

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

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

July 11, 2023



# Language & Disability Access

- A live Spanish webinar will be held July 20, 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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# 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 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 COVID-19 Public Health Emergency Unwinding webpage at [KeepCoveredPartners.oregon.gov](https://KeepCoveredPartners.oregon.gov) following the conclusion of the presentation

# Agenda

- COVID-19 Federal Public Health Emergency (PHE) unwinding updates
  - ✓ Food benefits
  - ✓ Medical renewals
- Help for people losing medical coverage
- Questions & answers
- New resources for partners

# **COVID-19 Federal PHE Wind-down Updates**

# During the Public Health Emergency (PHE), people 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 ended **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

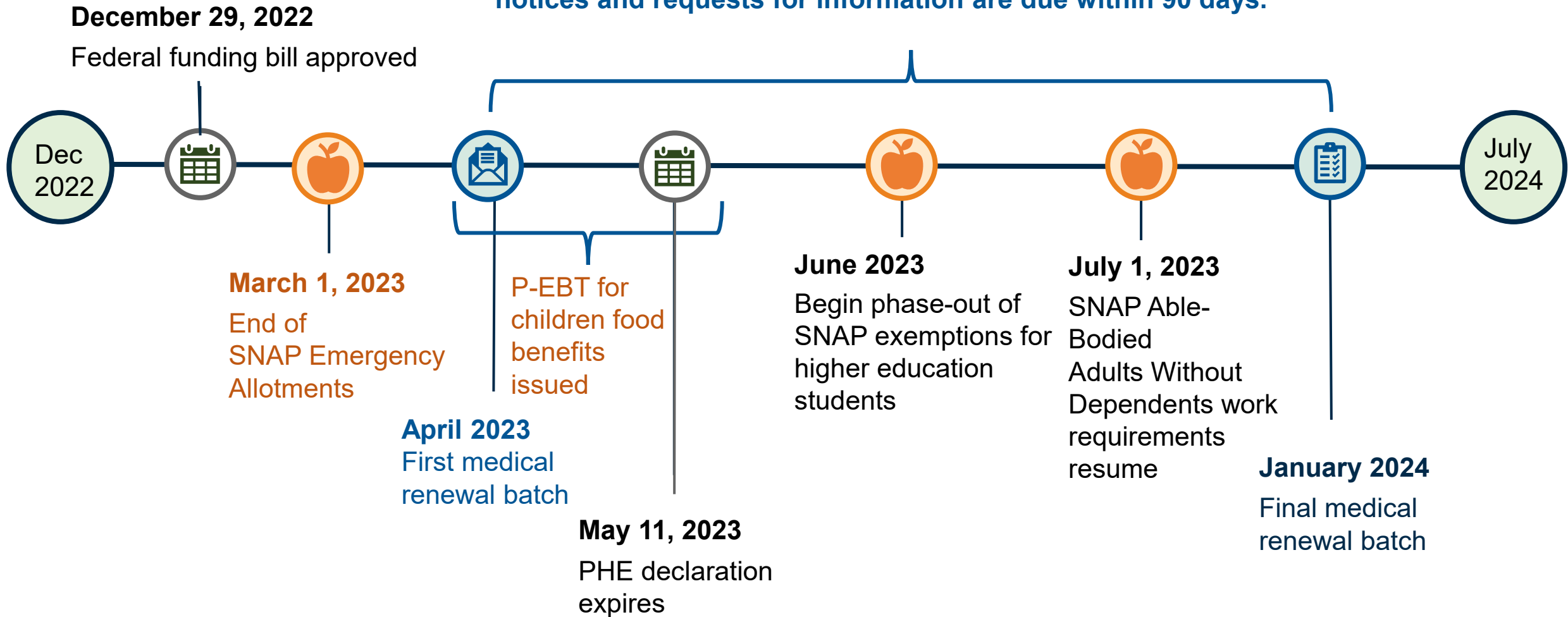
3

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.





# Food Benefits



# SNAP Able-Bodied Adults Without Dependents (ABAWD)

- SNAP ABAWD work requirements were paused during the COVID-19 PHE and resumed on July 1, 2023. Notices were mailed April 24 to about 40,000 people with ABAWD status. A notice also was sent in June.
- If a SNAP recipient with non-exempt 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

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

# Upcoming Changes to Able-Bodied Adults Without Dependents (ABAWD)

Maximum age for participation will rise gradually from 49 through 54 years old

Sept. 1, 2023	Oct. 1, 2023	Oct. 1, 2024
People through 50 years old	People 18 through 52	People 18 through 54

Three new exemptions for veterans, people experiencing homelessness, and people who are under age 25 and aged out of the foster care system.

Number of discretionary exemptions will decrease, further limiting how Oregon can decide to apply additional exemptions.

# Pandemic EBT for Children for Summer 2022

Pandemic EBT (P-EBT) for children for Summer 2022 is complete.

Direct questions and requests for replacement cards to the P-EBT Call Center

- 844-ORE-PEBT (844-673-7328)
- Monday through Friday, 8 a.m. to 5 p.m. Pacific Time

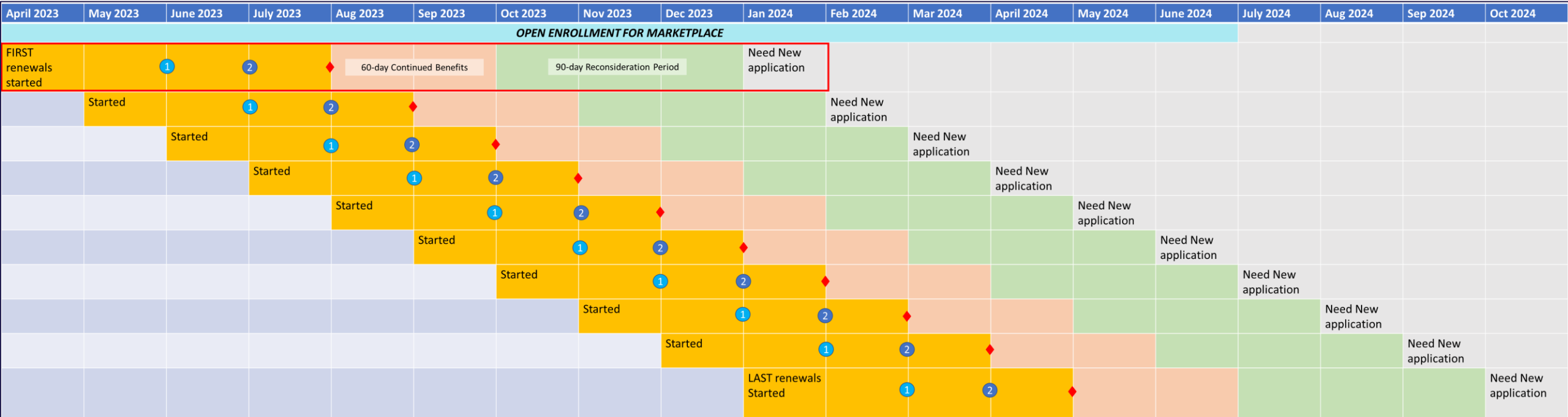


P-EBT for Summer 2022	
420,742	Eligible children received food benefits
\$391	Amount each eligible child received on a P-EBT card

More information at [Pebt.oregon.gov](https://pebt.oregon.gov)

# Medical Renewals

# 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
	FIRST REMINDER NOTICE
	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 1<sup>st</sup> Reminder Notice  
2 2<sup>nd</sup> Reminder Notice

N Notice of Closure  
C Renewal Closure

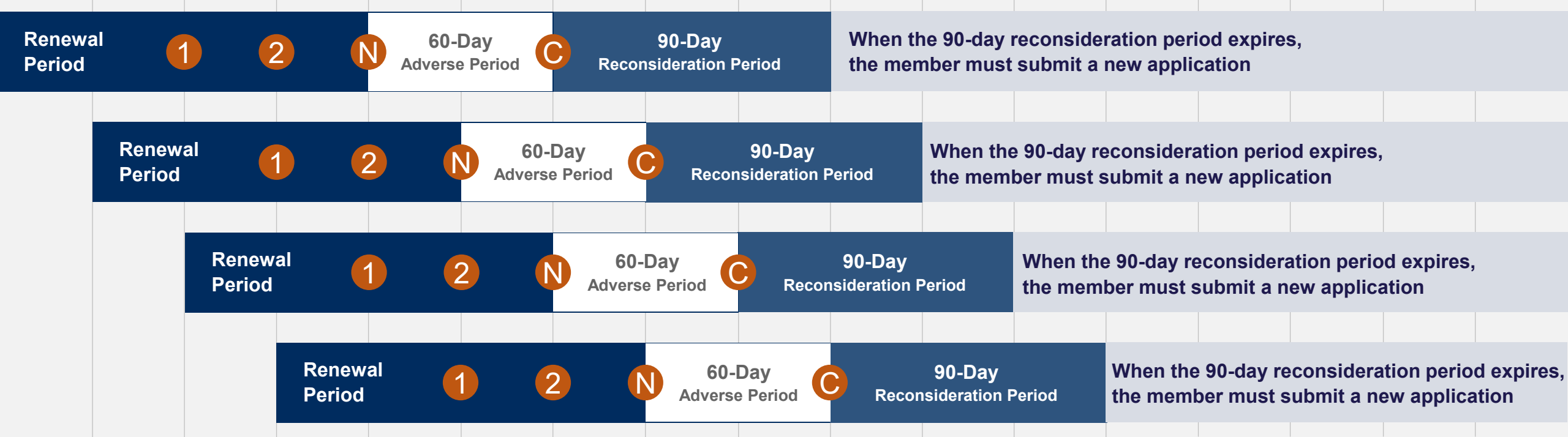
Click on dates 

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



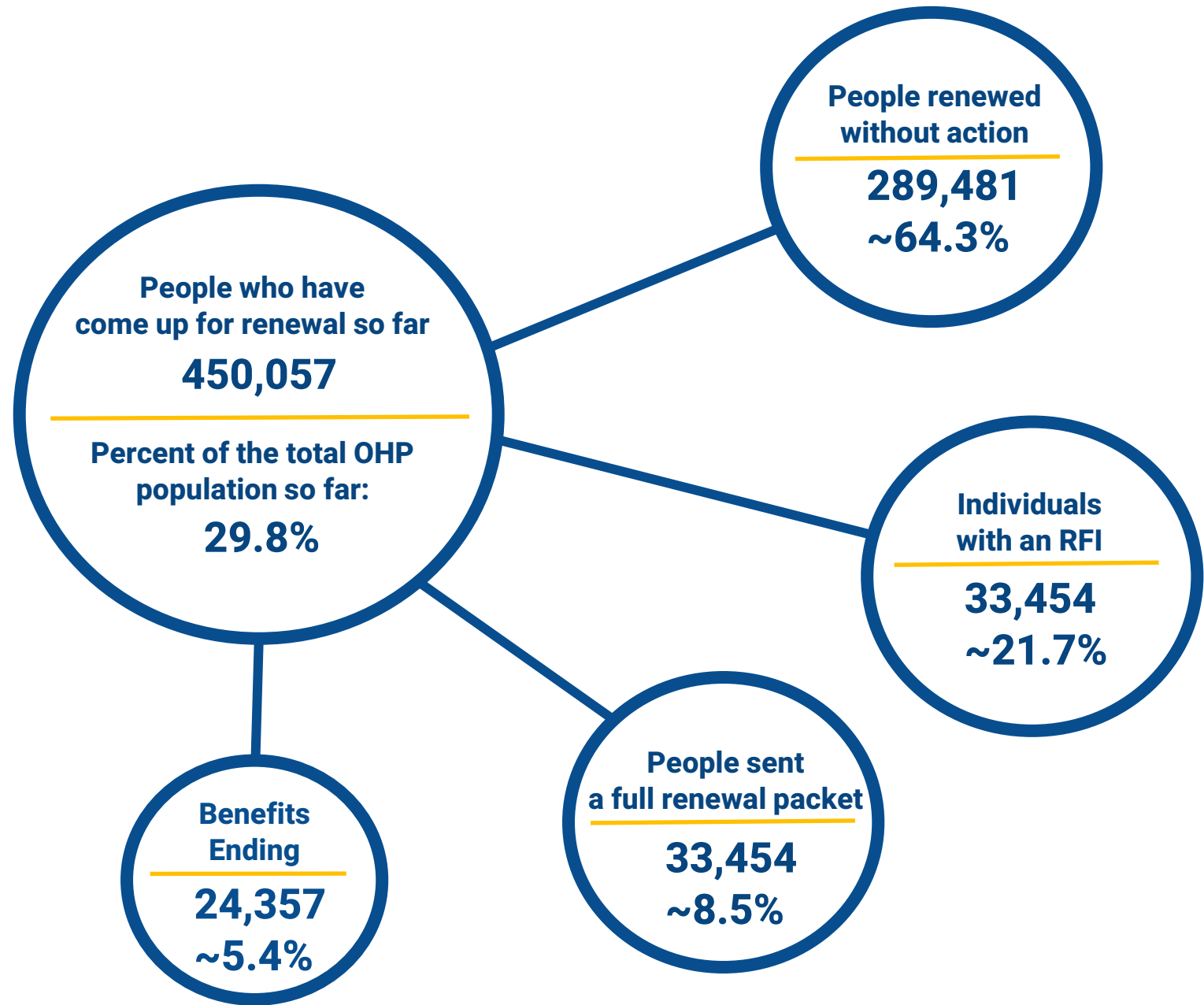
**Renewal Period** - During this time the ONE system identifies everyone up for renewal in a given month and notices are sent to members informing them of their status and if further action is required.

**60-Day Adverse Period** - 30 days after the 2<sup>nd</sup> 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.

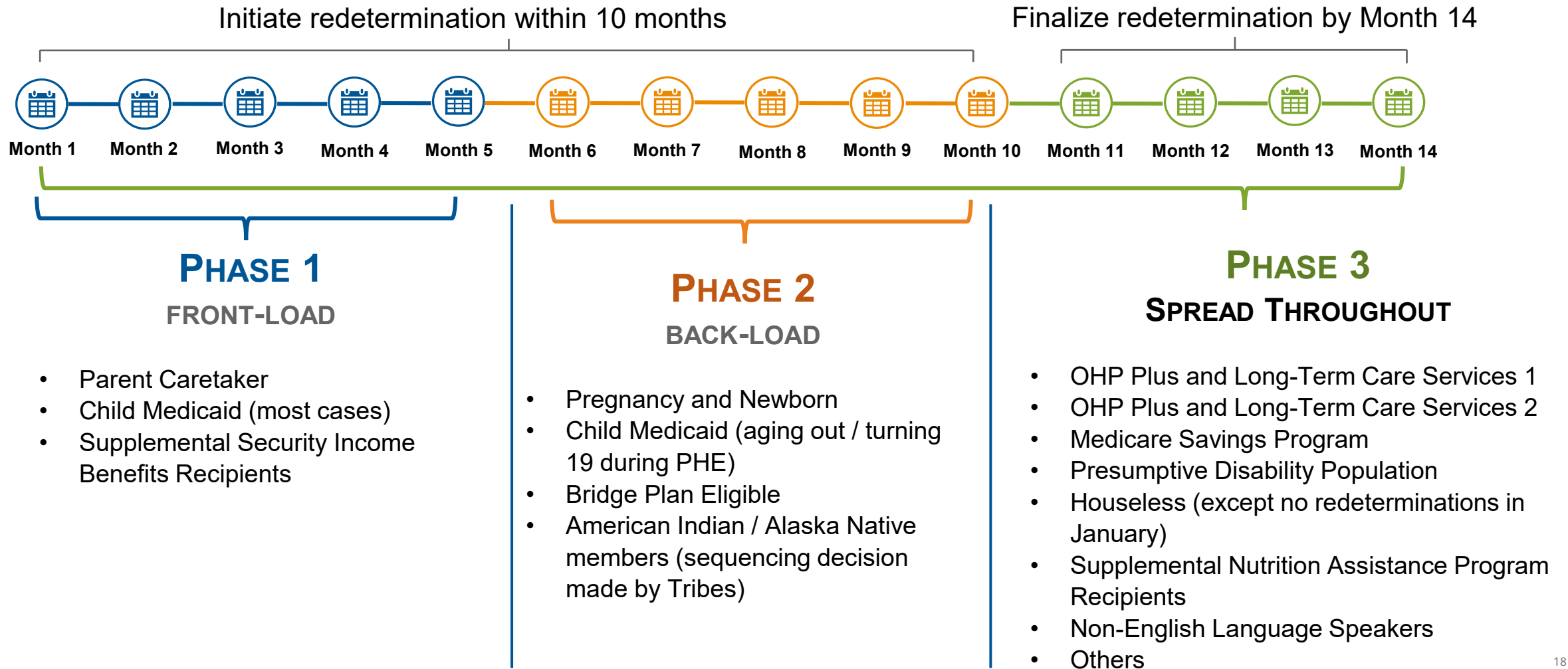
**90-Day Reconsideration Period** - If the member responds during the 60-day adverse period the renewal can proceed without benefit interruption. After the 60<sup>th</sup> day, benefits will end. The member will still have 90 days to respond and resume the renewal process. When the 90-day reconsideration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



# 2023 OHP Renewal Summary (April-June)



# Renewal by Population to Maintain Access



# Eligibility Operations Dashboards

Available on [benefits.oregon.gov](https://benefits.oregon.gov)

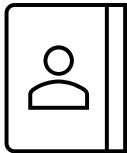
Two dashboards designed to display data for:

- Tracking the state's progress in determining eligibility for medical programs and renewing coverage for members.
- Monitoring the experience for people calling the ONE Customer Service Center to apply for or ask for help with medical, food, cash and childcare benefits.



# Medical Redeterminations Dashboard expanded in June

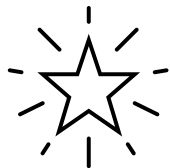
## Medical renewal outcome data added



Provides redetermination results with the percentages of those successfully renewed, renewed with a benefit reduction, and closures, including the reason for the closure.



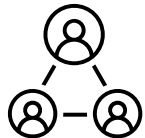
Displays percentages of referrals to Oregon Health Insurance Marketplace and provides enrollment rates in Coordinated Care Organizations, Fee-for-Service providers and Medicare Service Programs.



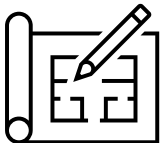
Illustrates percentage of renewals in process and waiting for action either by the state or by an Oregonian.

# Projected Updates for Medical Redeterminations Dashboard

## Next Update: Total Workload



Describes the total workload, including medical renewals plus work related to the additional benefits issued through the ONE Eligibility system – food, cash and childcare.



This will include volume and timeliness of applications as well as changes and renewals for all programs.



Scan the QR code  
to go to the  
Eligibility  
Operations  
Dashboards  
webpage

# Help for people losing medical coverage

# Marketplace support to find new coverage

## Enrollee determined not eligible for OHP

Enrollee data sent to Marketplace

## Marketplace evaluates plan options

Compares CCO network with Marketplace plan options

Evaluate cost-sharing reductions and plan premiums

## Targeted outreach

Utilize associated community partner

Contact consumer advising of plan options via email and/or postal mail

## Consumer starts enrollment

Contacts Marketplace Transition Help Center

Utilizes agent or certified assister for enrollment

Utilizes HealthCare.gov for enrollment

# Help for people losing OHP coverage

- The first losses of coverage happened on June 30, 2023. About 8,150 members were expected to lose coverage at the end of June. These members were sent a closure notice in April.
- **If you are contacted by someone who has lost OHP, here are five things you can advise them to do:**
  - Review the case summary in your letter to make sure the information used to make the decision was correct, and contact Oregon Health Plan to submit updated information if needed.
  - Explore options through an employer.
  - If the person has or is eligible for Medicare, they can go to [OregonHealthcare.gov/GetHelp](https://OregonHealthcare.gov/GetHelp) to find an insurance agent or a helper at the Senior Health Insurance Benefits Assistance Program (SHIBA).
  - Don't assume health coverage is too expensive. Nearly 80 percent of Oregonians qualify for financial help through the Health Insurance Marketplace. Visit [OregonHealthCare.gov/WindowShop](https://OregonHealthCare.gov/WindowShop)
  - Need free local help figuring any of this out? People can visit [OregonHealthCare.gov/GetHelp](https://OregonHealthCare.gov/GetHelp) to find professional help near them



# Q&A Session

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**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.

# Keep Covered Wave One Campaign Materials

Download and order printed copies online in 14 different languages including English and Spanish



**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](https://www.KeepCovered.Oregon.gov)  
Report changes and respond to renewals online [Benefits.Oregon.gov](https://www.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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Update your address and check your mail.

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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](https://www.KeepCovered.Oregon.gov)

Report changes and respond to renewals online at [Benefits.Oregon.gov](https://www.Benefits.Oregon.gov)

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Letters are going out now through mid-2024. Not everyone will be receiving them 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](https://www.KeepCovered.Oregon.gov)


OHP and other Medicaid [KeepCovered.Oregon.gov](https://www.KeepCovered.Oregon.gov)

Renew OHP and other Medicaid [KeepCovered.Oregon.gov](https://www.KeepCovered.Oregon.gov)

Social Media

# Staying connected

## Upcoming Webinars



English	Spanish
July 11	July 20
September 12	September 21
November 14	November 16



Visit [KeepCoveredPartners.oregon.gov](https://KeepCoveredPartners.oregon.gov) for COVID-19 PHE information, previous webinar materials, and the partner toolkit.

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

# Engagement Workstream Survey

Please click on the link in the Chat Window to complete the Engagement Workstream Survey to help us determine which types of engagement activities partners can benefit from.

# Share your feedback with us!

Share your questions, comments and concerns about the end of the COVID-19 Public Health Emergency. We will use your feedback to help improve our services.

We value your input and partnership!

**Submit your feedback to:**

[feedback@odhsoha.oregon.gov](mailto:feedback@odhsoha.oregon.gov)



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

Thank you for attending!

