

# Winding down the COVID-19 Public Health Emergency (PHE) Partner Webinar

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

November 14, 2023



# Language and disability access

- We will share today's material at the November 16 Spanish webinar.
- For live captioning, please click on the "cc" button located at the bottom of your screen.
- For real time interpretation to American Sign Language, please see the pinned video on your screen.

# Zoom webinar tips



Use the Q&A function to ask questions at any time.

- We will spend the last 15 minutes answering questions.
- We will follow up on any questions we cannot answer today.
- 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 webinars page at **KeepCoveredPartners.Oregon.gov** as soon as possible.

# Agenda

- Food benefit updates:
  - Pandemic EBT (P-EBT) food benefits for children
  - SNAP Able-Bodied Adults without Dependents (ABAWD) requirements
- Medical renewals updates:
  - Current status
  - Recent issues
- Open enrollment through the Marketplace
- Questions and answers
- Resources for partners

# Food benefit updates

P-EBT and SNAP ABAWD requirements

# P-EBT for children

- In October, ODHS issued additional P-EBT benefits for the 2022-2023 school year.
- The benefits were for children under age 6 who received SNAP at any time between Sept. 1, 2022, and May 11, 2023.
  - P-EBT benefits were issued to the households SNAP EBT card.
  - If the household no longer is receiving SNAP, they were sent a letter in the mail letting them know benefits were added. They can request a replacement EBT card if needed.



# P-EBT Customer Call Center

- Direct questions and requests for replacement cards to:
  - **Phone:** 844-ORE-PEBT (844-673-7328) Monday through Friday, 8 a.m. to 5 p.m.
  - **Email:** [EBT.SchoolMeals@ODHS.Oregon.gov](mailto:EBT.SchoolMeals@ODHS.Oregon.gov)
  - **Website:** [PEBT.Oregon.gov](http://PEBT.Oregon.gov)

# SNAP ABAWD work requirements

- As of Oct. 1, 2023, people ages 18 through 52 must meet ABAWD work requirements.
  - SNAP recipients ages 51 or 52 will get a letter about their ABAWD status.
  - They need to contact ODHS as soon as possible.
  - Staff will see if they meet work requirements or qualify for an exemption.

## NEW EXEMPTIONS

- Experiencing Homelessness
- Veterans
- Former foster youth (under 25 and turned 18 when in foster care)



# Resources to support SNAP ABAWD recipients

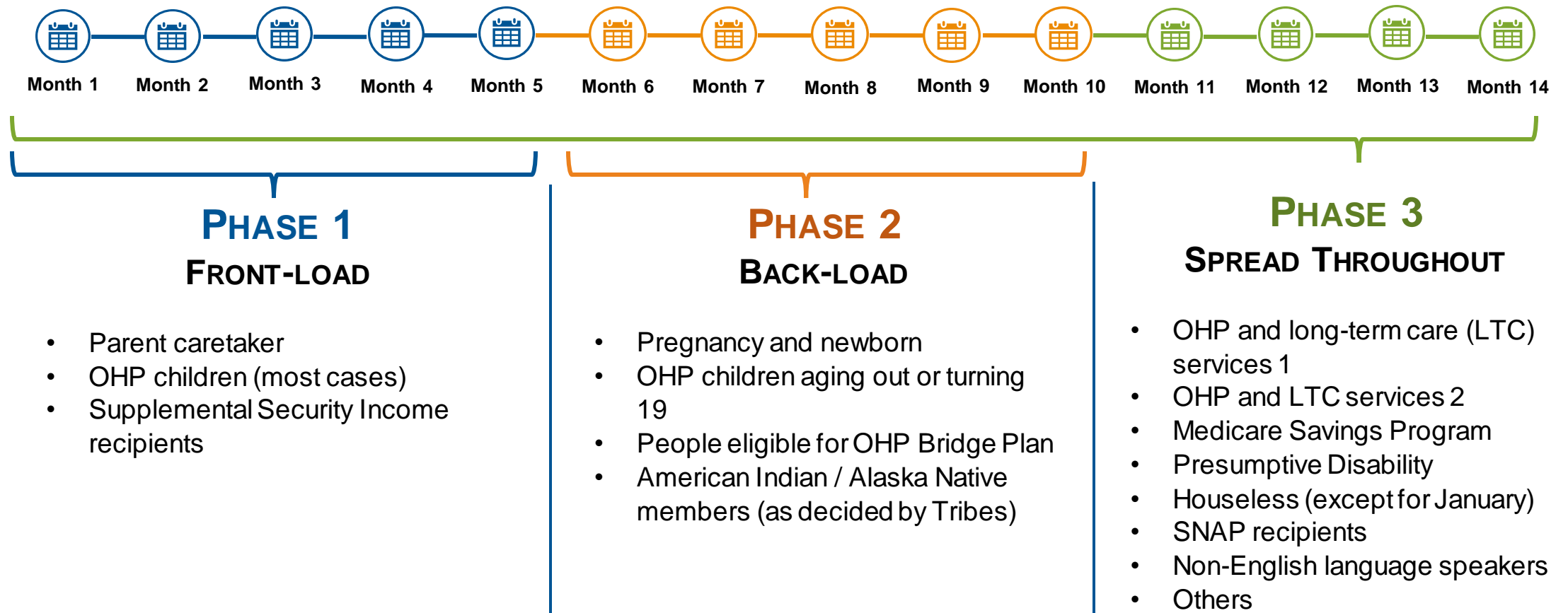
- ODHS SNAP Time Limits page in [English](#) and [Spanish](#):
  - Frequently asked questions
  - Contact information
- Oregon Employment Department's [SNAP Employment and Training Programs page](#):
  - Orientation videos in multiple languages
  - Details about employment coaching

# Medical renewal updates

Current status and recent issues

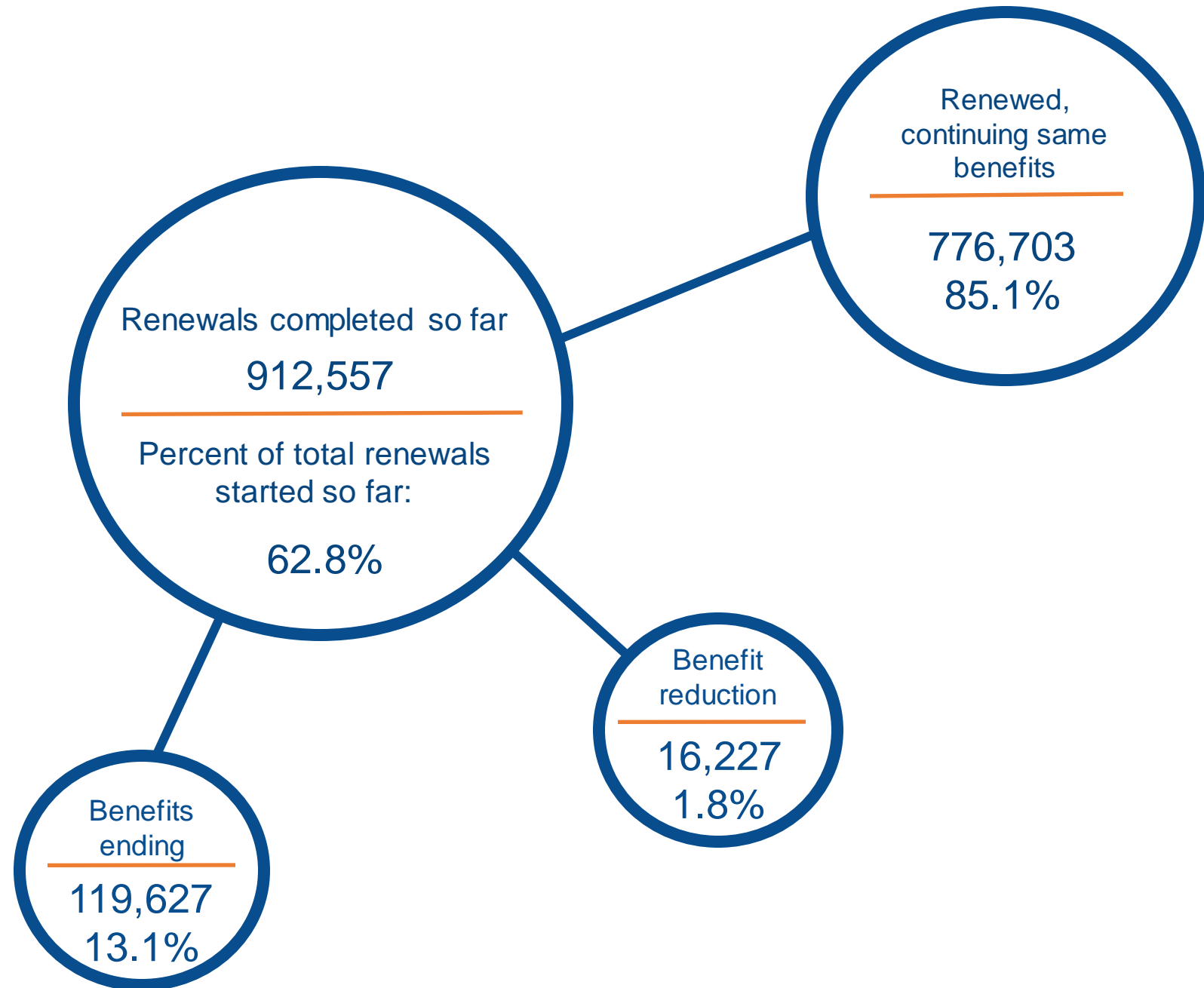
# Current status: Month 8

- Months 1-10: Start renewals
- Months 11-14: Finalize renewals



# Renewal Outcome Summary

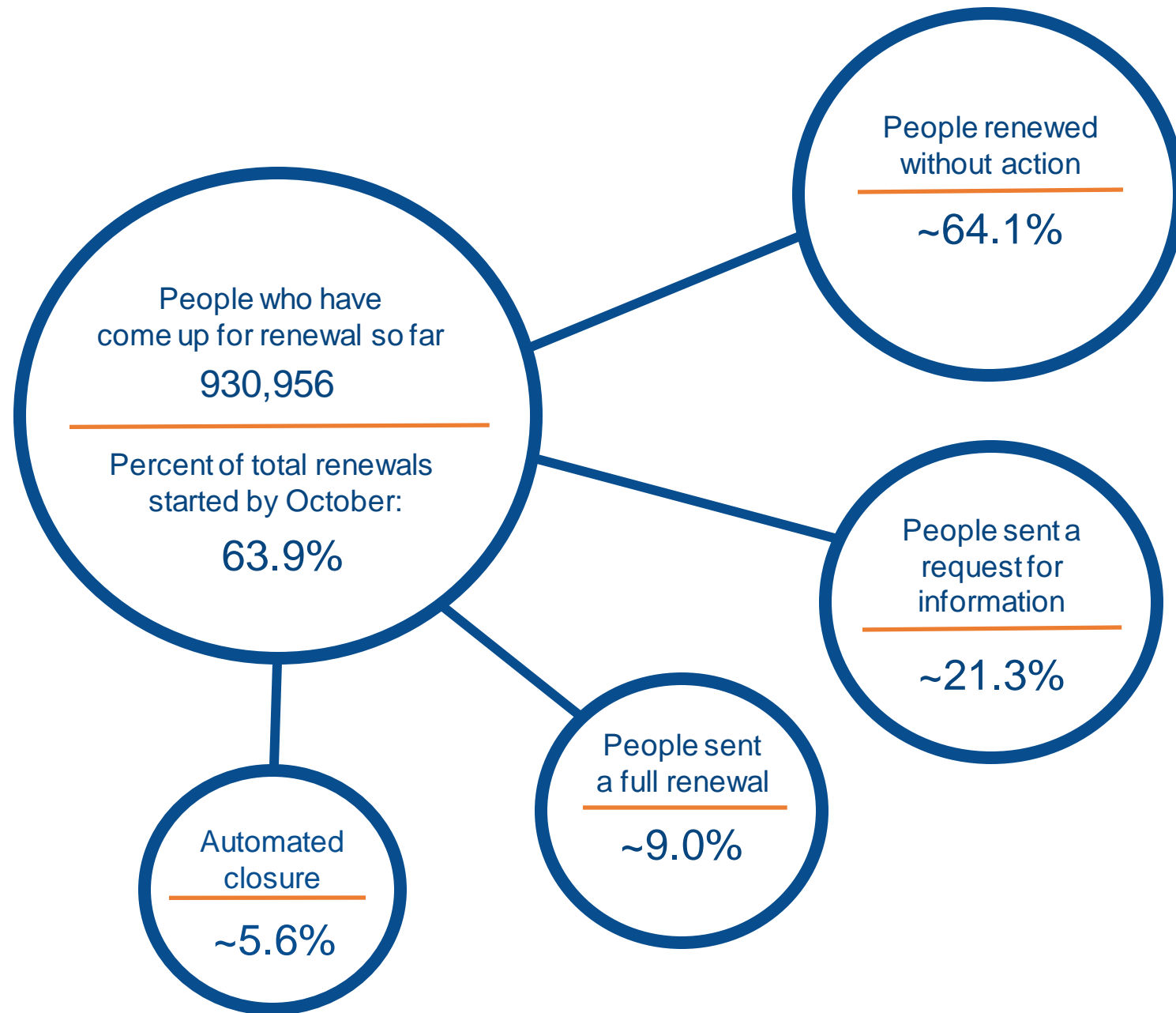
Completed renewals as of 11/13/2023



# Outgoing Renewal Types

April-October 2023

Data indicates what we asked of people during renewal. Does not include later outcomes or responses.



## Recent issues: August 2023 incorrect notices

- At least 11,700 OHP and Medicare Savings Program members had not responded to their request for information (RFI) during renewal. They got approval notices instead of closure notices. ODHS/OHA:
  - Asked these members to respond to their RFI by Oct. 18, 2023.
  - Made calls in October encouraging members to respond by this date.
  - Members who didn't respond will get notices that their coverage is ending Dec. 31, 2023.
- Another 1,700 members were found ineligible but also got approval notices. ODHS/OHA:
  - Sent them letters explaining their benefits will end Dec. 31, 2023.
- All affected members will keep their benefits through the end of the year.

# How to help members who got incorrect notices

- Encourage members to do the following before December 31:
  - Respond to Requests for Information.
  - Report any changes, such as income, in case the change qualifies them to keep their OHP.
- Even if they don't respond, they have 90 days after that to respond and get their coverage restored, if they still qualify for OHP.
- Encourage members found ineligible in August to start looking for other coverage for 2024, such as:
  - Coverage through their employer
  - Medicare
  - The Oregon Health Insurance Marketplace

# Recent issues: Automated renewals

- In August, state Medicaid programs had to update processes for automated renewals (also known as passive or ex parte renewals) so that people who qualify for automatic renewal keep their benefits, even if their household does not respond to a renewal letter. ODHS/OHA:
  - Is restoring benefits for 2,268 members whose benefits ended Sept. 30, 2023.
  - Paused closures for 1,226 members who would have lost coverage Oct. 31.
  - Updated ONE Eligibility System so that it can no longer close cases due to non-response for these households.
  - Sent all affected members a new notice explaining they still have OHP. They will need to complete renewals in 2024.
- How to help:
  - Help members check their ONE account to see if they still have OHP.
  - Make sure members aren't enrolled in both Marketplace and OHP.



# Recent issues: OSIPM benefit reinstatement

- Oregon Supplemental Income Program – Medical (OSIPM) limits resources to qualify for the program. People can lose OSIP-M coverage for being over income or resource limits. To support the estimated 20,000 people who could have closed or reduced OSIPM benefits due to excess income or resources, ODHS/OHA are:
  - Pausing OSIPM closures and renewals for people found over income or resource limits.
  - Restoring coverage for anyone who lost OSIPM benefits for being over income or resource limits since renewals began.
  - Updating notices of eligibility to provide more specific information to help people make an informed decision.
- Some members with restored OSIPM benefits may need their OHP benefits or coordinated care organization (CCO) enrollment restored. OHA is working through these issues.

# How to help people with OSIPM benefits

- Encourage people to:
  - Connect with their case workers to update their contact information, income amounts and resource amounts.
  - Contact OHP Client Services if they have issues with their OHP benefits or CCO enrollment:
    - Phone: 800-273-0557
    - Web form: [www.oregon.gov/oha/HSD/OHP/Pages/CSU.aspx](http://www.oregon.gov/oha/HSD/OHP/Pages/CSU.aspx)

# Marketplace open enrollment

What you need to know about the Marketplace

# What is the Marketplace?

- We help Oregonians get connected to the health coverage that fits their needs best.
- We are an office of the Health Policy and Analytics Division of the Oregon Health Authority.
- The state-level partner to the federal Marketplace, **HealthCare.gov**.
- Find us:
  - [OregonHealthCare.gov](https://OregonHealthCare.gov)
  - [CuidadoDeSalud.Oregon.gov](https://CuidadoDeSalud.Oregon.gov)
  - 855-268-3767 (toll-free, all relay calls accepted)
  - On Facebook, Instagram, and LinkedIn

# Who can shop at HealthCare.gov?

- People who:
  - Live in the United States in a state that uses **HealthCare.gov**,
  - Are not incarcerated (unless not yet convicted), and
  - Have an eligible immigration status or U.S. citizenship.
    - All immigrant statuses qualify except Deferred Action for Childhood Arrivals (DACA). A proposed federal rule may expand eligibility to DACA recipients.

# Marketplace financial assistance

- Financial assistance is available for private plans, but only through **HealthCare.gov**.
  - Premium tax credits (PTCs) help consumers pay for premiums.
  - Cost-sharing reductions (CSRs) lower costs the consumer pays for medical services.

# OHP vs. Marketplace income eligibility

OHP for children 0-18\*

305%

OHP for pregnant adults\*

190%

OHP for adults 19-64\*

138%

\*Regardless of immigration status for all children and adults as of July 1, 2023

FPL                      100%                      200%                      300%                      400%

Potentially eligible for OHP

Premium tax credits (no upper income limit to qualify)

Cost-sharing reductions      250%

Members of federally recognized Tribes

Zero cost-sharing

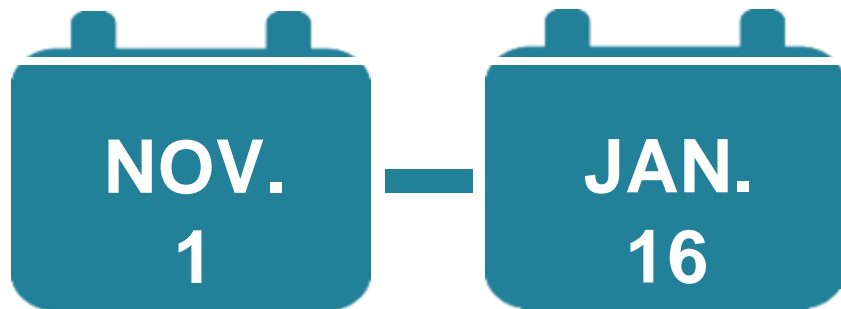
300%

Limited cost-sharing

# Marketplace enrollment periods

## Open enrollment period (OEP)

Apply for coverage



For the next plan year

## Special enrollment period (SEP)

Apply for coverage



For the current plan year



Birth/adoption



Loss of coverage



Turned 26



Immigration/  
citizenship



Change in  
income



Moving



Leaving  
incarceration



Marriage



# Unwinding special enrollment period (SEP)

- March 31, 2023, through July 31, 2024
- Available to Marketplace-eligible individuals who:
  - Submit a new application or update an existing application between March 31, 2023, and July 31, 2024,
  - Answer “Yes” to the application question asking if their Medicaid or CHIP coverage ended recently or will end soon, and
  - Attest to a last date of Medicaid or CHIP coverage between March 31, 2023, and July 31, 2024.
- Individuals will not be required to submit documentation of a qualifying life event to be eligible for this SEP.

# Window shopping tool


[OregonHealthCare.gov/WindowShop](https://OregonHealthCare.gov/WindowShop)

The screenshot displays the 'Window Shop' interface on OregonHealthCare.gov. At the top, there are three steps: '1 Coverage Profile', '2 Browse Plans' (highlighted), and '3 Select a Plan'. Navigation buttons include 'Get Help' and a language dropdown set to 'English'. The main heading is 'Browse Health Plans' with a sub-heading '52 plans in 97302 (Marion County)'. Below this, there are three filter buttons: 'Medical Plan Sort By', 'Good Year Estimates' (Lower monthly cost plans), and 'Balanced Cost Estimates' (Balances cost & coverage). A 'Bad Year Estimates' button (Plans with more coverage) is also visible. On the left, a 'My Coverage Profile' section shows 'Myself (32)'. Below it are 'Filters' for 'Metal Level' (Bronze, Silver, Gold) and 'Plan Type' (EPO, PPO). The main content area shows two plan cards. The first card is for 'KP OR Silver 4000/40 CSR 87%' with an overall rating of 4.5 stars. It lists a monthly premium of \$15.94 (after a \$426 subsidy), an annual deductible of \$650, and an out-of-pocket limit of \$2,000. The 'Annual Cost Estimates' are: Good Year \$200, Balanced \$1,000, and Bad Year \$3,000. The second card is for 'KP Oregon Standard Silver Plan CSR 87%' with a \$5 visit copay for the first 3 PCP/Mental Health visits. Both cards have 'Compare' and 'View Plan Details' buttons.

# Find local help tool: OregonHealthCare.gov/GetHelp

An official website of the State of Oregon [How you know »](#)

OREGON.GOV Home Get Started Find local help Oregon Health Insurance Marketplace Oregon Health Plan Medicare Resource center Español

 OregonHealthCare.gov  
Connecting Oregonians to health coverage

Losing Oregon Health Plan benefits?  
**Explore your coverage and savings options.**

Marketplace Intro Video

The screenshot shows the OregonHealthCare.gov website. At the top, there is a navigation bar with the Oregon state seal and the text 'An official website of the State of Oregon' and 'How you know »'. Below this is a blue navigation menu with links for 'Home', 'Get Started', 'Find local help', 'Oregon Health Insurance Marketplace', 'Oregon Health Plan', 'Medicare', 'Resource center', and 'Español'. A search icon is located on the right side of the menu. The main content area features a large banner with a background image of a suspension bridge at sunset. The banner includes the Oregon state seal and the text 'OregonHealthCare.gov Connecting Oregonians to health coverage'. Below the banner is a yellow box with the text 'Losing Oregon Health Plan benefits? Explore your coverage and savings options.' At the bottom of the page, there is a video player showing a video titled 'Marketplace Intro Video' with a play button and a question mark icon.

# Question and answer 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.
- We will respond in writing to any questions that we cannot answer today.
- Questions and answers from past webinars are also posted at **[KeepCoveredPartners.Oregon.gov](https://www.KeepCoveredPartners.Oregon.gov)** (click “Webinars”).



# Partner resources

How to help members respond to renewal notices

# PHE Unwinding Community Partner Office Hour

Stop by the virtual Community Partner Office Hour to ask additional questions about PHE Unwinding and share your experiences, so we can better prepare for the needs of people in Oregon.

## Upcoming Virtual Office Hours:

- Tuesday, November 14, from 2:05 to 2:55 p.m. Pacific Time
- Tuesday, December 12, from 2:05 to 2:55 p.m. Pacific Time

Contact James Barta ([james.barta@odhs.oregon.gov](mailto:james.barta@odhs.oregon.gov)) for the invite.



# ONE Notices Guides

- Not responding to renewal notices and Requests for Information is one of the **top three reasons** OHP benefits are ending for members.
- [ONE Notices Guides](#) have examples of the renewal notices and Requests for Information members may get in the mail.
- You can use the guides to help members understand the letters and what they need to do.



# Partner Toolkit

- The [Partner Toolkit](#) has messaging to help you guide members to the help and next steps they need to take to:
  - Respond to their renewal letters, or
  - Find other coverage if they no longer qualify for OHP.
- Find the toolkit in 14 languages at **[KeepCoveredPartners.Oregon.gov](https://www.KeepCoveredPartners.Oregon.gov)**.





# Free communication help or funding

- **Order free posters, table tents and fact sheets for your location** to remind people to update addresses and reply to renewal letters.
  - You can [order free materials in 14 languages](#).
- **Ask for free help or funds to support your communications.** To ask for this help:
  - Email [OHPCampaign@MetGroup.com](mailto:OHPCampaign@MetGroup.com) or
  - Fill out [the online request form](#).
- Find more free communication material at [KeepCoveredPartners.Oregon.gov](https://KeepCoveredPartners.Oregon.gov).







# Keep Covered partner newsletter

- Each month, get updates about:
  - Webinars
  - Renewal progress
  - Changes to food or medical benefits
  - Information to share with members
- [Sign up for free text or email updates](#)

**Keep Covered - Updates on changes to Oregon benefits**  
*Oregon Health Authority sent this update at 10/26/2023 03:45 PM PDT*

Having trouble viewing this email? [View it as a Web page.](#)



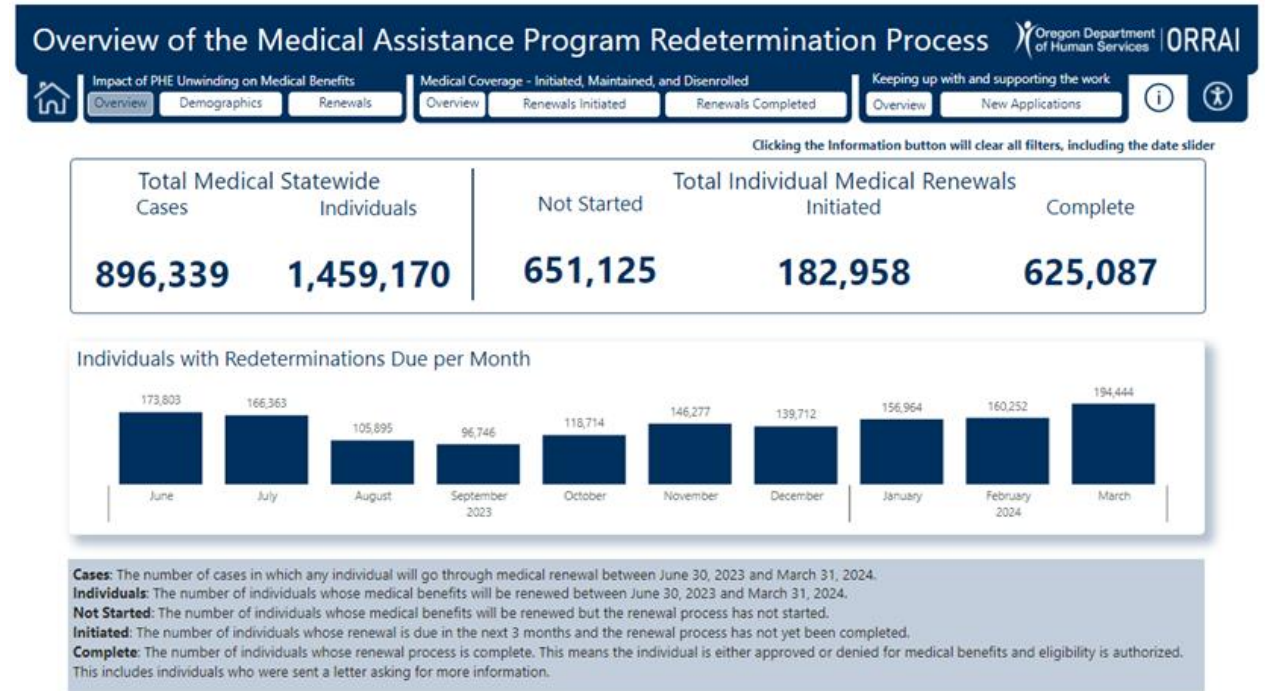
Oct. 26, 2023

**In this update:**

- Renewal updates: Oregon's progress, incorrect notices update, where members need help
- What is the Marketplace?
- Member messages: P-EBT food benefits and ONE Customer Service Center wait times
- Winding down the COVID-19 Public Health Emergency webinars: November webinar agenda now available

# Dashboards at Benefits.Oregon.gov

- Two dashboards display data for:
  - The state's progress with medical renewals and applications.
  - ONE Customer Service Center's progress responding to calls from people applying for or asking for help with medical, food, cash and childcare benefits.



To view the dashboards, scan the QR code:



# Share your feedback with us!

- Share your questions, comments and concerns about supporting members through renewals:
  - Email [feedback@odhsoha.oregon.gov](mailto:feedback@odhsoha.oregon.gov), or
  - Use our [Feedback Webform](#).
- Our goal is to funnel all feedback to a single location where we can:
  - Prioritize and resolve urgent equity issues and
  - Track trends to enact changes across state systems.



# Thank you for attending!

[Email us](#) or [use the webform](#) to let us know what you would like to learn at partner webinars in 2024.