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Research, Education and Development, DMAP

Authorized Signature

**Number:** DMAP-IM-10-095

**Issue Date:** 07/30/2010

**Topic:** Medical Benefits

**Subject:** OHP Standard deadline letter – corrected version and talking points

**Applies to (check all that apply):**

- |                                                        |                                                                                                                                                   |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> All DHS employees             | <input type="checkbox"/> County Mental Health Directors                                                                                           |
| <input type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Health Services                                                                                                          |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities                                                                                     |
| <input type="checkbox"/> County DD Program Managers    | <input checked="" type="checkbox"/> Other (please specify):<br>DHS staff and others identified on the SPD,<br>CAF, AMH and DMAP transmittal lists |

**Message:** Reminder letters to return their applications by the deadline were mailed to approximately 17,000 people earlier this week. Due to a printing error, the letters had an incorrect date for submitting the applications of 7/26. **The correct deadline date is 8/30.** The letters were mailed to people whose names were drawn from the OHP Standard reservation list on 5/21. The date on their applications is 7/15.

The following letter is being mailed today to all of these people, giving them the correct date and apologizing for any confusion/concern they have experienced.

**Talking points**

If you are called by someone who received the incorrect letter, please:

- Explain that the date in the letter is wrong and they have until 8/30.
- Offer to get their paperwork started while you have them on the phone.
- Let them know that they will receive a corrected copy of the letter early next week.
- Apologize for the confusion and inconvenience this has caused them and assure them that we have corrected the problem.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	DMAP Client and Provider Education (CAPE) Unit
<b>E-mail:</b>	DISTRIBUTION, DMAP

OHP Branch  
SRL Selected Letter  
PO Box 14520  
Salem, OR 97309-5044

## Correction

We recently sent you this letter with an incorrect due date to return your Oregon Health Plan (OHP) Standard application. The correct date to return your application is **August 30, 2010**. We apologize for any confusion this may have caused.

Res#                      Lang                      Alt Format  
FirstName MI. Last Name, Title  
123 Street Name  
City OR 97000

## Don't forget! To be eligible for OHP Standard coverage you must respond by August 30, 2010

Recently you should have received an application to apply for health care through the OHP Standard program. Remember that to be considered for OHP Standard coverage you must complete the application. If you want OHP Standard coverage, you must do one of the following:

- Return your application no later than August 30, 2010; or
- Contact us at 1-800-699-9075 or 711 (TTY) and let us get your paperwork started. We may ask you to send in more information later.

### Why it's important to respond right away

If you do not return your application or contact us by August 30, 2010, your reservation number will be removed from the OHP Standard reservation list. If your name is removed from the reservation list you will only be able to apply for OHP Standard coverage if you add your name to the reservation list and your name is drawn again.

### Already sent your application?

If you have already returned your application and want to make sure we have received it or you want to know the status of your application, call 1-800-699-9075 or 711 (TTY).

### Need help completing the application?

If you need help filling out the application, call 1-800-699-9075 or 711 (TTY) or contact your local DHS/AAA office.

### Still gathering paperwork?

Send us your application by August 30, 2010, even if you don't have all of the required paperwork. We can start working on your application as soon as we receive your information. Sending us your information will keep you from losing your opportunity to apply for OHP Standard coverage.

### Lost your application?

If you need another application:

- Request one by phone at 1-800-359-9517 or 711 (TTY);
- Complete the online application at <https://apps.state.or.us/mbs>; or
- Visit your local DHS branch office. For branch locations, call 1-800-699-9075, 711 (TTY) or check the web at [www.oregon.gov/DHS/localoffices](http://www.oregon.gov/DHS/localoffices).

## Contact us

Get assistance, start your paperwork, find a DHS/AAA office or check the status of your application by calling 1-800-699-9075 or 711 (TTY). Request an application by calling 1-800-359-9517 or 711 (TTY) or fill out an application online at <https://apps.state.or.us/mbs>.

This document can be provided upon request in alternative formats for individuals with disabilities. Other formats may include (but are not limited to) large print, Braille, audio recordings, Web-based communications and other electronic formats. Call 503-945-5772 (voice) or 711 (TTY) to arrange for the alternative format that will work best for you.



**Do your kids need health coverage?**

Oregon has a health coverage program just for children that you may qualify for today. **Don't delay · Apply today**

[WWW.OREGONHEALTHYKIDS.GOV](http://WWW.OREGONHEALTHYKIDS.GOV)

1-877-314-5678



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