



Presentation to the
Interim Joint Ways and Means Subcommittee for Human Services

Oregon Eligibility Partnership

Nathan Singer, Director
November 6, 2023

Agenda

- I. Who we are
- II. Our work
- III. COVID-19 Public Health Emergency
Unwinding impacts on our work
- IV. Supporting today's work; preparing for what's ahead
- V. Questions

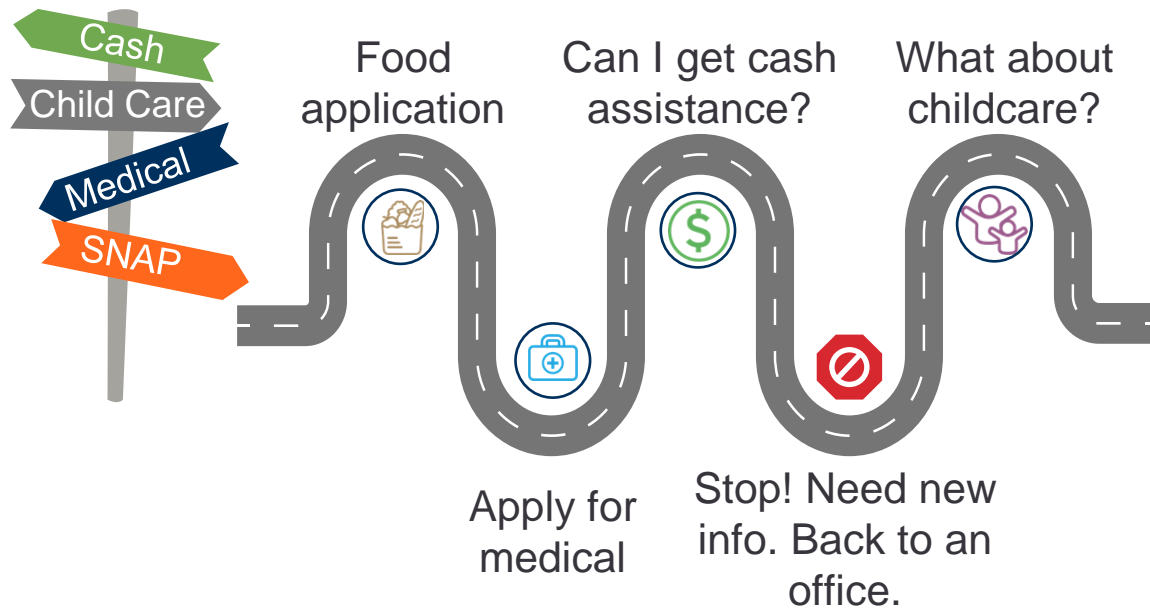
Delivering resources Oregonians need to thrive

Oregon Eligibility Partnership (OEP) performs eligibility on behalf of Oregon Health Authority (OHA), Department of Early Learning and Care (DELIC), and Oregon Department of Human Services (ODHS) programs.

- We determine eligibility for medical, food, cash and child care benefits.
- We ensure systems are in place for staff to use.
- We provide the operations, training, and support for internal and external communication to staff and to Oregonians around eligibility determinations.



Improving customer service with the ONE Eligibility system (ONE)



2023-25 Priorities



Support eligibility and the transition of Employment Related Day Care to the Department of Early Learning and Care



1115 Waiver implementation and funded areas within OHA



Medical redeterminations for the people of Oregon and new applications based on the 2023 Omnibus Bill

Improve Customer Service

Healthier Oregon Expansion to all age groups



Basic Health Program



Updates to Federal Programs through the Farm Bill Reauthorization

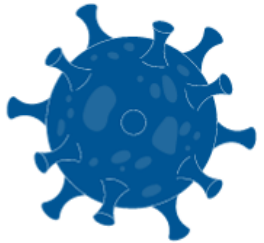


Historic Workload



Consolidated Appropriations Act of 2023

Began redetermining eligibility for Oregon Health Plan (OHP) and other medical benefits in April 2023



COVID-19 Federal Public Health Emergency Unwinding

Phasing out temporary programs and regulatory flexibilities for medical coverage and pandemic food benefit programs



Concurrent Implementation of new programs and major changes

Including the OHA 1115 Waiver (continuous eligibility), Basic Health Program, Healthier Oregon, Employment Related Day Care

Medical renewals



We are **more than halfway through eligibility** redetermination for 1.5 million people in Oregon with Oregon Health Plan (OHP) or other Medicaid benefits



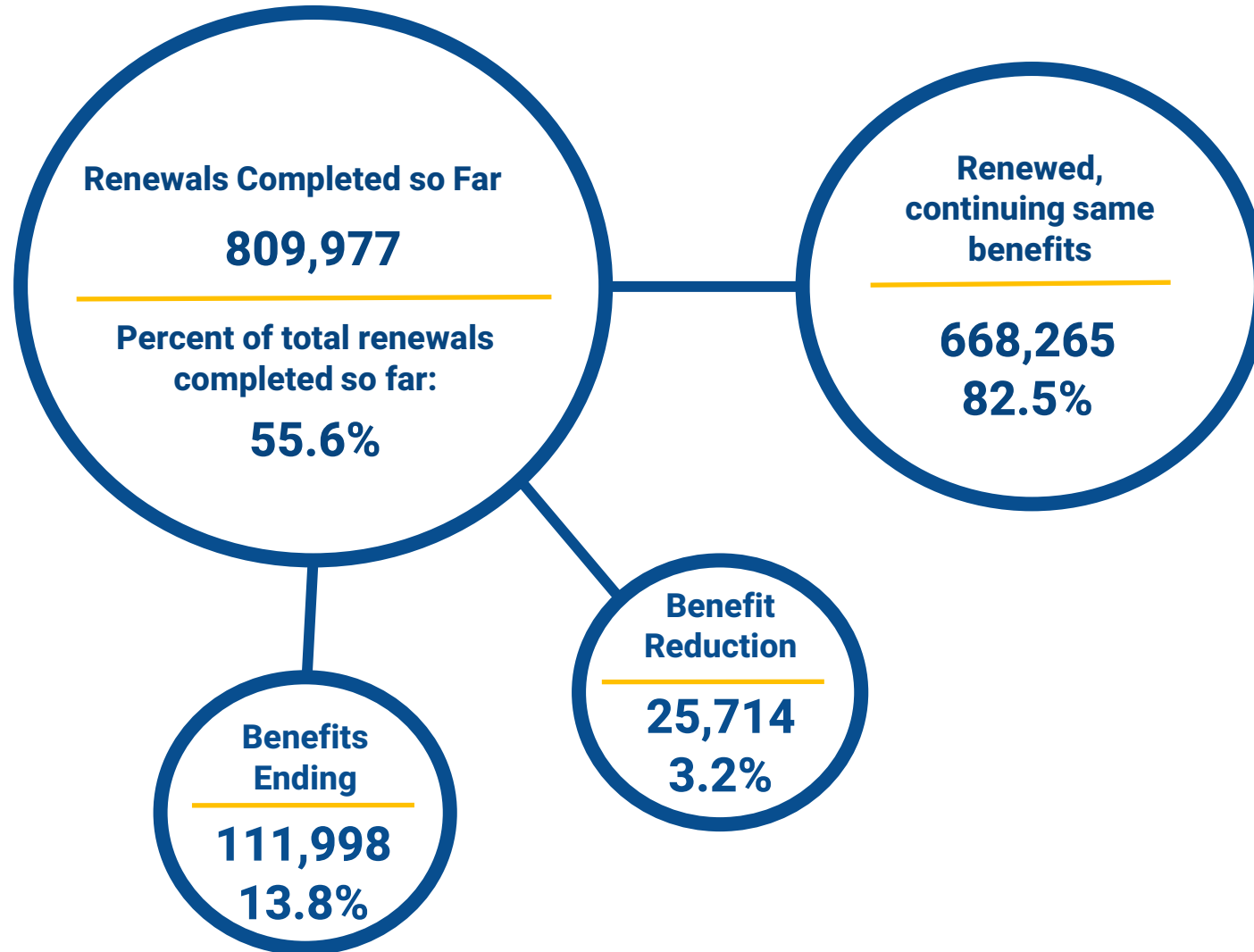
So far, **8 out of 10 people** are keeping medical benefits



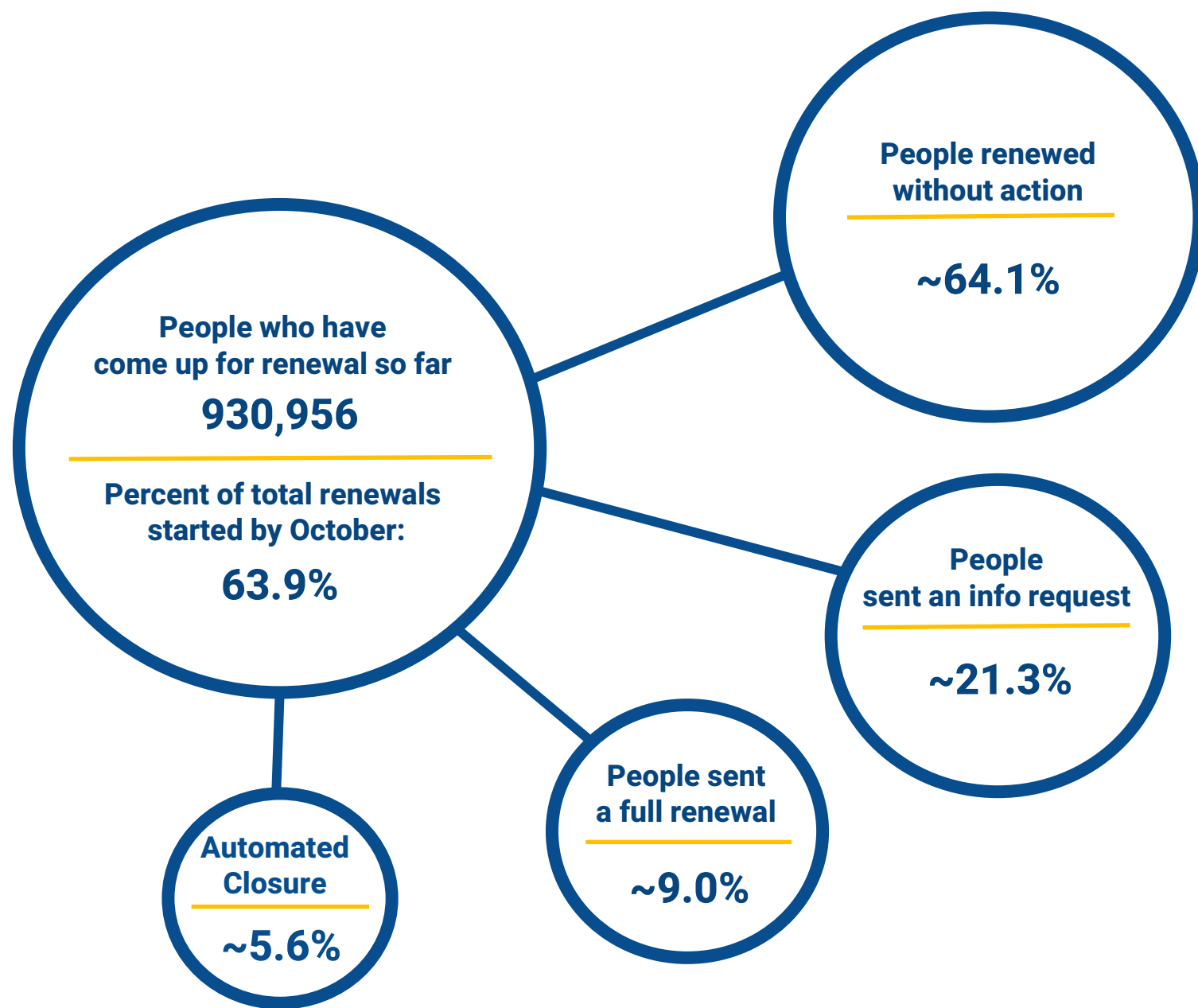
Everyone who has OHP or other Medicaid-funded services and supports will **receive a renewal** notice by mid-2024

2023 OHP Renewal Summary

Completed Renewals As of 10/19/23



2023 OHP Outgoing Renewal Types (April-October)



Outgoing data does not include member responses. Indicates what we asked of people during renewal, not outcomes after any response or if later changes occurred.

Transparency in data

ONE Eligibility Operations Dashboards

One out of every three people in Oregon are supported and served through the ONE Eligibility and families receive the medical, food, cash and child care benefits that help them thrive through

These dashboards are designed to display data for:

- Tracking the state's progress in determining eligibility for medical programs
- Monitoring the customer service experience for people calling the ONE Customer Service Center to apply for or ask for help with medical, food, cash and child care benefits

Medical Redeterminations Dashboard

ONE Customer Service Center Dashboard



Two dashboards at
benefits.oregon.gov.
Scan the QR to go to
the webpage.

Responding to medical renewal issues



Extending coverage for 11,700 members who received incorrect approval notices



Correcting or preventing 3,494 incorrect terminations



Restoring 20,000 Oregon Supplemental Income Program – medical benefits

Delays in benefit delivery impact everyone



Historic demand for medical, food, cash and child care benefits



Customer needs are outpacing our capacity to serve them timely, including calls to the ONE Customer Service Center



Benefit delays impact people's health and employment, pressure our community partners, and can weaken Oregon's economy

2023-25 Biennium investment highlights



Strengthening our foundations

\$16.2 million for ongoing technology maintenance of the ONE Eligibility System

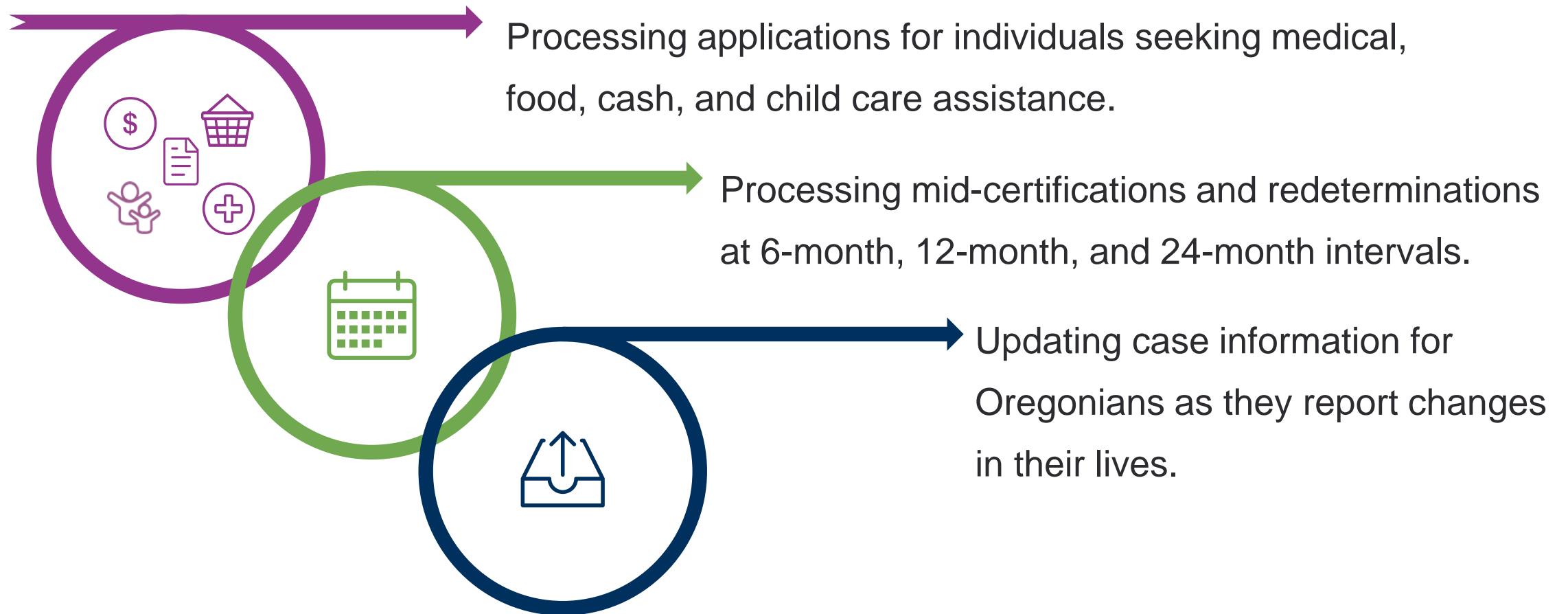


Creating the future of human services

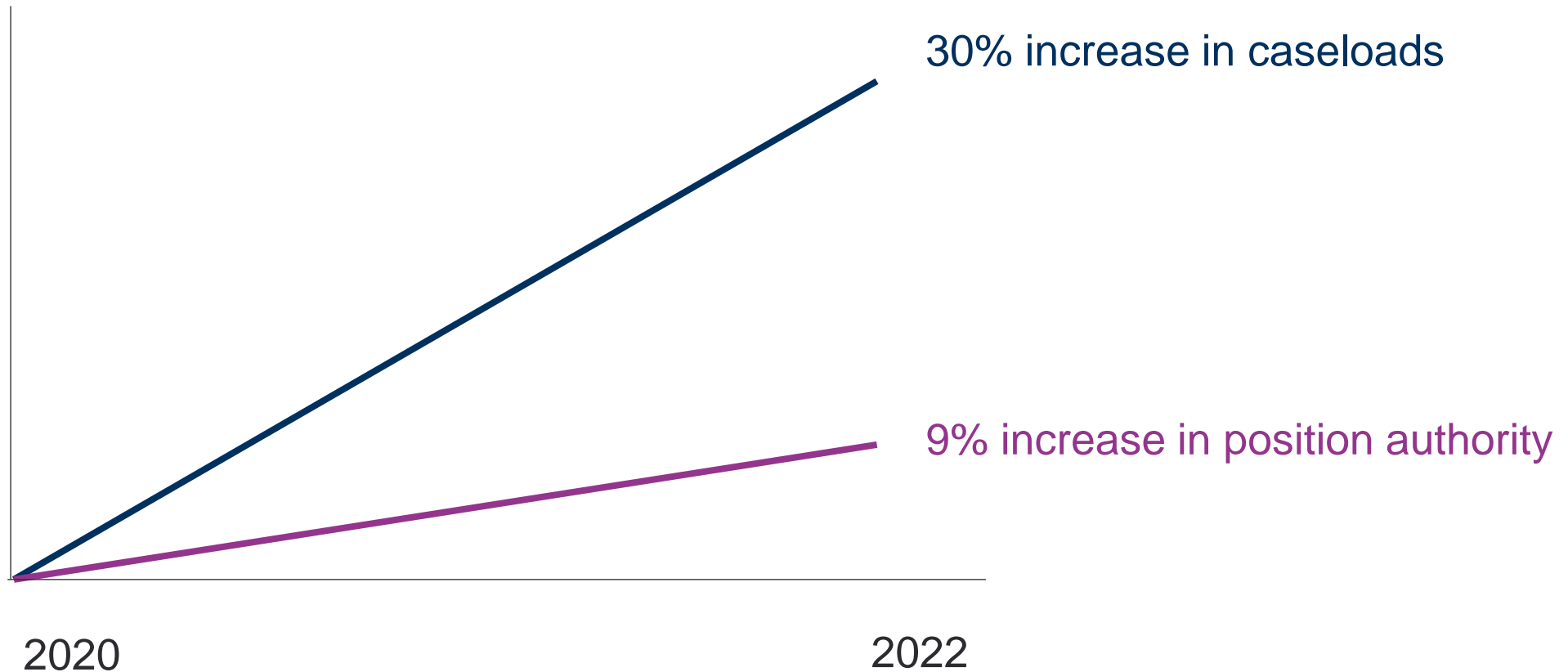
\$30 million for 300 permanent, full-time positions to perform eligibility determination work. Cleared non-budgeted, eligibility-related positions.

Reallocation of existing funding to create the Oregon Eligibility Partnership

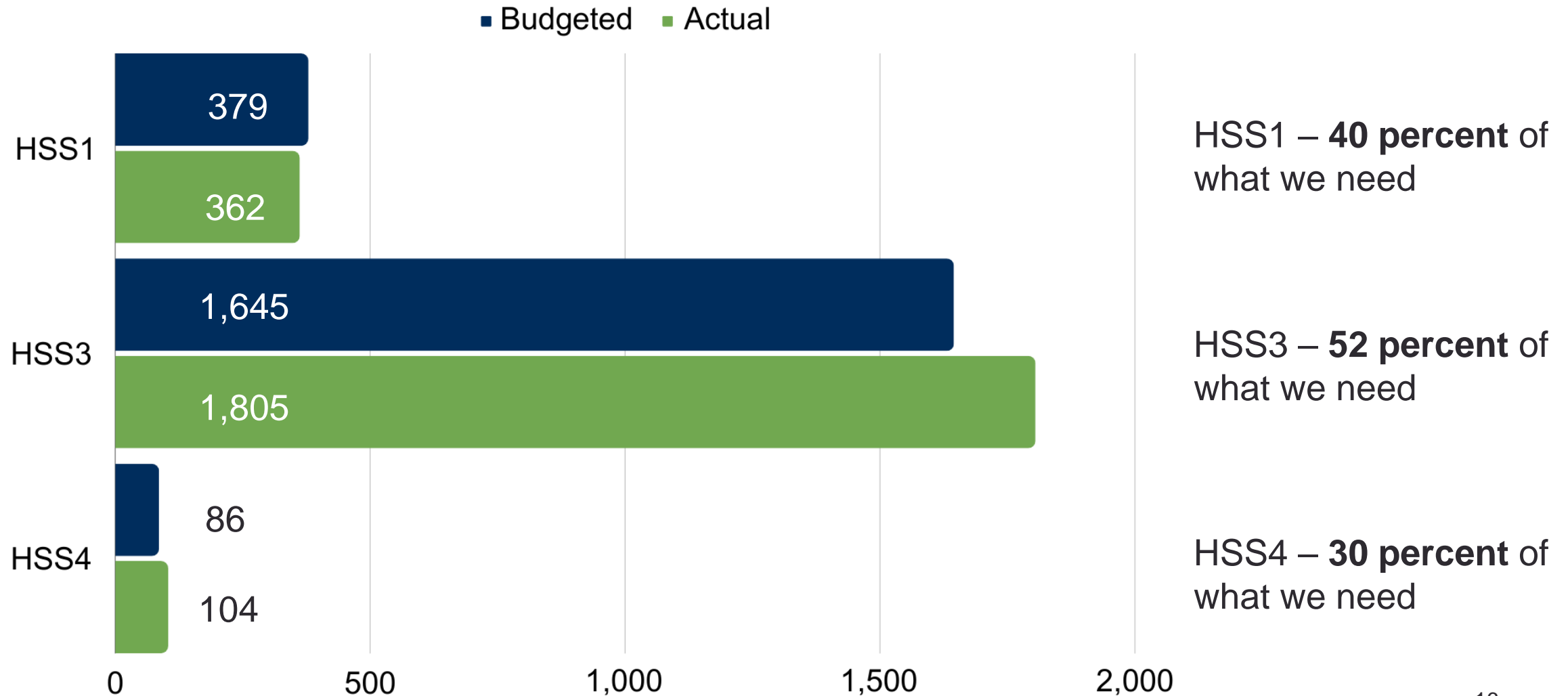
Determining eligibility



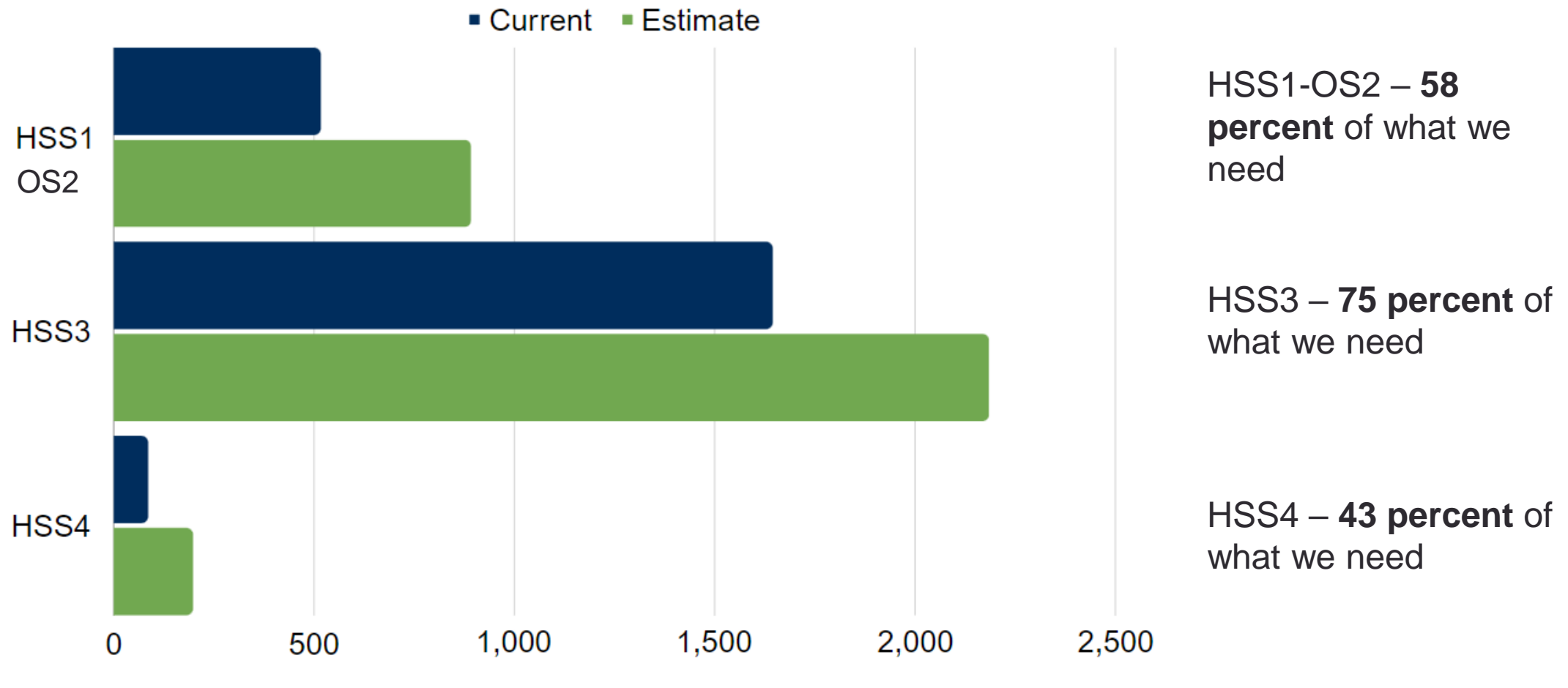
Caseload increases outpace position authority



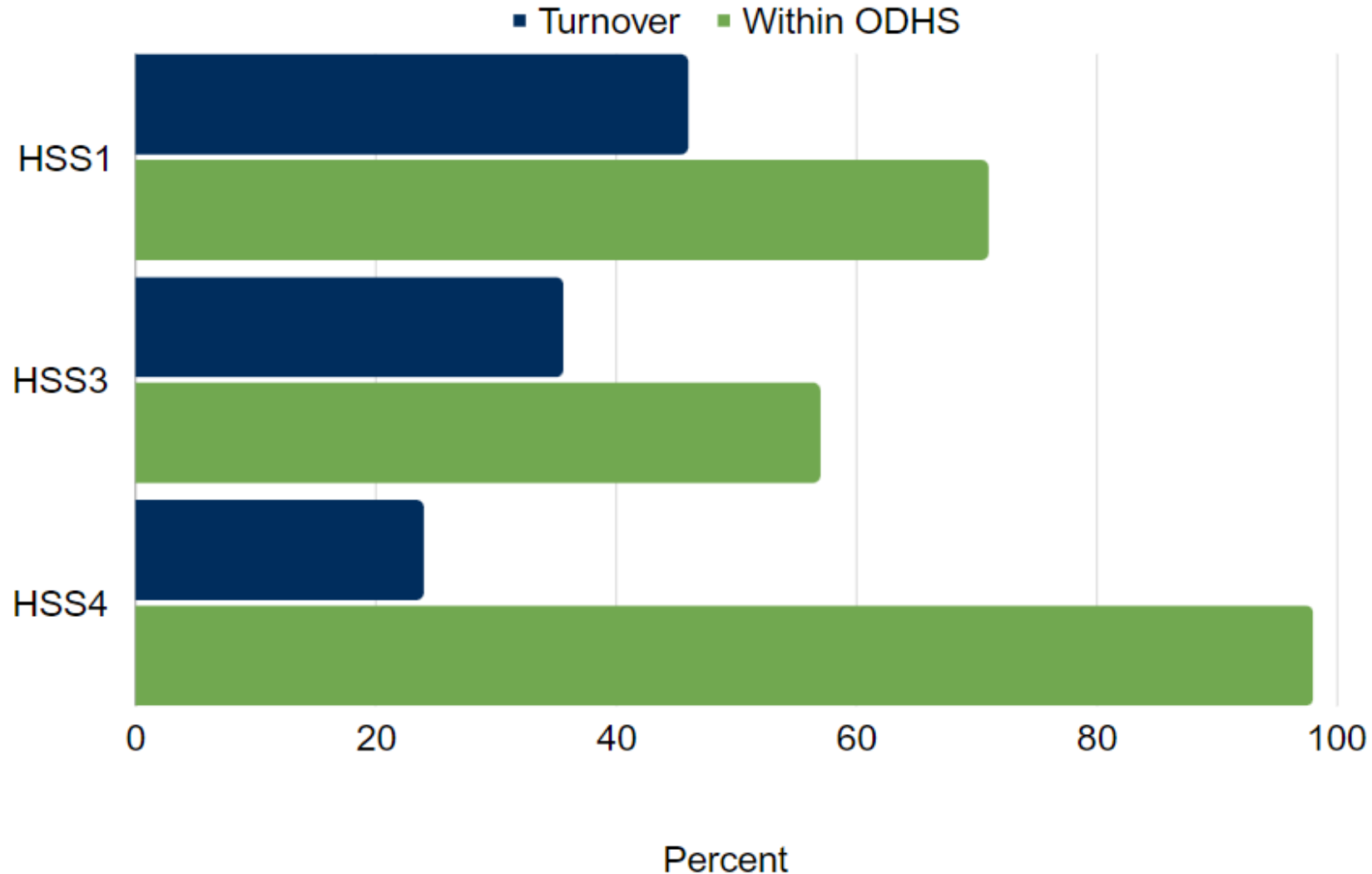
Current staffing picture



Estimated staffing post PHE unwinding



Internal promotions drive turnover rate



Annualized for 2023

Strategies and efficiencies to address workload



**Coordinating with
managed care
and CCOs**



**Additional
governance,
hiring,
training, and
overtime**



**Align verification
or renewals
across SNAP and
other programs**



**Sequence
populations**



**Increase
verification
timeframes**



**Language
Access Lines**



**Call Back
Option**



**Robotic Process
Automation
(RPA)**



**Interactive Voice
Response (IVR)**



**Oregon
ONE Mobile**



Questions?

Thank you



Estimate staffing post PHE unwinding

CLASS	Current Position Authority 23 25	Positions Earned Forecast (\$23)	Percent of Earned	Difference Current to Workload Forecast
Human Service Specialist 3	1,646.00	2,185.20	75.3%	(539.20)
Human Service Specialist 4	86.00	198.65	43.3%	(112.65)
Office Specialist 2/Human Service Specialist 1	517.00	892.86	57.9%	(375.86)
Administrative Specialist 2	35.00	81.17	43.1%	(46.17)
Supervisor 2	179.00	303.40	59.0%	(124.40)
	2,463.00	3,661.29	67.3%	(1,198.29)