

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

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

May 9, 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 May 18, 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)

general updates

Medical renewals updates

Basic Health Program overview

Food benefits update

Questions

New resources for partners

COVID-19 Federal PHE Unwinding General Updates

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

Family First Coronavirus Response Act:

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

What we know now:



The Federal COVID-19 PHE will **end May 11, 2023.**



Oregon began medical renewals for more than 1.4 million individuals who are on OHP on April 1, 2023. 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

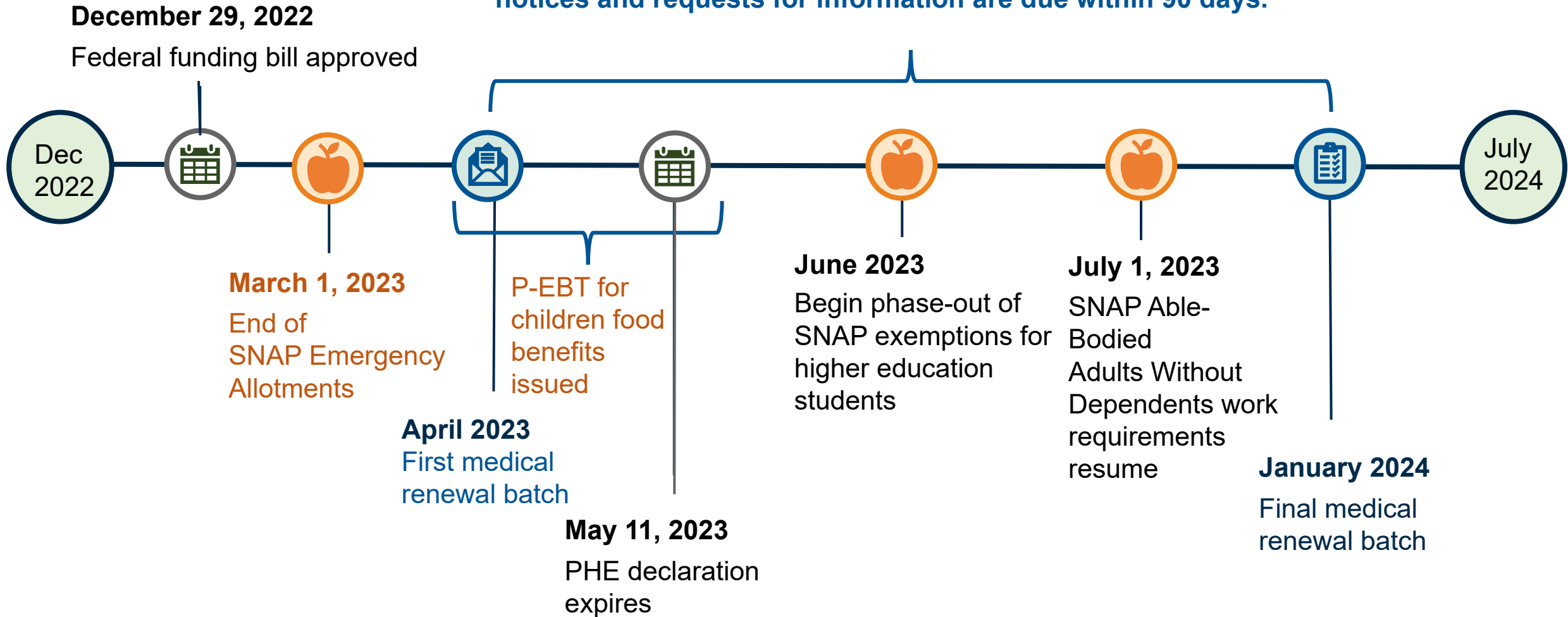
3

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



Unwinding Timeline

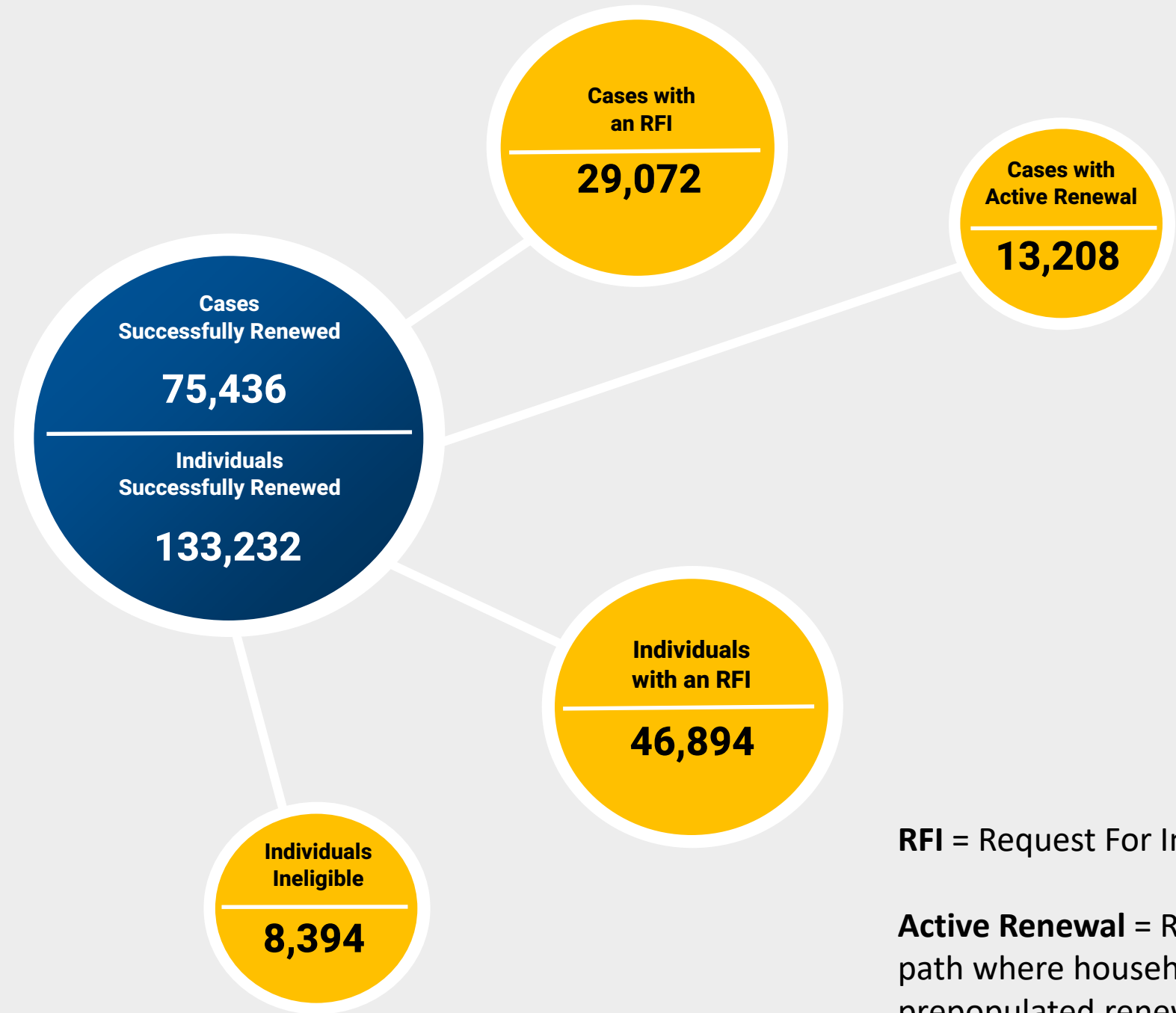
The full unwinding timeline is from April 2023 through June 2024. Medical renewals will occur in monthly batches starting April 2023 through January 2024. Responses to renewal notices and requests for information are due within 90 days.



Medical Renewals Updates



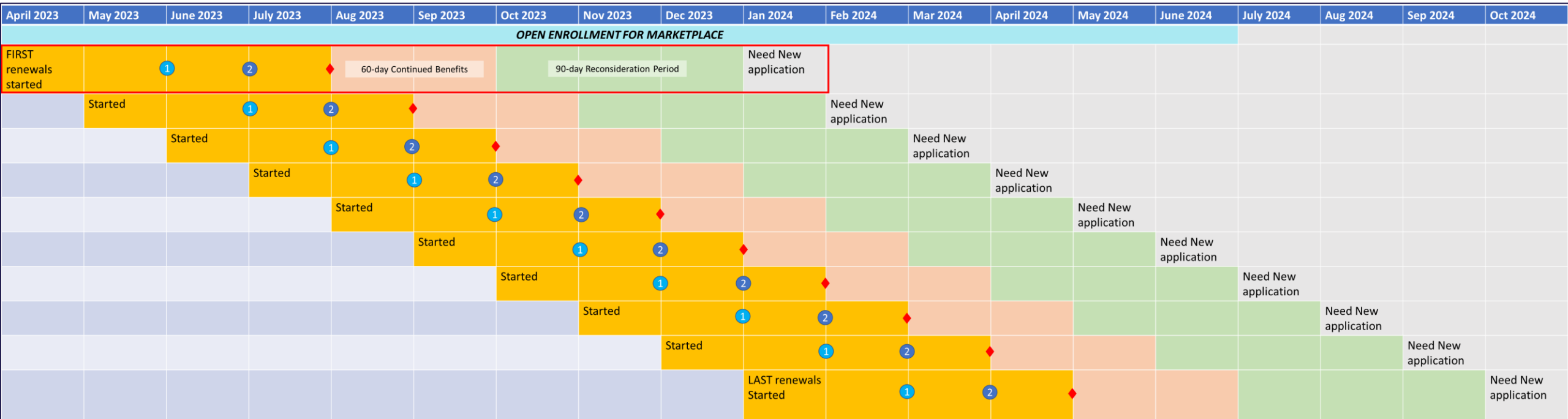
April 2023 Medical Renewal Summary



RFI = Request For Information

Active Renewal = Renewal path where household is sent prepopulated renewal packet

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
1	FIRST REMINDER NOTICE
2	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

This timeline illustrates key periods for members who do not respond

1 1st Reminder Notice
2 2nd Reminder Notice

N Notice of Closure
C Renewal Closure

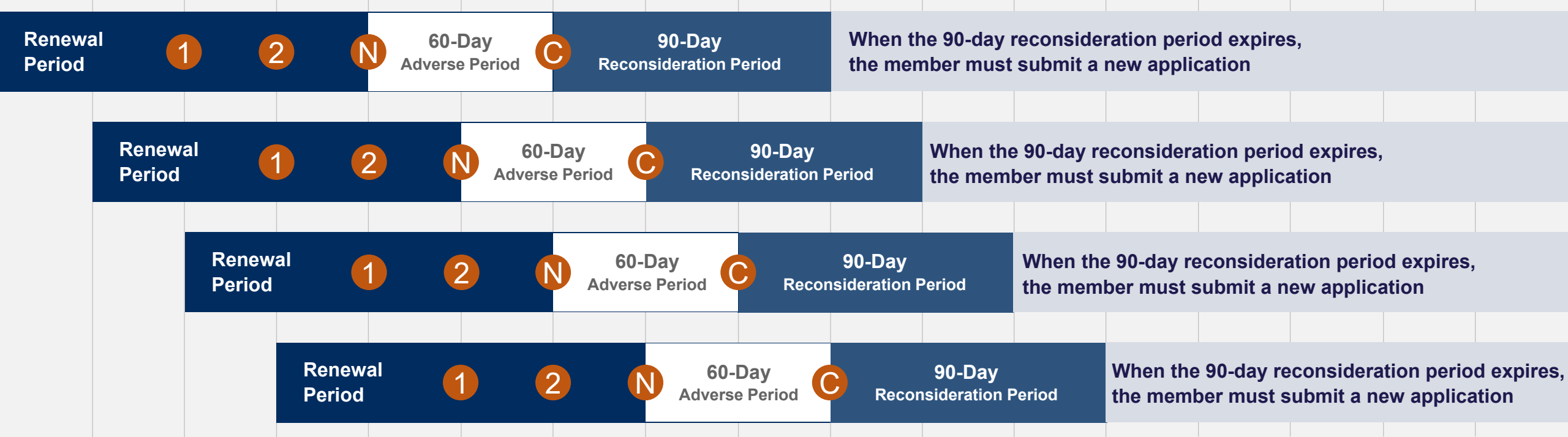
Click on dates 

Main Menu

Special Marketplace Open Enrollment

Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
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Workload Impact
Call volume • Local Offices • ONE Customer Service Center

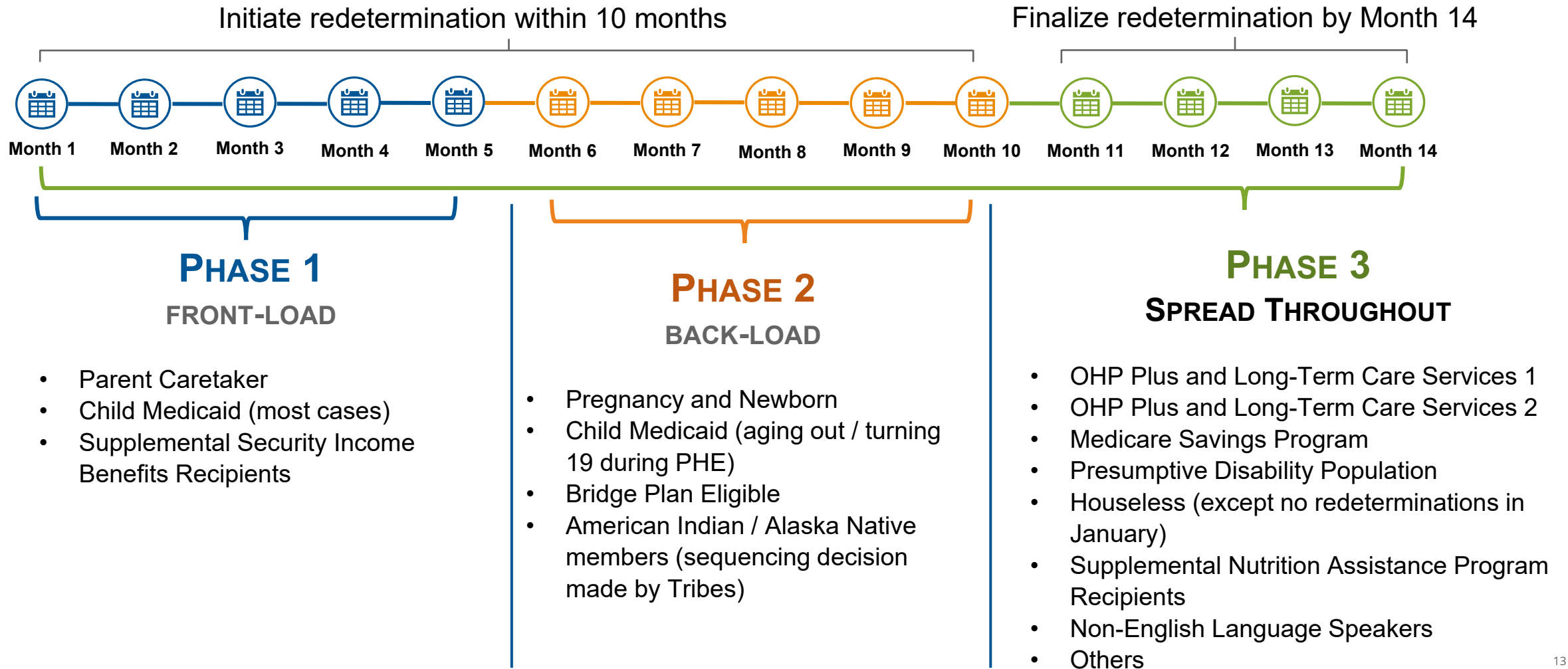


Renewal Period - During this time the ONE system identifies everyone up for renewal in a given month and notices are sent to members informing them of their status and if further action is required.

60-Day Adverse Period - 30 days after the 2nd reminder is sent and there's still no response from the member is sent a notice of closure. The member will continue to receive benefits for an additional 60 days.

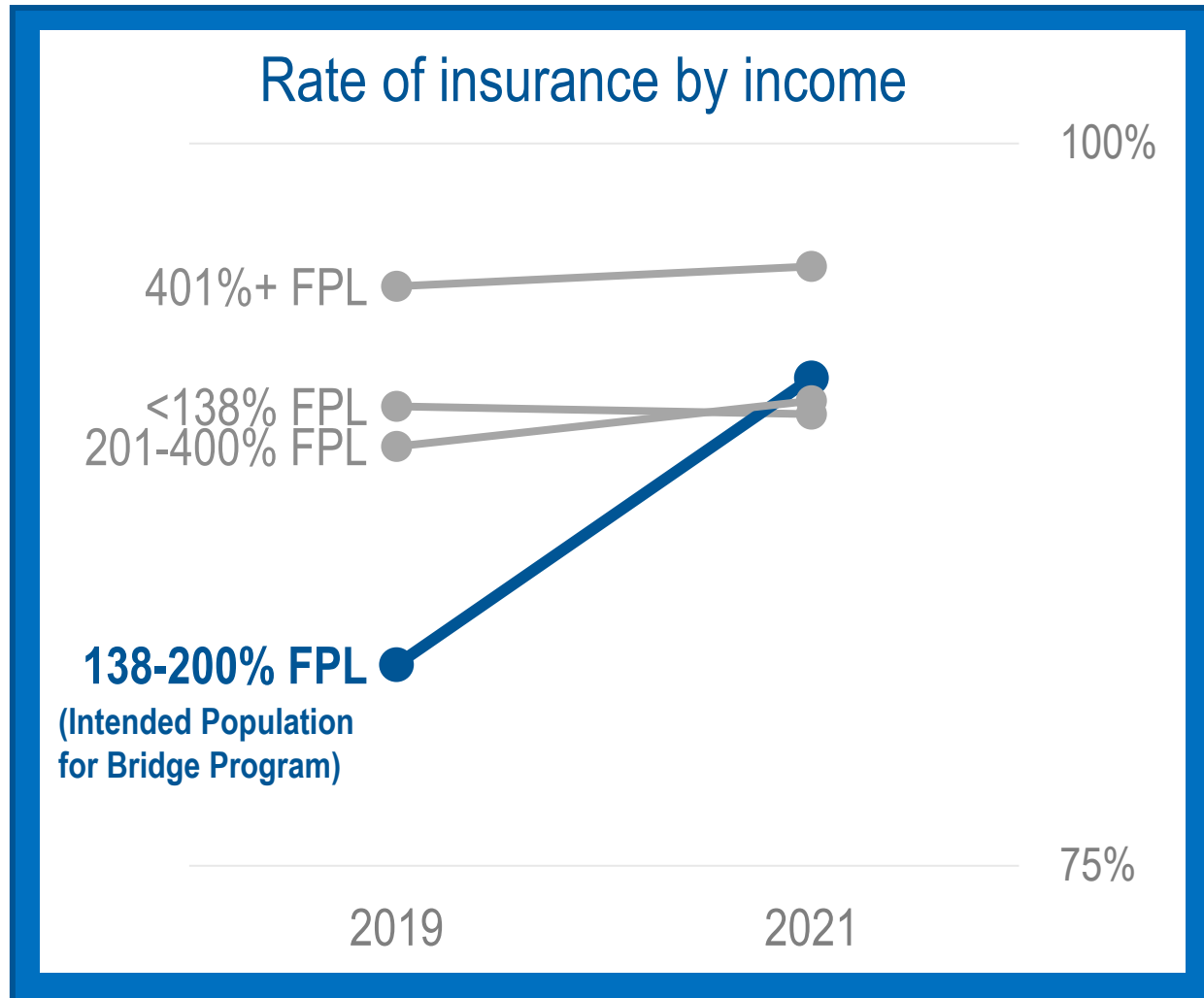
90-Day Reconsideration Period - If the member responds during the 60-day adverse period the renewal can proceed without benefit interruption. After the 60th day, benefits will end. The member will still have 90 days to respond and resume the renewal process. When the 90-day reconsideration period expires and new application must be submitted.

Renewal by Population to Maintain Access



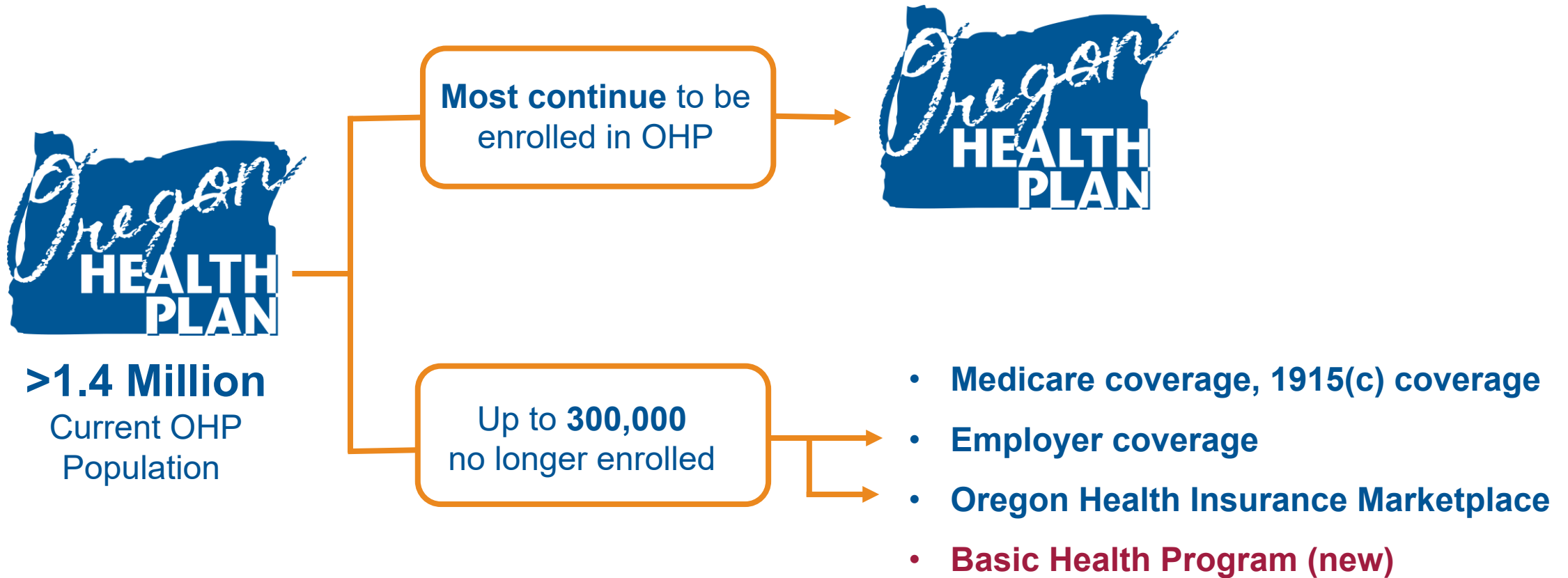
Basic Health Program Overview

Low-income adults gained coverage during the PHE as fewer people became uninsured due to loss of OHP



Family size	138% FPL	200% FPL
1	\$20,120	\$29,160
2	\$27,214	\$39,440
3	\$34,307	\$49,720
4	\$41,400	\$60,000

How OHP Members May be Affected by the Unwind



Bridge Program Goals

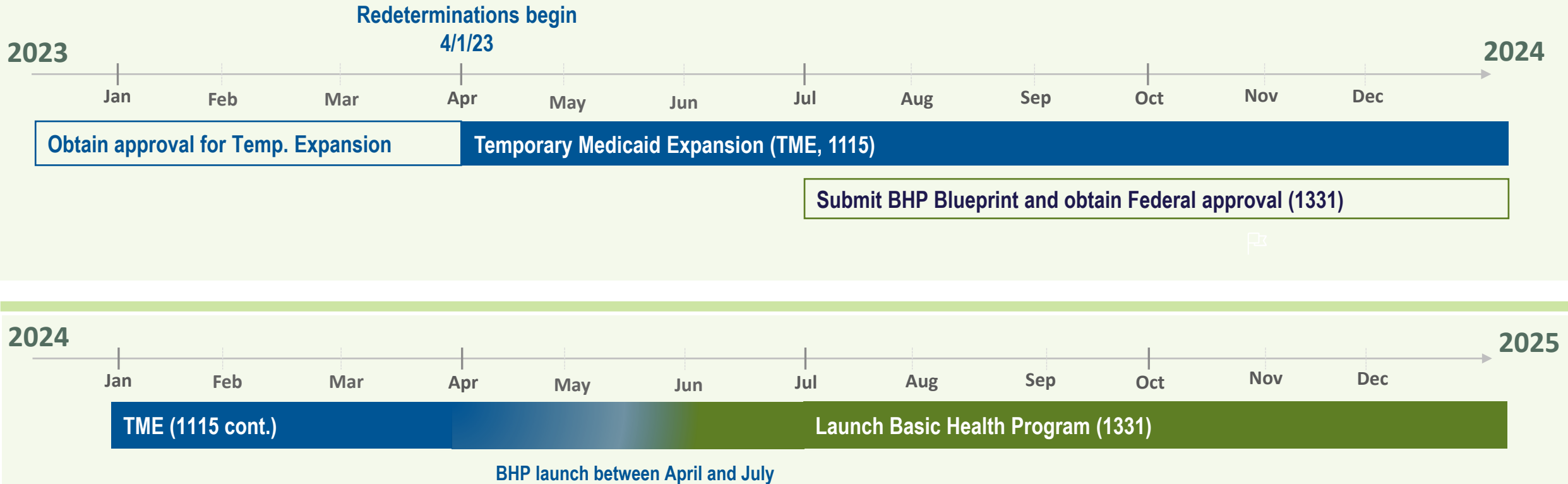
- Preserve coverage gains
- Maximize federal funding
- Administered by CCOs
- CCO service package
- No enrollee costs
- Capitation rates that eventually enable higher-than OHP provider payment
- Explore strategies to minimize premium increases and coverage loss for consumers >200% FPL who remain on the Marketplace



Plan to submit Basic Health Program blueprint

- Under **Section 1331**, states can implement a **Basic Health Program (BHP)** for individuals up to 200% FPL who would otherwise be eligible for Marketplace coverage
 - To implement a BHP, states receive **federal funding** to cover BHP-eligible enrollees
- OHA planning to submit 1331 Blueprint to CMS in **July 2023**, with the goal of Federal approval by the end of the year
- Oregon's Blueprint will define the BHP based on direction from HB 4035 and **Bridge Program Task Force**

Draft Timeline: Temporary Medicaid Expansion and Basic Health Program



Populations Enrolling into the BHP

- BHP enrollees will be a combination of people previously uninsured, coming from the ACA individual market, or coming from Medicaid following the end of the PHE.

People Moving From Uninsured

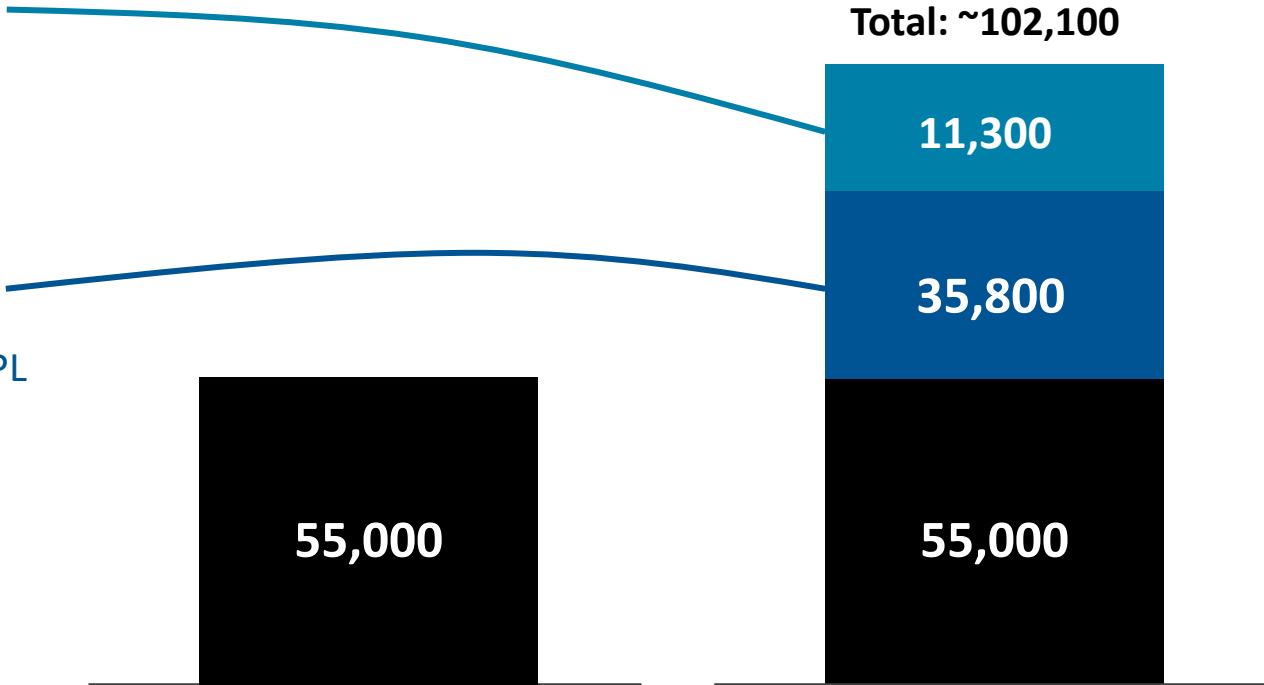
- Based on the uninsured population in 2021, OW estimated BHP enrollment among the uninsured using microsimulation modeling, projected for 2025.

People Moving From ACA Individual Market

- Includes people currently covered in the Marketplace with income between 138-200% FPL in 2021, projected to 2025.

People Moving From Medicaid

- Includes the 138-200% FPL population that will transition to the Temporary Medicaid Expansion category following the end of the PHE, who would otherwise be eligible for the Marketplace.



Mid-2024 Implementation plan for OHP and uninsured

- When the BHP launches in 2024, **eligible individuals** who are currently:
 - **OHP enrollees** will transition to the BHP
 - **Uninsured** may enroll in the BHP through the federally facilitated marketplace (FFM) or ONE System



Mid-2024 implementation plan for Marketplace enrollees

- When the BHP launches in 2024, **eligible individuals** who are currently **Marketplace enrollees** would have the option to enroll in the BHP through the FFM or ONE System.
- **Oregon anticipates mid-year enrollment into the BHP from the Marketplace will likely be minimal**, because:
 - BHP-eligible Marketplace enrollees will NOT be automatically migrated to the BHP
 - To enroll in the BHP mid-year, Marketplace enrollees must update their FFM application or apply to the BHP via the ONE System, outside of an OEP.
 - Because Marketplace enrollees may auto-re-enroll in their plans during an OEP, migration of BHP-eligible marketplace enrollees will happen over time from launch through December 2026
- BHP-eligible individuals who update their FFM application or apply for coverage through the ONE System will no longer be eligible for tax credits to purchase coverage on the Marketplace.

BHP Blueprint Public Comment Period

- The public is invited to submit **verbal and written comments** on the draft Basic Health Program Blueprint from May 1, 2023 through June 9, 2022.
- Offer **verbal comments** at a public hearing:
 - May 9, 2023 | 1PM – 2PM | click [here](#) to join the meeting
 - May 31, 2023 | Medicaid Advisory Committee | 9AM – 12PM | click [here](#) to join the meeting
- Email **written comments** to katie.waldo@oha.oregon.gov or send via mail to:
Health Policy and Analytics Bridge Program Team
Attn: Joanna Yan
421 SW Oak St Suite 875
Portland, OR 97204

Food Benefit Updates

Summer P-EBT for Children

- Notices were mailed to 390,000 eligible children the last week of March
- Eligible children will receive a second letter with the P-EBT card sometime before May 31, 2023
- The P-EBT food benefit is \$391 for each eligible child
 - Children aged 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



Summer P-EBT recipients will receive this P-EBT card in the mail by May 31, 2023 to access the food benefits

P-EBT Customer Service

- A P-EBT call center is open Monday through Friday from 8 a.m. to 5 p.m., PST
 - Call: 1-844-ORE-PEBT (1-844-673-7328)
 - Callers will have the option to choose English or Spanish. Callers can request interpreters for other languages.
- Email: EBT.ebtschoolmeals@odhsoha.oregon.gov
- Visit PEBT.Oregon.Gov for updated information and FAQs
- A P-EBT communications toolkit is available. It includes an updated FAQ sheet, poster, and infographic to share with families, as well as pre-written social media posts and a promotional video about the P-EBT for Summer 2022 program.
 - [English Toolkit](#)
 - [Spanish Toolkit](#)

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. Notices were mailed April 24 to about 40,000 people with ABAWD status. A reminder notice will be sent in mid-June.
- 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. Discretionary exemptions are being applied to others.
- The following areas will be resuming work requirements: Clackamas, Deschutes, Jackson, Lane, Linn, Marion, Multnomah and Washington.

Communication Resources

Communication resources about SNAP time limits for people with ABAWD status

- [Change Tool](#) that explains the benefit recipient experience, process and resources
- [Notice](#)
- ODHS web page for SNAP recipients in [English](#) and [Spanish](#)
- Oregon Employment Department [webpage](#) with orientation videos in multiple languages and details about employment coaching

SNAP Changes for Higher Education Students

In June 2023, two temporary exemptions that made more higher education students eligible for SNAP will end. These exemptions are:

- Eligibility for a federal work study position
- Expected Family Contribution (EFC) of \$0

The ending of these two exemptions will affect both new applications and renewals.

Application Type	Filing Date	Can the two temporary student exemptions be applied?
New SNAP Applications	On or Before June 10, 2023	Yes
	On or After June 11, 2023	No
Renewal	On or Before June 30, 2023	Yes
	On or After July 1, 2023	No

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.

ONE Notices Guides

- These guides provide overviews of various ONE System Notices and are for community partners to use to support people receiving benefits who might come to them with their notices.
- Six ONE Notices Guides are available in English and Spanish. Partners can access these tools from our [Oregon.gov/covid-phe-partners](https://www.oregon.gov/covid-phe-partners) page.

Change Tools

Overview: Staff and partners can use PHE-U Change Tools to educate people receiving medical and nonmedical benefits about their renewals and changes to their benefits. Each collection provides **journey maps and scenarios that illustrate what people can expect to experience during the renewal process**, as well as actions they can take and resources they can use along the way.

Change Tools include:

- OHP and Long-Term Care
- SNAP Emergency Allotments
- SNAP for College Students
- SNAP for People with ABAWD Status

The screenshot displays the Oregon Health Plan (OHP) and Long-Term Care Change Tools interface. At the top, it features the Oregon Department of Human Services and Oregon Health logo. The main heading is "Change Tools" with the subtitle "Oregon Health Plan (OHP) and Long-Term Care Supporting people as they navigate changes to their".

The interface is divided into several sections:

- Journey Map: I need to take action:** A flowchart showing the process from "Get ready" to "Receive Renewal Packet and/or Request for Information" to "Respond" to "Send info" to "Maintain benefits" to "I'm eligible" or "I'm not eligible". It includes a "90-day grace period after benefits end" and a "30-day reminder" and "60-day reminder".
- Long-Term Care Services: Sample Scenarios and Challenges:** A section with two scenarios and a list of challenges.

STAGES	Get ready	Receive and respond to my Renewal Packet and/or Request for Information (RFI)	Respond
EXPERIENCE	I may learn about upcoming renewals in various ways, including: <ul style="list-style-type: none">• ONE Applicant Portal notices• My Case Manager if I have one• Community Partners• Social media	I receive my Renewal Packet and/or RFI in the mail and on my ONE Applicant Portal if I have one. My notice includes what I need to provide and by when and where I can go for help. <ul style="list-style-type: none">• If I do not respond, I will receive reminder notices via mail and text if the state has my phone number. 30 and 60 days after receiving my Renewal Packet and/or RFI.	After submitting required information, the mail is processed, I receive a response. <ul style="list-style-type: none">• If I'm eligible• If my benefits end• If I do not respond• If I do not respond on time
ACTIONS	I can prepare by: <ul style="list-style-type: none">• Updating my contact and household information• Watching for mail and texts from the state and acting when needed.	I can get help understanding this notice: <ul style="list-style-type: none">• I should send my information and/or packet as soon as possible and within 90 days.• I can call or go into my local office to schedule and complete an interview if required.	<ul style="list-style-type: none">• If I'm eligible• If my benefits end• If I do not respond• If I do not respond on time

Scenario 1: Individual receiving in-home care
An individual with multiple sclerosis receives care in their home to get in and out of bed, use the restroom, and bathe. This person does not have family nearby and relies on state-paid caregivers to meet their care needs. Recently, this person moved to a more affordable home but forgot to update their address with their Case Manager.

Scenario 2: Individual living in an assisted living facility
A 70-year-old individual receiving long-term care lives in a Memory Care Facility and receives assistance with most daily activities. During the pandemic, this individual inherited money from a loved one and is now over the resource limit. When their renewal begins, if they are still over the resource limit, they may lose medical benefits and long-term care services.

CHALLENGES

- Difficulty acting without assistance:** People with disabilities may need additional help navigating the review process and providing needed information. Those without authorized representatives or extra support may struggle to learn about and complete required actions on time.
- Little or no time to adjust to decreases in care services:** People may not have enough time to understand what's happening and ask questions. Others may not receive direct notice in the mail if their mailing address is out of date or they have recently moved into a different care setting.
- High level of care needs and cost of care:** People receiving long-term care services have a range of needs based on their temporary or permanent disabilities and may struggle to find affordable alternatives to care should their benefits end. Gaps in coverage can be the difference between life and death.
- Loss of housing and/or caregivers may follow loss of benefits and services:** People who no longer qualify for OHP or long-term care services could lose their housing if they are living in a long-term care facility or adult foster home or their access to critical in-home caregivers.

Visit <https://www.oregon.gov/oha/PHE/Pages/Change-Tools.aspx> or the [PHE Unwinding OWL site](#) to access these tools.

Keep Covered Wave One Campaign Materials

English and Spanish early May; additional 12 languages by end of May
Download and order printed copies online

Take action to renew your medical benefits!

Renewals are happening for Oregon Health Plan (OHP) and other Medicaid benefits. Take these steps:

- 1. Keep your address up to date.**
Update your address or get free help. You can get help in many languages.
Call us weekdays from 7am to 6pm **800-699-9075**
Find an office or community partner near you **KeepCovered.Oregon.gov**
Report changes and respond to renewals online **Benefits.Oregon.gov**
- 2. Keep checking the mail for your renewal letter.**
It will tell you what to do.
Letters are going out now through mid-2024. Not everyone will get their letters at the same time.

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Poster and table tent

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Flyer

It's time to renew your OHP and other Medicaid benefits.

Take action to protect your benefits!

If you have Oregon Health Plan (OHP) or other Medicaid benefits, follow the steps below. If you had these benefits at any time during the COVID-19 pandemic, you may still have them.

- Step 1:** Make sure your address is up-to-date. You can do that on your own or get free help in any of the ways below.
- Step 2:** Make sure you're checking the mail for your renewal letter.
- Step 3:** When they come, do what they ask right away.

Find an office or community partner near you at **KeepCovered.Oregon.gov**

Report changes and respond to renewals online at **Benefits.Oregon.gov**

Call **800-699-9075** weekdays from 7 a.m. to 6 p.m. You can get help in many languages — that's the language line numbers at **benefits.oregon.gov**. What times are marked between 7 a.m. and 6 p.m.

Letters are going out now through mid-2024. Not everyone will be received at the same time. Check your mail often for your letters from the state of Oregon.

Fact sheet

Renew OHP and other Medicaid
KeepCovered.Oregon.gov

Renew OHP and other Medicaid
KeepCovered.Oregon.gov

Renew OHP and other Medicaid
KeepCovered.Oregon.gov

Social Media

Connecting People with Food Resources in their Community

- Websites in English and Spanish
- Toolkit with downloadable resources in multiple languages
- Social media advertising expanding to English, Russian, Simplified Chinese, Spanish and Vietnamese

ALIMENTOS.OREGON.GOV

¿NECESITA ALIMENTOS?

NEEDFOOD.OREGON.GOV

NEED FOOD?

There are resources available to help meet your essential needs.



SUMMER MEALS

Need food right now?

Free meals are available over the summer. Children 18 years and younger may receive free meals and snacks through the Summer Food Service Program (SFSP) and Seamless Summer Option (SSO). To find a summer meals site nearest to you visit www.summerfoodoregon.org, text "Food" or "Comida" to 877-877, or call 2-1-1.



SNAP

SNAP (formerly food stamps) helps you buy groceries. Apply today. Find all the information you need at govstatus.egov.com/or-dhs-benefits where you can apply for SNAP, cash, insurance, childcare and domestic violence assistance all in one place. Dial **211** or call your **local ODHS office** with questions. Receive food assistance while waiting for your unemployment insurance.



OREGON FOOD BANK

Food pantries, pick-up sites and delivery options: Oregon Food Bank's network of 1,400+ partner pantries and food assistance sites are open across Oregon and Southwest Washington. Many offer drive/walk-up or direct delivery options. Visit oregonfoodfinder.org for local locations, or call **2-1-1** for help.



WIC

WIC offers healthy food and nutrition and breastfeeding support for families with kids under age 5 and for pregnant women. Go to healthoregon.org/wic and click the WIC Interest Form button. You can also call **2-1-1** and ask to speak with a maternal and child health specialist. New participants are welcome!



ADRC

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

The Aging and Disability Resource Connection (ADRC) of Oregon's Older Adult Meals Program ("Meals on Wheels") provides meals for people across Oregon. Anyone 60+ can receive these meals. There are no income requirements and no charge for meals. The ADRC can also help connect people with disabilities, regardless of age, to food resources. Visit adrcforegon.org or call **1-855-673-2372**.



2-1-1

Need more information on resources?

For more information on food and other resources, including health care and unemployment information, visit govstatus.egov.com/or-covid-19.

You can contact 2-1-1 info by calling **2-1-1**, texting your ZIP code to **898211**, or visiting 211info.org.

You can also contact the Aging and Disability Resource Connection of Oregon at **1-855-673-2372** or visit adrcforegon.org.



You can get this document in other languages, large print, braille or a format you prefer. Contact 2-1-1 at 1-866-698-6155 or email help@211info.org. We accept all relay calls or you can dial 711.

para ayudar a cubrir

en este momento?

Hay comidas gratuitas disponibles. Los menores que tengan 18 años o menos pueden recibir comidas gratuitas a través del Programa de Servicios Alimentarios de Opción Continua de Verano (Seamless Summer Option o SSO). Para más información, visite www.summerfoodoregon.org, envíe "Food" o "Comida" por mensaje de texto al 877-877, o llame al 2-1-1.

Asistencia Alimentaria (SNAP, por sus siglas en inglés) (antes conocido como Comidas Gratuitas). Presente una solicitud hoy. Encuentre toda la información sobre SNAP, donde puede presentar una solicitud para el SNAP, dinero para el transporte de alimentos, o asistencia para la vivienda en caso de violencia doméstica, todo en un solo lugar. Marque el número 2-1-1 para obtener más información. Reciba asistencia alimentaria mientras espera su seguro de desempleo.

Opciones de entrega: la red de más de 1,400 despensas de Comida de Oregon está abierta a lo largo de Oregon y la zona metropolitana de Portland. Recen opciones de recolección en coche o a pie u opciones de entrega en sus ubicaciones locales o llame al 2-1-1 para obtener ayuda.

Asistencia para Mujeres, Infantes y Niños (WIC, por sus siglas en inglés) ofrece apoyo nutricional y de lactancia a las familias con niños menores de 5 años. Visite healthoregon.org/wic y haga clic en el botón de inscripción. También puede llamar al 2-1-1 y pedir que lo/a comuniquen con nosotros. ¡Todos los participantes son bienvenidos!

Comidas para personas mayores de 60 años de edad o que viven con una discapacidad (ADRC, por sus siglas en inglés) del Programa de Alimentos de Oregon proporciona comidas a las personas en todo Oregon. Cualquiera puede recibir las comidas. No hay requisitos de ingresos y no se cobra por recibir las comidas. Visite adrcforegon.org o llame al 1-855-673-2372 para obtener más información.

¿Necesita más información sobre los recursos?

Para obtener más información sobre la atención de salud, el seguro de desempleo u otros recursos, incluyendo información sobre la atención de COVID-19, visite govstatus.egov.com/or-covid-19, envíe un mensaje de texto con su código postal al 2-1-1, o llame al 2-1-1, enviando su código postal por mensaje de texto al 898211.

Recursos de Envejecimiento y Discapacidad: llame al 1-855-673-2372 o visite adrcforegon.org.

Si necesita el documento en otros idiomas, tipografía grande, braille o en otro formato que prefiera, llame al 1-866-698-6155 o por correo electrónico a help@211info.org. También puede llamar al 711.



DHS 2360 (6/2020) Spanish

Staying connected



Spanish webinar on May 18 at 10 a.m., PST

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



To sign up directly for our new partner newsletter called “Keep Covered” go to: <https://public.govdelivery.com/accounts/ORDHS/signup/35855>



Email PHE-Unwinding@odhsoha.oregon.gov with questions or to share feedback.

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

Thank you for attending!

