

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

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

September 12, 2023



# Language & Disability Access

- A live Spanish webinar will be held on a date to be announced with the same material 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

2023 Summer PEBT issuance

Able-Bodied Adults Without Dependents (ABAWD) updates

Update on medical renewals

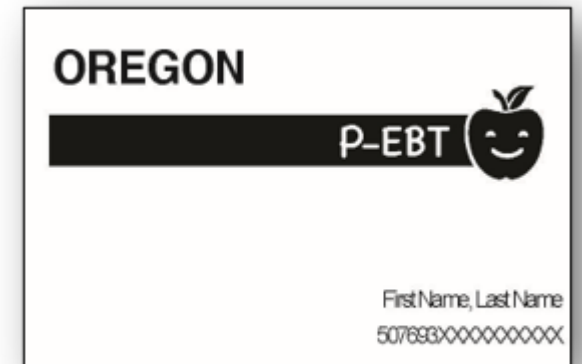
Upcoming medical changes: Healthier Oregon, Continuous Eligibility, Expanded Services for Children, and OHP Bridge

Partner resources

# **Pandemic EBT food benefits**

# Pandemic EBT for Children

- Pandemic EBT (P-EBT) for children for School Year 2022-23 will be issued on October 13, 2023
- Benefits are for children under the age of 6 years old who received SNAP at any time between September 1, 2022 and May 11, 2023
- Students enrolled in school are not eligible for school year 2022-23 P-EBT due to the Public Health Emergency ending May 11, 2023



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

# Pandemic EBT Benefits

- P-EBT for Summer 2023 were issued to eligible children on August 31, 2023.
  - Benefits were issued to existing P-EBT cards, and students who need new cards will receive them by the end of September.
- Benefits are for students who were enrolled in a school that participated in the National School Lunch Program during the 2022-23 school year and were eligible for free or reduced-price meals.
  - This includes students who were enrolled in a Community Eligible Provision School.
  - SNAP children under 6 are not eligible for Summer 2023 P-EBT due to the Public Health Emergency ending May 11, 2023

# Pandemic EBT

## **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)



# **Able-Bodied Adults without Dependents (ABAWD) Updates**

# 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

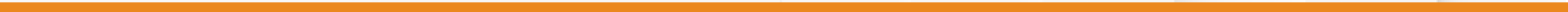
- Three new exemptions for veterans, people experiencing homelessness, and people who are under age 25 and aged out of the foster care system.
- Number of discretionary exemptions will decrease, further limiting how Oregon can decide to apply additional exemptions.

# Communication Resources

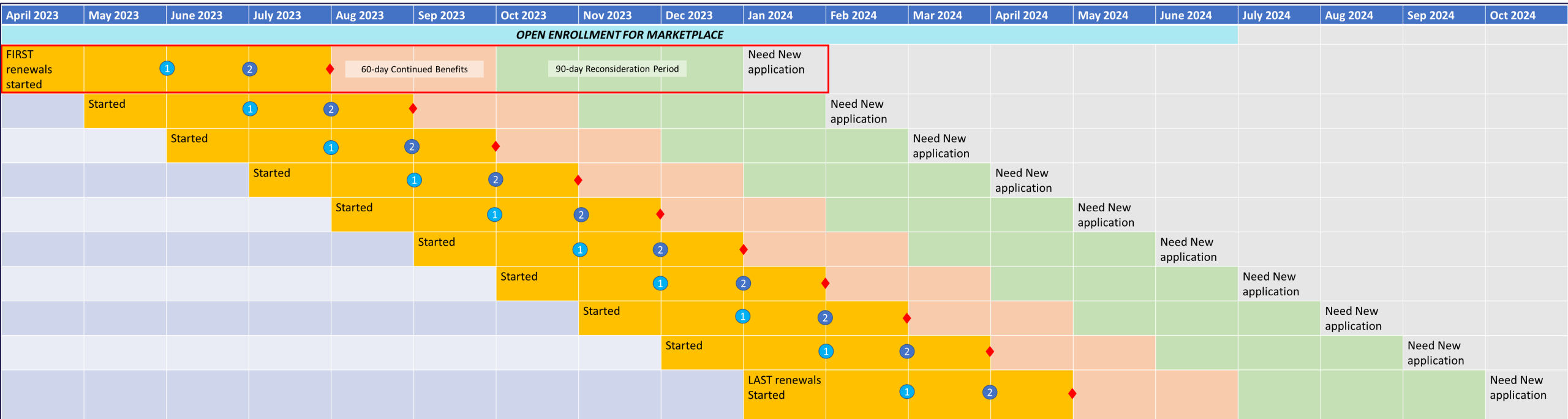
## Communication resources about SNAP time limits for people with ABAWD status:

- 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's SNAP Employment & Training Programs [webpage](#) has orientation videos in multiple languages and details about employment coaching.

# 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

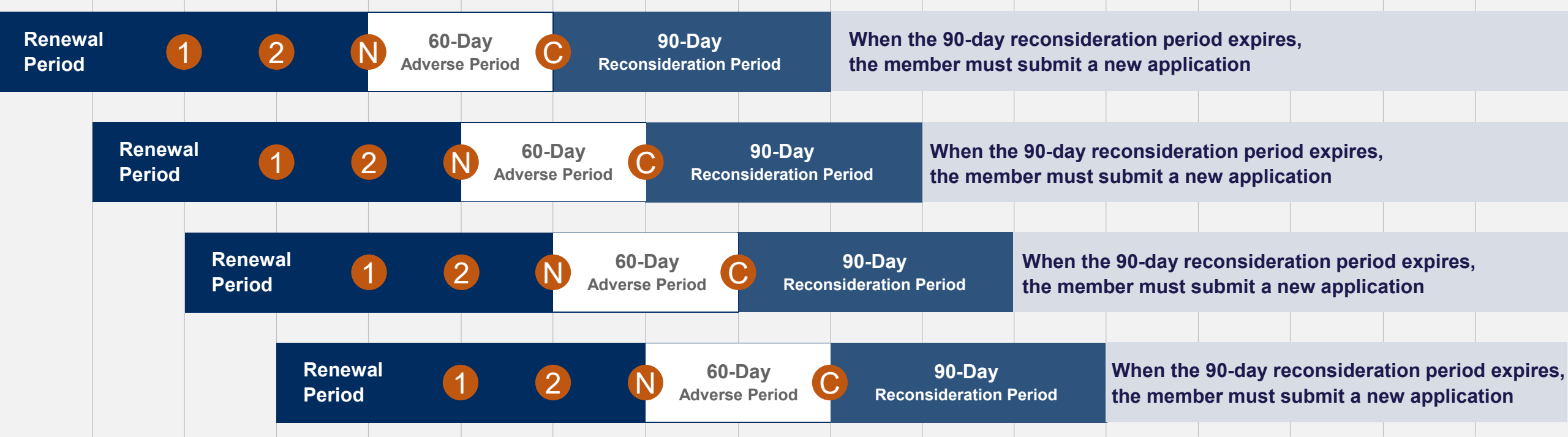
Click on dates 

Main Menu

Marketplace Unwinding Special Enrollment Period

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



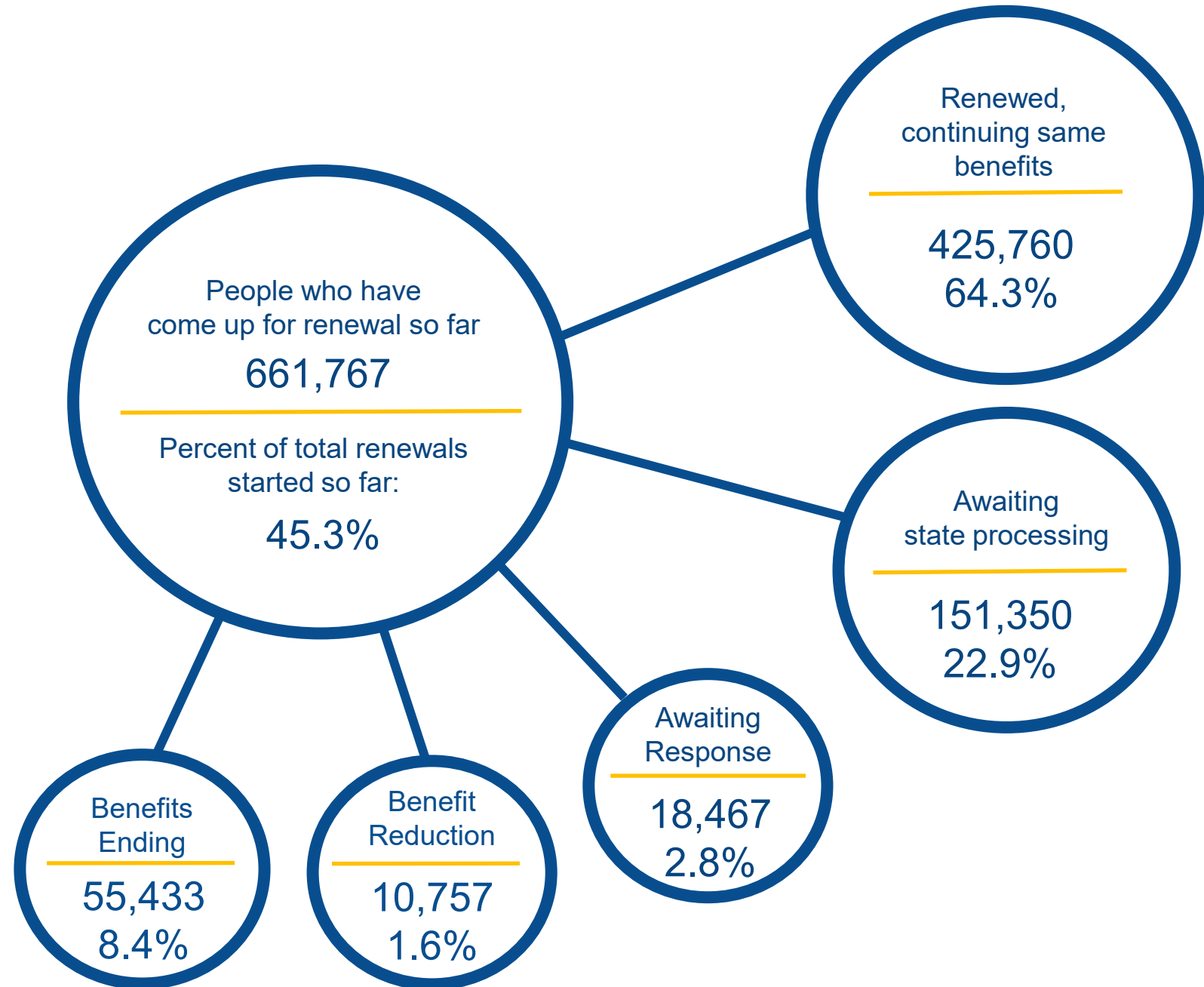
**Renewal Period** - During this time the ONE system identifies everyone up for renewal in a given month and notices are sent to members informing them of their status and if further action is required.

**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.

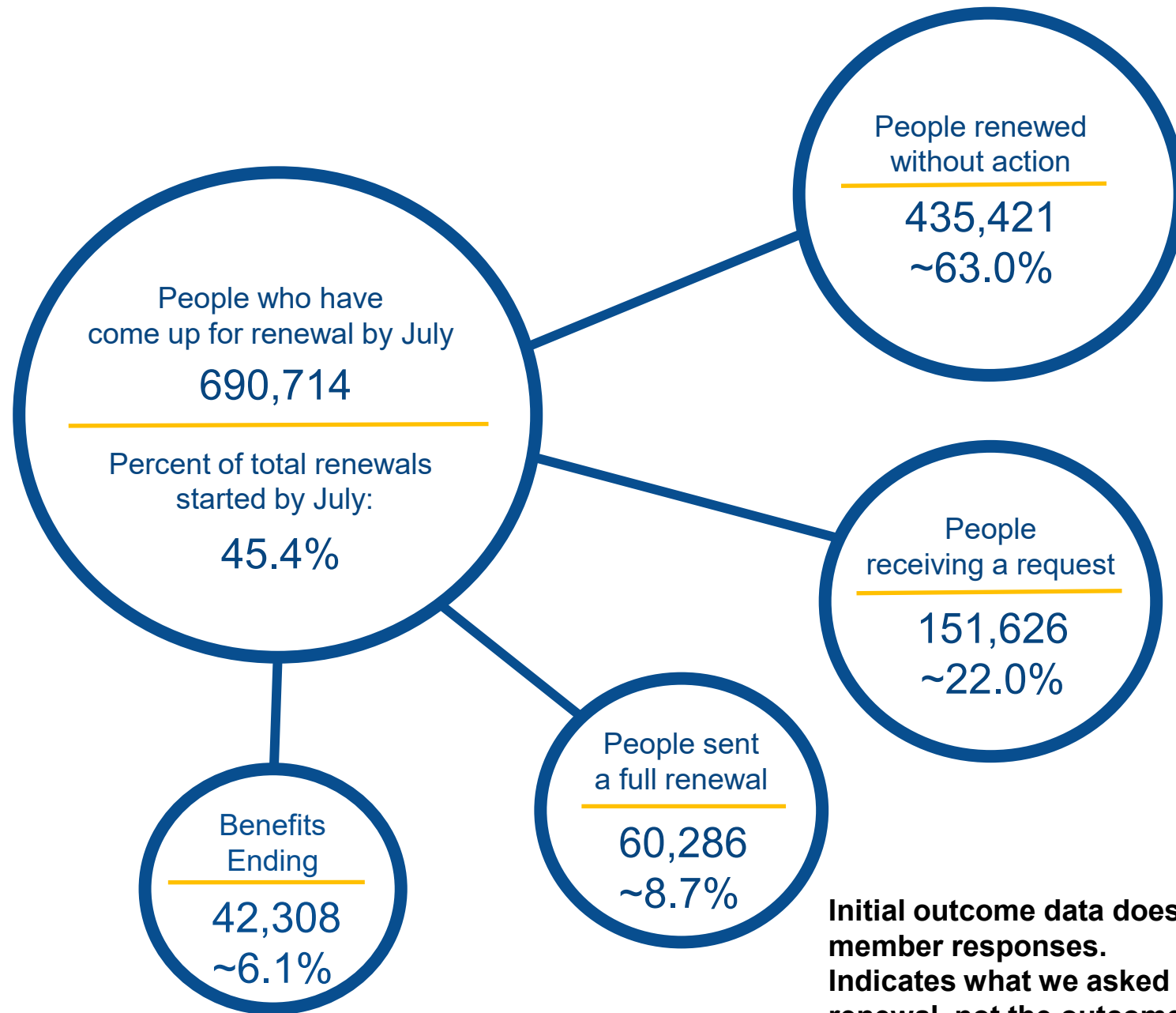
**90-Day Reconsideration Period** - If the member responds during the 60-day adverse period the renewal can proceed without benefit interruption. After the 60<sup>th</sup> day, benefits will end. The member will still have 90 days to respond and resume the renewal process. When the 90-day reconsideration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

# 2023 OHP Renewal Outcome Summary

As of 8/4/23



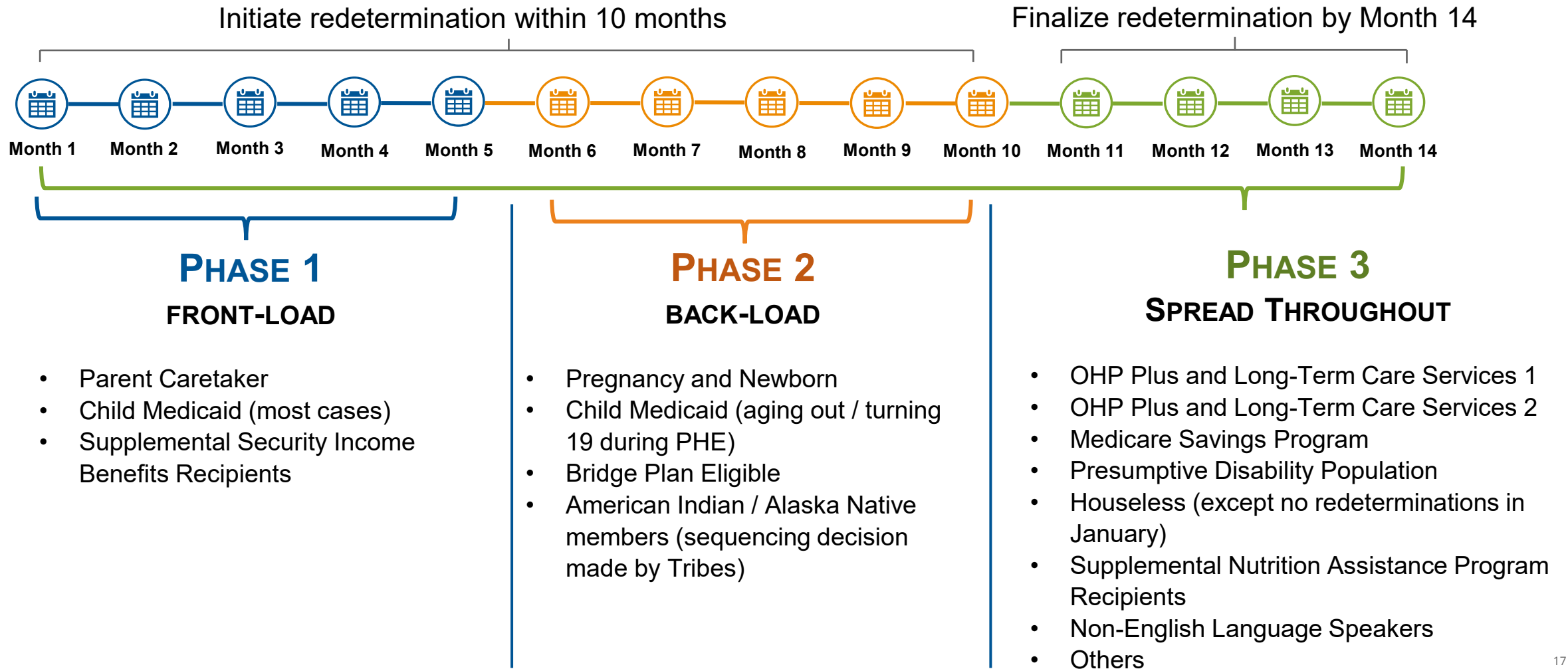
# 2023 OHP Outgoing Renewal Summary (April-August)



**Initial outcome data does not include member responses. Indicates what we asked of people during renewal, not the outcome in cases where a response was required.**



# Renewal by Population to Maintain Access

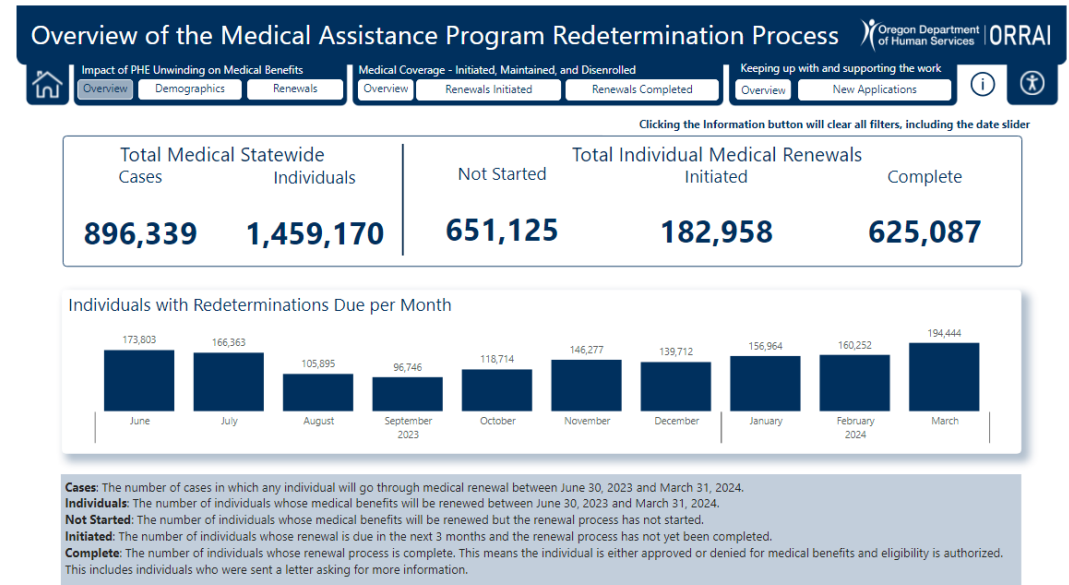


# Eligibility Operations Dashboards

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

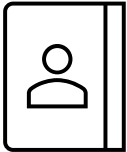
Two dashboards designed to display data for:

- 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 expansion

## 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.



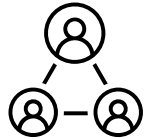
Displays percentages of referrals to Oregon Health Insurance Marketplace and provides enrollment rates in Coordinated Care Organizations, Fee-for-Service providers and Medicare Service Programs.



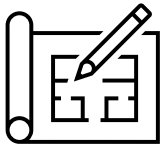
Illustrates percentage of renewals in process and waiting for action either by the state or by an Oregonian.

# Medical Redeterminations Dashboard expansion

## Processing



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



Includes 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

# Changes to OHP in 2023

# OHP Changes in 2023

These are the big changes we want on your radar.

We'll point you to where to learn more about each.

- Healthier Oregon
- Continuous Eligibility
- More services for Children
- Temporary Extensions & OHP Bridge

# Healthier Oregon

- More people qualify for full OHP, regardless of immigration status.
- Last year, there were age limits for Healthier Oregon (under 26 or 55+). Now, it's for any age.
- 40,000+ people moved from emergency coverage to OHP.
- Ending the CWM emergency coverage program.

# Learn more about Healthier Oregon

- Where to learn more: [Oregon.gov/healthieroregon](https://oregon.gov/healthieroregon)
  - [Updated 2023 FAQ](#)
  - [2023 Outreach toolkit](#)
- For questions: [community.outreach@oha.oregon.gov](mailto:community.outreach@oha.oregon.gov)



## Learn More: Continuous Eligibility

- New page on OHP's website.
  - [ohp.oregon.gov/CE](http://ohp.oregon.gov/CE) short link coming soon
- For questions: [1115Waiver.Renewal@odhsoha.oregon.gov](mailto:1115Waiver.Renewal@odhsoha.oregon.gov)

## Expanded Coverage for Children

- The Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Program started in January 2023.
- Oregon now covers more services for children that weren't previously covered.
- For people under 21, OHP covers **all** medically necessary and medically appropriate care.
  - Whether a service is medically necessary and medically appropriate is decided on a case-by-case basis, considering a particular child's needs.
  - These services are available to all OHP members under 21.
    - Both members enrolled in a CCO, and those on Open Card
  - Request denials in writing if someone tells you it won't be covered.

## Learn More: EPSDT

- Website: [Oregon.gov/EPSDT](https://www.oregon.gov/EPSDT)
- FAQ: <https://www.oregon.gov/oha/HSD/OHP/Tools/EPSDT-FAQ.pdf>
- Recorded webinars available
- Additional outreach materials to come
- For questions: [EPSDT.Info@odhsoha.oregon.gov](mailto:EPSDT.Info@odhsoha.oregon.gov).

# Temporary Extensions of OHP

- During the PHE Unwinding, some people will get temporary extensions of their OHP until a permanent Basic Health Program, “OHP Bridge,” launches in July 2024.
- There is a 200% FPL limit in order to get this:
  - \$29,160 for a single adult, which is \$2,430 monthly
  - \$60,000 for adults in a family of 4
- Eligibility notices list an approval for “MAGI Expanded Adult”

## Coming in 2024: OHP Bridge

- On July 1, 2024, OHP will raise its income limit for adults without access to other coverage.
  - Can't be offered affordable employer coverage
  - Can't be eligible for Medicare
- New Basic Health Program will be called "OHP Bridge"
- It's OHP. Same benefits. Enrolled in CCOs.
- Zero premiums, copays, and deductibles.
- Eligible Marketplace enrollees can choose to move over or not, until their auto-reenrollment period expires

## Learn More: OHP Bridge

- New website launching in September!
- More members start receiving OHP extensions in September
- More to come soon!
- For questions: [katie.waldo@oha.oregon.gov](mailto:katie.waldo@oha.oregon.gov)

# 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.

# Partner Resources



# Resource: Updated ONE Notices Guides

**Overview:** ONE Notices Guides outline the general sections and content of different types of notices. Partners can use these guides to help people receiving benefits understand what to expect and how to navigate the renewal process. **Updated version include information on continuous eligibility.** Access these tools [here](#).

✔ **<Approved Benefits**

These are medical benefits you have. They begin on the 'Benefit Start Date' and will renew on the 'Benefit Renewal Date,' unless something changes.

<<Medical Care Level>> <<(Coverage Type)>>				
Name	Age	Program	Benefit Start Date	Benefit Renewal Date
<< Individual Name>>	<<Age>>	<<Program Name>>	<<MM/DD/YYYY>>	<<MM/DD/YYYY>>
<<Continuous Eligibility Period: <MM/DD/YYYY> - <MM/DD/YYYY>>				
Oregon Administrative Rules we used to make this decision: << OAR Reference >>				
<< Individual Name>>	<<Age>>	<<Program Name>>	<<MM/DD/YYYY>>	<<MM/DD/YYYY>>
<<Continuous Eligibility Period: <MM/DD/YYYY> - <MM/DD/YYYY>>				
Oregon Administrative Rules we used to make this decision: <<OAR Reference >>				

People can quickly scan the table to review their approved medical benefits and start, end, and renewal dates. The table also refers to specific Oregon Administrative Rules that apply to the eligibility decision.

The **Continuous Eligibility Period** is the length of time someone can keep their medical benefits even if something changes, like income or family size. This information will only appear on notices for people who qualify for continuous eligibility and have been fully approved or renewed without any outstanding Requests for Information.

# Marketplace Window Shopping Tool

- Website URLs
  - English: [OregonHealthCare.gov/WindowShop](https://OregonHealthCare.gov/WindowShop)
  - Spanish: [orhim.info/ObtengaCobertura](https://orhim.info/ObtengaCobertura)
- Oregon-specific tool managed by the Marketplace
- Available in English and Spanish
- Links to Find Local Help tool, Employer Coverage Affordability tool, ONE Eligibility system, and HealthCare.gov

## OHP Renewals: Get Free Communication Help or Funding and Free Give-away Items for Members

- [KeepCoveredPartners.Oregon.gov](https://KeepCoveredPartners.Oregon.gov) has a **large set of free materials - in 14 languages** - to remind OHP members and other Medicaid recipients to update addresses and reply to renewal letters.
- If you need something else to support your communications, Oregon Health Authority and its partner Metropolitan Group **can provide free help or funds**.
- **Request free help or funding** by emailing [OHPCampaign@MetGroup.com](mailto:OHPCampaign@MetGroup.com) and filling out the [TA request form](#).
- **We have give-away items to use at events**, prompting people to take action to protect their OHP and other Medicaid benefits. [Please complete this very short survey](#) to help us determine what to offer.



# Partner Communication Tools

OHA and ODHS are collaborating to deliver various engagement activities and communications tools to support partners throughout the PHE unwinding.

## *Communications tools:*

- **External Partner Webpage:** One-stop shop for critical, phase-specific information, calls to action, and resources for partners and providers. [Visit Oregon.gov/covid-phe-partners](https://www.oregon.gov/covid-phe-partners).
- **Keep Covered Newsletter:** Timely information and resources straight to your inbox: <https://public.govdelivery.com/accounts/ORDHS/signup/35855>.
- **Partner Toolkits:** Content to share through various channels, including drop-in newsletter articles, web/SMS/chatbot text, scripts, and social media cards: <https://www.oregon.gov/oha/PHE/Pages/Keep-Covered-Newsletter.aspx>.
- **Written Updates:** Updates and announcements shared through existing partner channels, such as newsletters and Groupsites.



# Share your feedback with us!

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Share your questions, comments and concerns about the end of the COVID-19 Public Health Emergency.

Our goal is to funnel all feedback to a single location where we can **prioritize and resolve urgent equity issues** while also tracking trends to enact changes across state systems.

Partners can share feedback with us at:

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

Or directly through our [Feedback Webform](#)



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

## Thank you for attending!

Please join us again next time.  
Register at [KeepCoveredPartners.Oregon.gov](https://KeepCoveredPartners.Oregon.gov):  
**November 14:** English webinar  
**November 16:** Spanish webinar

