese
- Tagalog
- Ukrainian

Strategy B: Equip the network of messengers

- CBO and partner toolkit (April)
- Microsite to download or order materials (April)
- Technical Assistance Bank for CBOs, FQHCs, LHPAs and other partners
 - Create additional materials and actions as requested
 - Fund partners to create materials
 - Provide additional translations
- Watch the Keep Covered newsletter for details

Strategy C: Say it multiple times and ways, where OHP members are

- Run ads in high visibility places priority audiences use
 - Billboards or posters
 - Ads in pharmacies, grocery stores, laundromats, etc.
 - Social media (Instagram, WhatsApp, etc.)
 - Digital ads
 - Culturally specific papers and radio

Final paid media campaign TBD based on budget

Strategy D: Adapt and respond

- Track progress and adapt as needed
- Partners, please use the feedback app to share what you see and what's needed
 - Email feedback@odhsoha.oregon.gov

Next Steps

- March - June: initial phase
 - April: Microsite launches
 - April 30: Core materials in English
 - May 30: Core materials in all other languages
 - TBD: All other materials released
- July-January: Assess, adapt
 - Create additional materials and actions as needed
- February 2024: Evaluate

Q&A Session

Use the Q&A function to submit your questions

If you would prefer to ask your question verbally,
please ask to be unmuted in the Q&A box



Any questions that we are not able to answer live will be responded to in writing and posted to <http://www.oregon.gov/covid-phe-partners>. Q&A from the previous webinars are now available on the website.

Staying connected



Save the Date: PHE Partner Webinars at 10 a.m., PST

English	Spanish
March 14	March 23
April 11	April 20
May 9	May 18



Visit www.oregon.gov/covid-phe-partners for COVID-19 PHE information, previous PHE webinar recordings and presentations, and the partner toolkit.



Email MICHAEL.J.MCDAID@dhsosha.state.or.us with questions or to share feedback.

Webinar Feedback Survey

Share your feedback – take the PHE Webinar survey!

The survey will automatically appear after the webinar ends. Please take 5 minutes to complete the survey and provide us with valuable feedback. Thank you in advance for your participation.

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Thank you for attending!

