



Oregon Supplemental Income Program Medical (OSIPM) Restorations

Information for Partners

Last updated 11/21/23

The Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) reopened Oregon Supplemental Income Program Medical (OSIPM) benefits and paused future closures for people who were found over the program's income or financial resource limits.

OSIPM is a program that provides Oregon Health Plan coverage to people with limited income and financial resources, who are also over 65, blind, or have physical or developmental disabilities. [Learn more about OSIPM here.](#)

We are updating closure notices to provide more information about income and financial resource limits. In 2024, members will go through the renewal process again, and if still over income & resource limits their benefits will end. This will give members an additional opportunity to discuss options to stay eligible with their case manager or an ODHS/OHA worker.

Why did this happen?

ODHS/OHA heard concerns that people over the income or resource limits for OSIPM:

- May not understand why they are losing their medical benefits
- May not understand their options to stay eligible for benefits
- Need more information in their decision notices to make an informed decision

What is being done about it?

Pausing Closures:

- OSIPM benefits will not close for being over income/financial resource limits until the notices have been updated.

Restoring benefits:

- OSIPM benefits have been restored for people whose OSIPM benefits closed due to being over income/resources since the end of the pandemic emergency
- Benefits were restored between 10/20 and 11/8.
- Members received a notice that their benefits have been restored.

Improving closure and denial notices:

- Adding the person's income/resource amounts used to determine eligibility, and OSIPM limits to the notice

- ODHS/OHA are looking at other potential notice improvements as part of the ongoing dialogue with members, community and partners.

Renewing again in 2024:

- After the notices are updated these members will go through the renewal process again.
- Members will receive another renewal notice in 2024 telling them if we need any information or a response to complete to the renewal. We do not know exactly when.
- If members are still over income or financial resource limits after that renewal process, benefits will end.
- Members are encouraged to speak with their case manager or their local office with questions and about their options to potentially stay eligible.

Ways to get help:

- Contact your case manager if you have one. If you do not have a case manager or are not sure, use one of the other options below:
- Call 800-699-9075 (Open Monday through Friday, 7 a.m. to 6 p.m. PST. Help is available in many languages, all relay calls accepted)
- Calling or visiting your local office, which can be found at:
<https://www.oregon.gov/odhs/Pages/office-finder.aspx>
- For help finding legal or financial advice, call 211, or find your local Aging and Disability Resource connection at: <https://www.adrcforegon.org/consumersite/connect/>
- If you have asked your coordinated care organization or OHA for help but still cannot get the care you need, call the OHA Ombuds program for help: 1-877-642-0450
<https://www.oregon.gov/oha/ERD/Pages/Ombuds-Program.aspx>
- Members have the right to request a hearing on a decision, learn more at:
<https://www.oregon.gov/oha/hsd/ohp/pages/appeals-hearings.aspx>

Talking points for people working with affected members:

The state heard some people did not understand why their OSIPM benefits were closing, or their options to potentially stay eligible.

Your benefits have been reopened while the state improves the closure notices. We want to make sure everyone on your case is reviewed properly and the notices we send give you enough information.

In 2024 you will get a letter when your renewal is due. We do not know exactly when.

Please contact your case manager or your local office with questions, and make sure your income and financial resources are up to date.

My OSIPM was closed because I have resources over the limit. What can I do to prevent that from happening again?

Speak to your case manager or local office to make sure the information on file about your income and financial resources are correct. Ask about your options to stay eligible if you are over the income or financial resource limits.

State workers cannot give legal or financial advice. If you need help finding legal or financial advice, call 211, or find your local Aging and Disability Resource connection at:

<https://www.adrcoforegon.org/consumersite/connect/>

My OHP was closed, and I got a bill. Do I have to pay it? What if I've already paid?

Contact the health care provider that sent the bill, and let them know your OHP has been reopened. Let your provider(s) know to re-bill to "open card," also known as "fee-for-service."

Your provider is responsible for refunding any amount you paid that is covered by OHP. If the service is not covered by OHP you may be responsible for paying it.

For help re-billing services during the time coverage was restored, you can also call OHP Client Services at 800-273-0557 (all relayed calls accepted).

I was enrolled in a CCO when my OHP closed. Will I be put back in the same CCO?

Maybe. It depends on how many CCOs are in your area and which one(s) are available. Because of the way CCO enrollment works, you'll be enrolled into what's called "open card" or "fee-for-service" for a week or so when your OHP is reopened. Fee-for-service/open card is the same medical coverage; it just changes the way your providers bill. If you have an urgent CCO enrollment need you can call the OHP Client Services Unit at 1-800-273-0557.

I enrolled in a Marketplace plan after my OHP closed. Do I have to cancel my new coverage? Can I keep both?

There are rules that prevent you from having OHP and getting financial help on the marketplace at the same time.

You should either contact the Marketplace and let them know your OHP has been reopened, or contact a worker or local office to voluntarily close your OHP.

How can members know if they are affected?

Affected members received a new notice in the mail in October or November.

Only people who specifically have the OSIPM program and closed due to being over income or resource limits since April 2023 are affected.

CCOs will soon receive lists of their affected members.

Given the urgency of restoring benefits for affected members, the notice members received after benefits were restored is an unaltered decision notice, without customization specifically explaining the reason for restorations. Example:

Your Medical Benefits Overview

Approved Benefits

These are the medical benefits you have. They begin on the 'Benefit Start Date' and will renew or end on the 'Benefit Renewal/End Date', unless something changes.

OHP Plus (Full Medical)				
Name	Age	Program	Benefit Start Date	Benefit Renewal/End Date
[REDACTED]	[REDACTED]	Oregon Supplemental Income Program	09/01/2023	03/31/2024