

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

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

November 15, 2022



Zoom Webinar Tips

All attendees:



Use the Q&A function to submit your questions

- We will spend the last 10 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 following the conclusion of the presentation
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Language & Disability Access

- For real time interpretation from English to Spanish, please click on the “interpretation” button at the bottom of your screen to select your preferred language
 - 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

Welcome & introductions

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

Redeterminations process and post-PHE renewals

Redeterminations for other programs in the ONE System

Customer service during the PHE Unwinding

Questions

COVID-19 Federal PHE Timeline and Updates

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



Throughout the pandemic, Oregonians have maintained Oregon Health Plan (OHP), long-term services and supports, additional food supports and other benefits.

Under the Family First Coronavirus Response Act:

People of Oregon have continuous coverage for Medicaid/CHIP (OHP) and other medical benefits, long-term services and supports, and more food benefits for the duration of the federal public health emergency (PHE).



When the PHE ends, **Oregon will have 14 months to redetermine eligibility** for all 1.4 million households who have received continuous medical benefits and long-term services and supports during the PHE.

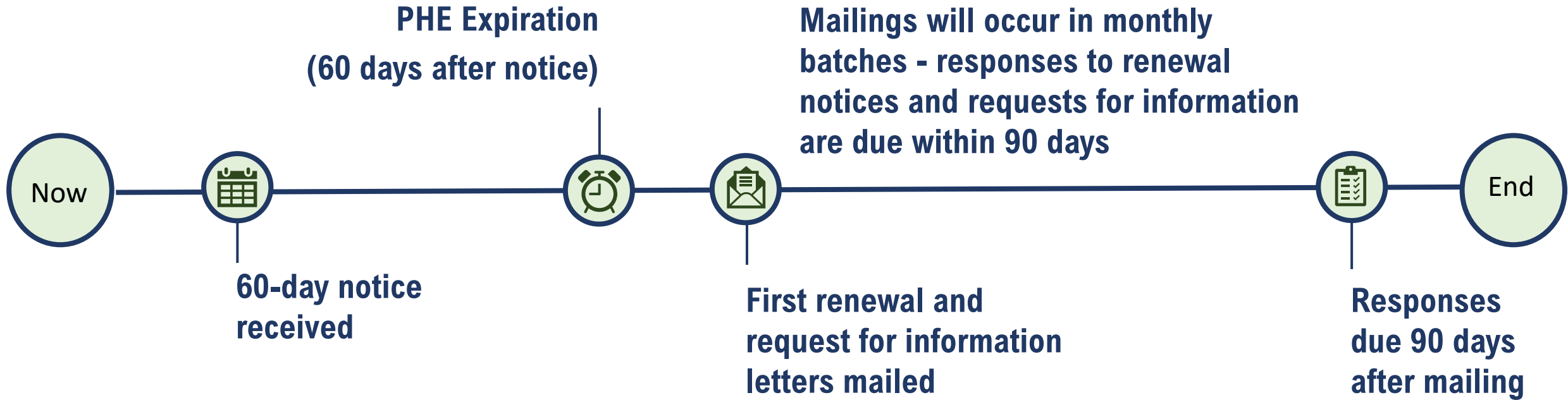


Oregon must **initiate the medical redetermination process** for each person **within 10 months** to complete the entire process on time.



PHE programs and policies for the Supplemental Nutrition Assistance Program (SNAP) will end or phase-out.

Medical redeterminations timeline



Redeterminations Process and Post-PHE Renewals of Medical Programs

Approach to medical renewals

Once the PHE expires, renewals will be scheduled based on an individual's eligibility category rather than their enrollment date.

- This will allow more time for outreach and communication about what's coming to individuals with known barriers to outreach and who are at high risk if disruptions to coverage occur.
- For individuals who are part of a single household, 'cases' renew as a group in the ONE System and can include many eligibility categories.
- It will be difficult to clearly communicate the expected renewal date for these recipients.

Phase 2 - Once the 60-day Notice is Received

Outreach and communication strategies for specific populations will be developed based on the timing of renewals.

- Strategies for outreach and maximizing the use of navigators and assisters will be developed with the CPWG.

Revised communications will be drafted to:

- Focus on what to expect, how to prepare, and where to go for help
- Reiterate the urgency of keeping contact information up to date

Additional tools in development:

- Partner education plan
- Training & education for staff, community partners, and application assisters regarding changes

Phased Renewals by Population

When medical renewals begin, the state will be able to schedule the date of renewal by populations:

- Front-load easier cases (i.e., complete information, those most likely to keep their coverage) to process quickly once renewals begin.
- Back-load higher risk cases to allow more time for outreach and longer coverage.
- Community and Partner Workgroup provided recommendations on the sequence of each populations' renewal timing.

Recommendations for Renewal Approaches Will Be Balanced with Operational Considerations

Initiate the redetermination process for each person receiving medical assistance within 10 months

Everyone must be renewed-closed by Month 14



Front-load redeterminations

- Parent Caretaker
- Child Medicaid (most cases)
- Supplemental Income Security Benefits Recipients



Back-load redeterminations

- Pregnancy and Newborn
- Child Medicaid (aging out / turning 19 during PHE)
- Bridge Plan Eligible



Spread throughout the redetermination process

- OHP Plus and Long-Term Care Services 1
- OHP Plus and Long-Term Care Services 2
- Medicare Savings Programs
- Presumptive Disability Population
- Houseless (except no redeterminations in January)
- Supplemental Nutrition Assistance Program Recipients
- Non-English Language Speakers
- Others







Recommended principles:

- COVID Exemptions
 - Recommend approaches that support a broad goal / value of maintaining coverage while recognizing the needs of the workforce to best support enrollments across insurance options
- American Indian / Alaska Native
 - Tribal consultation similar to CPWG process

Recommendations by Population

(Groups 1-4)

These are the final recommendations for the listed groups below.

Cases: 17,557	Cases: 31,623	Cases: 19,581	Cases: 87,449
			
OHP Plus and Long-Term Care Services	OHP Plus and Long-Term Care Services	Pregnancy and Newborn	Parent Caretaker
At least one individual receiving OHP Plus and Long-Term Care Services whose income is over the regular OHP limits – they're eligible at a higher income threshold because of their Long-Term Care Service needs.	At least one individual who is eligible for OHP Plus and is also receiving Long Term Care Services.	At least one individual receiving benefits indicating that they are pregnant or within the postpartum eligibility period, or indicating that they're a child under the age of 1 year	At least one individual receiving program benefits which indicate they are a parent or caretaker relative of a child in their home
Spread-throughout	Spread-throughout	Back-load	Front-load

Recommendations by Population

(Groups 5-8)

Cases:
136,858



Child Benefits

At least one individual receiving Medicaid under the age of 19

Front-load

Cases:
50,159



Supplemental Security Income Benefits

At least one individual receiving Supplemental Security Income benefits

Front-load

Cases:
66,511



Medicare Savings Plan

At least one individual not receiving Oregon Health Plan coverage, but receiving assistance paying for their Medicare premiums

Spread-throughout

Cases:
697,724



Others


Any case with no individuals captured by the groups listed above

Spread-throughout

Populations with Additional Considerations

These are the final recommendations for the listed groups below.

**Cases:
32,286**




Bridge Plan

At least one individual likely to be eligible for the Bridge Plan; they meet all non-financial eligibility criteria, with income below 200% FPL

Back-load

**Cases:
63,577**




COVID Exemptions

At least one individual who is identified as receiving a financial or non-financial COVID exemption, indicating that they've maintained eligibility solely due to PHE protections

Front-load

**Cases:
823**



Presumptive Disability Population

At least one individual who is receiving presumptive disability benefits and have not provided verification of disability, but have remained open due to the PHE

Spread-throughout

**Cases:
8,048**







American Indian/ Alaska Native

At least one individual who is identified as American Indian/Alaska Native

Spread-throughout

Populations with Additional Considerations

These are the final recommendations for the listed groups below.

Cases: 47,255	Cases: 90,500	Cases: 60,087	Cases: 495,678
			
Houseless Population	SNAP	Non-English Language	Others
At least one individual address, which is identified as 'No Permanent address'	At least one individual who is receiving both medical and SNAP benefits	At least one individual who indicates that their primary language is something other than English	Individuals not captured by the groups listed above
Spread-throughout	Spread-throughout ★	Spread-throughout	Spread-throughout

★ Recommendation to pause renewals for SNAP recipients in January – partners are supporting Section 8 housing applications during this time, and a pause would allow more capacity to serve both programs.

Post-PHE Renewals for Other Programs in the ONE System

Other Program Renewals

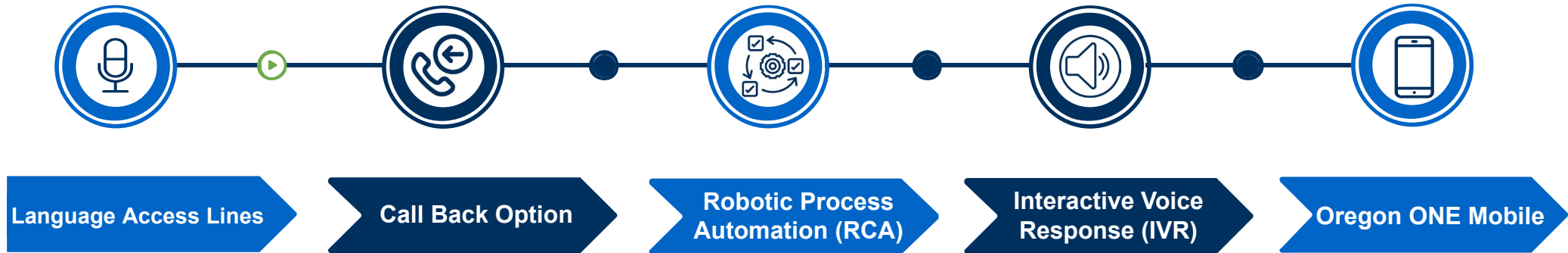
- Renewals for programs that provide food, cash, and childcare benefits are occurring currently and will occur ongoing during the PHE Unwinding.
- Federal approval and ONE system updates now allow for use of some information previously verified for these programs in the renewal of medical benefits.

Customer Service During the PHE Unwinding

Wait times will grow as the PHE unwinds

- 26% increase in benefit applications since the pandemic began
- 1 in 3 people in Oregon now receive benefits through the ONE system
- We will have backlogs and delays

ONE customer service improvements, efficiencies



The ONE Customer Service Center added 16 language-specific lines for callers to receive services in their preferred language. Available now.

ONE Customer Service Center callers on hold can opt to receive a call back when their place in line comes up. Available now.

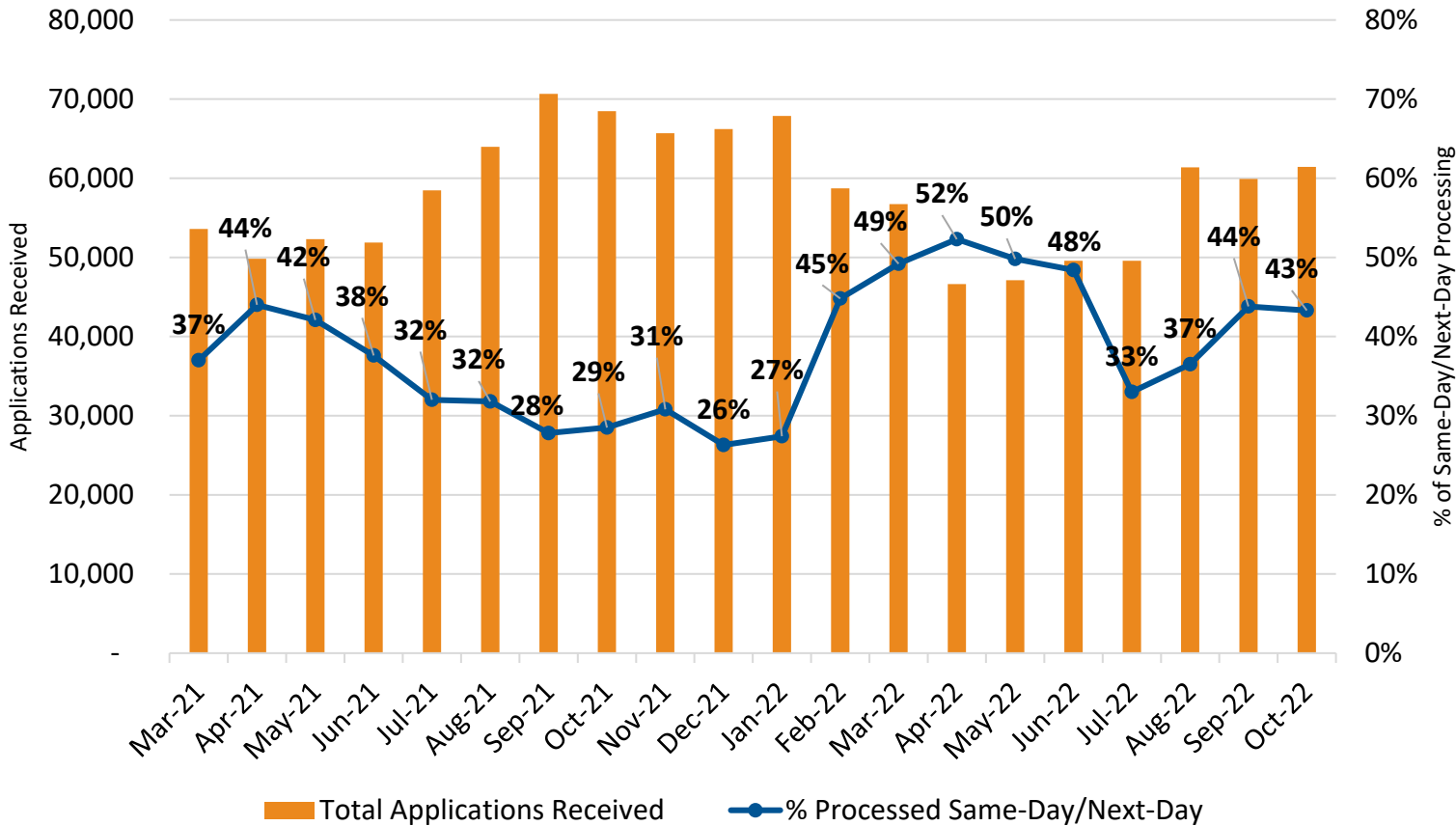
Multi-phase approach to process automation for SMS nudging, returned mail automation, and periodic reporting. Intent to deliver SMS nudge and returned mail by end of biennium; periodic reporting portion late 2023.

Multi-phase approach with phone platform to add functionality for individuals to determine their benefit or application status, provide updates to contact information, etc. Deliver initial portion by the end of 2023.

Transfer Texas Solution for a mobile application for individuals to see benefit status, submit common verification documents, find an office, get messages about the application process. Deliver by end of current biennium.

43% of applications processed same or next day

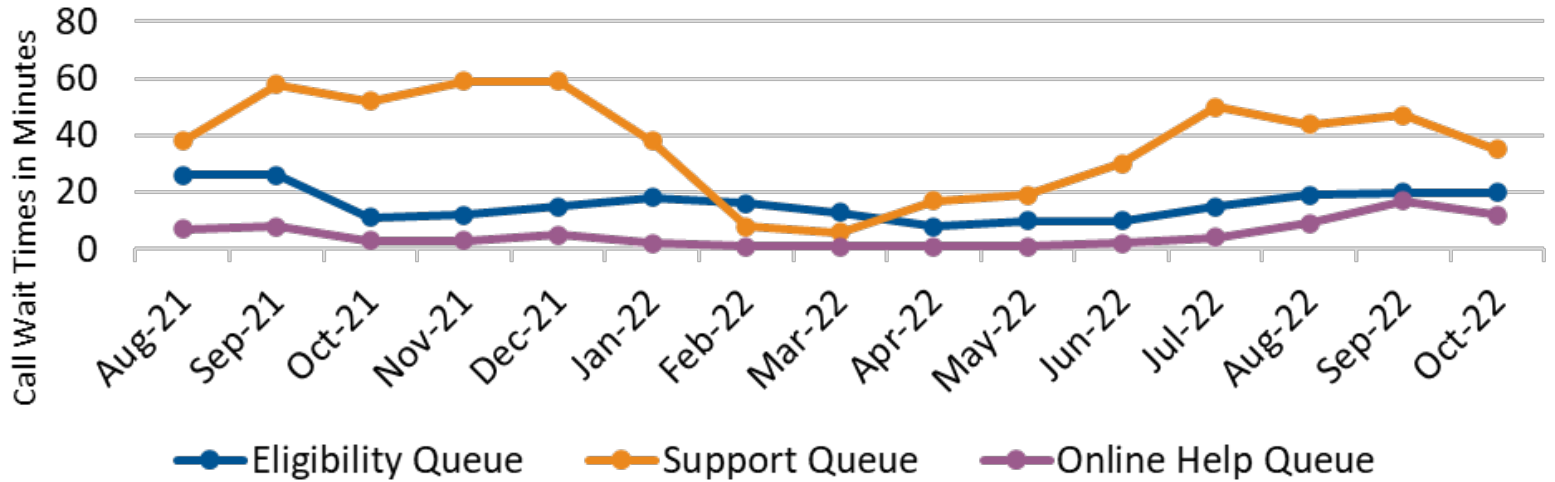
Application Same-Day/Next-Day Processing



Applications Same-Day/Next Day Processing		
Date	Total Applications received	% Processed Same-Day/ Next-Day
Mar 21	53,595	37%
Apr 21	53,595	37%
May 21	53,595	37%
Jun 21	53,595	37%
Jul 21	53,595	37%
Aug 21	53,595	37%
Sep 21	53,595	37%
Oct 21	53,595	37%
Nov 21	53,595	37%
Dec 21	53,595	37%
Jan 22	53,595	37%
Feb 22	53,595	37%
Mar 22	53,595	37%
Apr 22	53,595	37%
May 22	53,595	37%
Jun 22	53,595	37%
July 22	53,595	37%
Aug 22	53,595	37%
Sep 22	53,595	37%
Oct 22	53,595	37%

ONE Customer Service Center Call Wait Times

Monthly Average Call Wait Times



Monthly Average Call Wait Times in Minutes

Month	Eligibility Queue	Support Queue	Online Help Queue
Aug 21	26	38	7
Sep 21	26	58	8
Oct 21	11	52	3
Nov 21	12	59	3
Dec 21	15	59	5
Jan 22	18	38	2
Feb 22	16	8	1
Mar 22	13	6	1
Apr 22	8	17	1
May 22	10	19	1
Jun 22	10	30	2
July 22	15	50	4
Aug 22	19	44	9
Sep 22	20	47	17
Oct 22	20	35	12

October 2022

- Maximum Wait Times
- Eligibility Queue: 138 minutes
 - Support Staff Queue: 174 minutes
 - Applicant Portal Technical Help: 87 minutes

Week of November 6, 2022

- Average Wait Times
- Eligibility: 23 minutes
 - Support Staff: 47 minutes
 - Applicant Portal: 18 minutes

Call to Action for Partners

You can help by reminding people to:



Keep their mailing address, phone number, and email address current to ensure they receive vital information about their benefits.



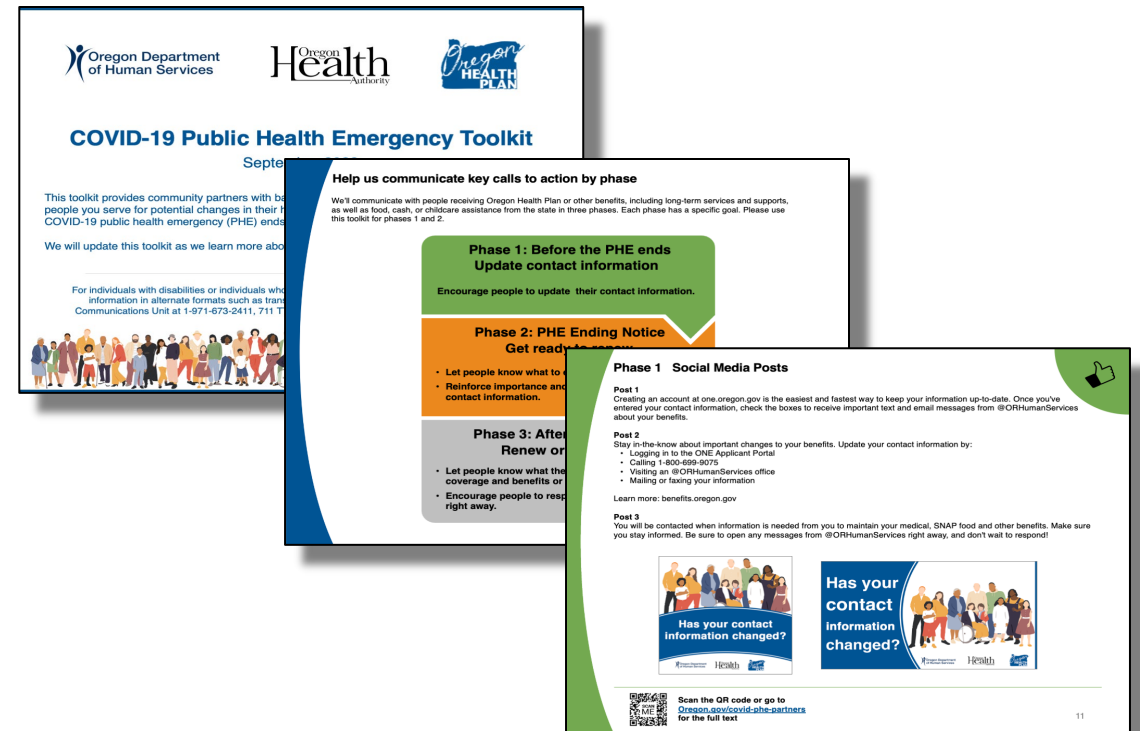
Watch for letters about their benefits from the state.



Provide the information the state needs to help them continue to receive benefits or connect with other resources when they don't qualify or see a reduction in benefits.

COVID-19 PHE Partner Toolkit

- The **End of the COVID-19 PHE Partner Toolkit** for phases 1 and 2 is now available for you to access at www.oregon.gov/covid-phe-partners.
- **Available in 13 languages:** Arabic, Simplified Chinese, Traditional Chinese, Chuukese, English, Hmong, Korean, Marshallese, Portuguese, Russian, Somali, Spanish and Vietnamese.



Use Phase 1 tools to encourage people receiving benefits to update their contact information.

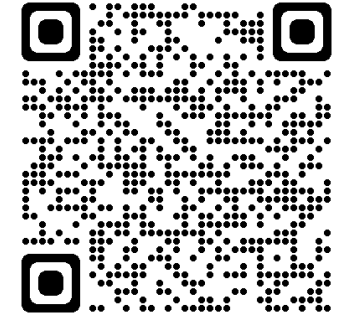
Staying connected

December



Upcoming webinar date 10 a.m., PST:
[December 13](#)

Click on the link to register! Or scan the QR code.



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



Email COVID.19@dhsoha.state.or.us with questions or to share feedback.

Questions

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.

