



Oregon Eligibility Partnership

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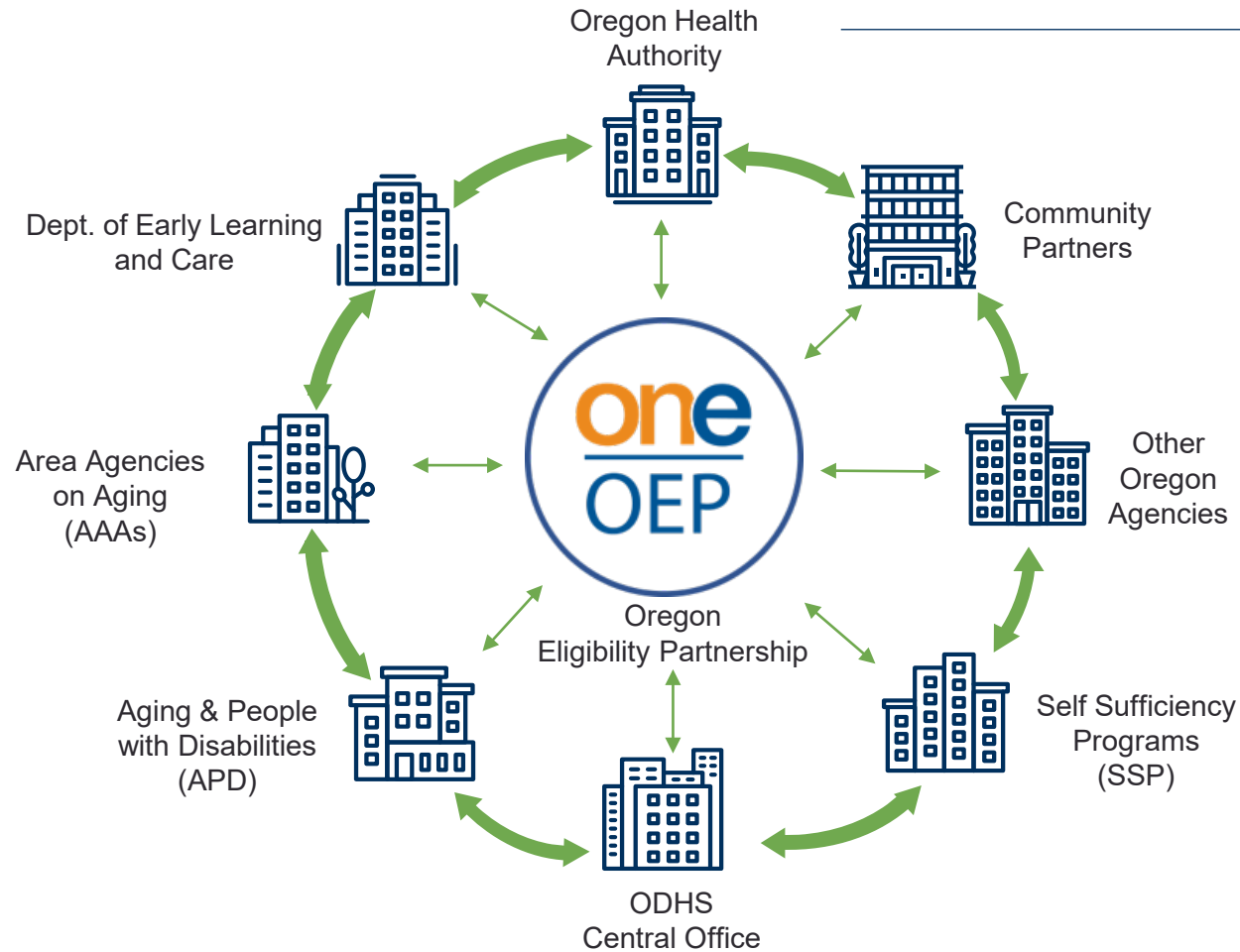
Agenda

- I. **Eligibility process and workload**
- II. Redeterminations update
- III. Workload model update
- IV. Questions

one Oregon Eligibility Partnership

 Oregon Department
of Human Services

How we partner



Oregon Health Authority responsible for medical policy

ODHS conducts eligibility through OEP and offers programs through APD and SSP

Who we are serving

1.5 Million	1.6 Million	841,000	41	\$3 Billion
1 in 3 people in Oregon are served through the ONE system	Applications processed	People using the ONE Applicant Portal	Percentage of cases receiving multiple benefits through the ONE system	Amount of SNAP food benefits sent to people since go-live

34	1.7 million	42.5
Percent of medical caseload increase since the pandemic began	Number of calls taken in the last year from our ONE Customer Service Center	Percent of applications submitted online

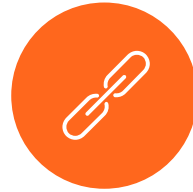


Eligibility is more than processing



ENGAGE

Staff work one-on-one



CONNECT

Connect people with case managers, family coaches and community resources.



PARTNER

Community Partners input applications and engage with eligibility workers



COLLABORATE

ODHS programs partner with agencies to share knowledge



SUPPORT

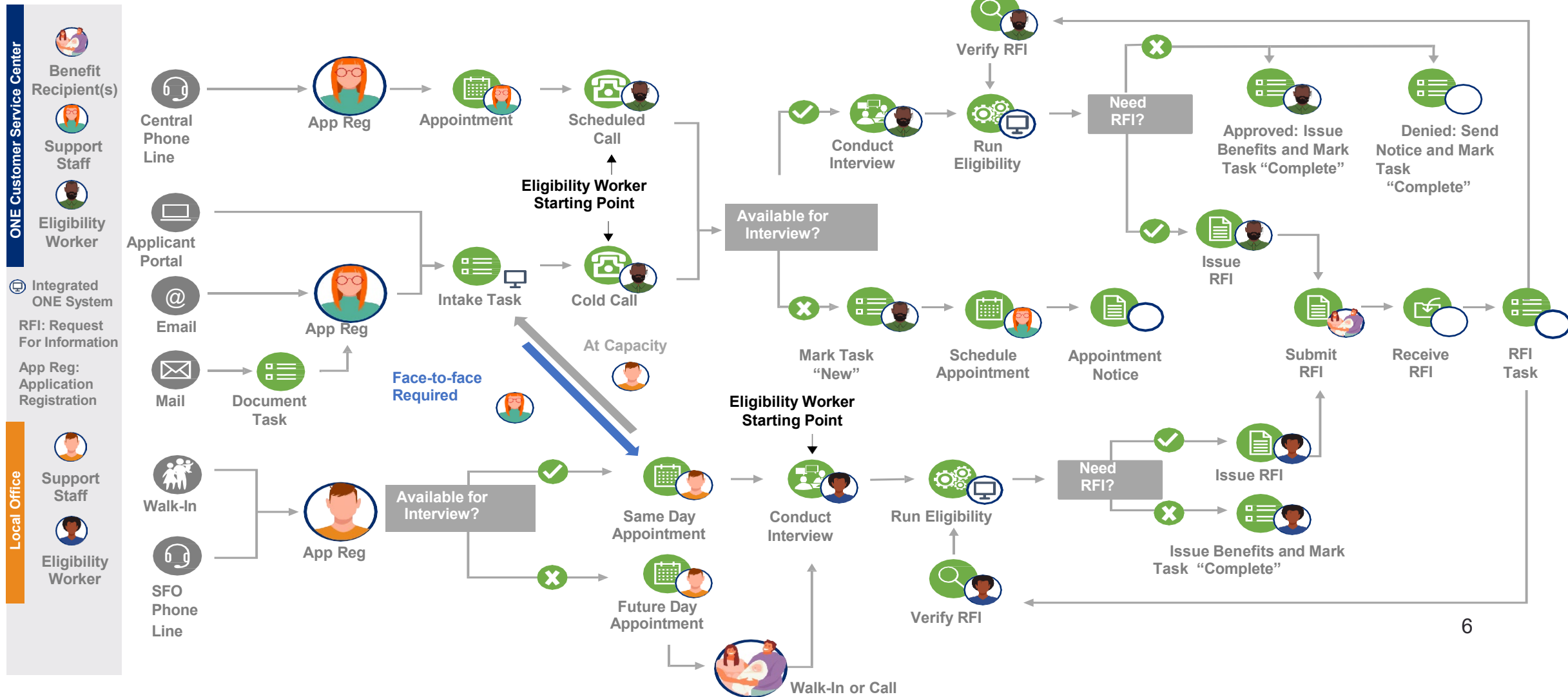
Community information on ODHS benefits



SERVICE

Equitable, consistent, and efficient access to benefits.

How we deliver timely and accurate benefits



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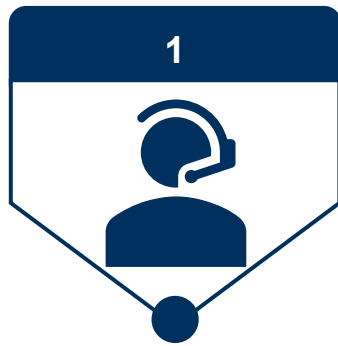
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What has happened since February

February and March saw continued focus on preparation for the unwinding of continuous eligibility protections for Medicaid related to the federal Public Health Emergency:

- Training for ODHS staff and ODHS/OHA community partners
- ONE system updates
- Continued outreach and engagement

Outreach methods



Direct Outreach

Direct, targeted nudges by mail, phone, email, and ONE System Applicant Portal.



Indirect Outreach

Broad awareness campaigns across paid, owned, earned, and social media.

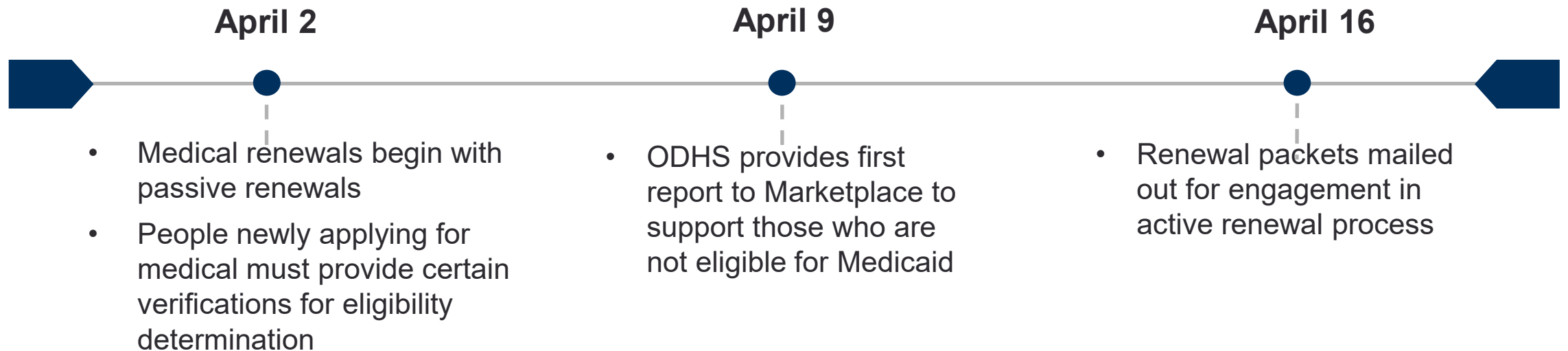


Partner Outreach

Equipping partners to support outreach and amplify messages through their channels.

Redeterminations – real time update

- Over 75,000 cases passively renewed
- Over 140,000 individuals' renewals completed
- 46,894 cases have Requests For Information
- Just over 6,000 cases notified of termination of benefits
- Since April 1, average wait time for ONE Customer Service Center was 9 minutes
 - Maximum for all queues was 148 minutes
 - Avg for support queue was 1 minute
 - Avg for eligibility queue was 14 minutes



Dashboard

Overview of the Medical Assistance Program Redetermination Process



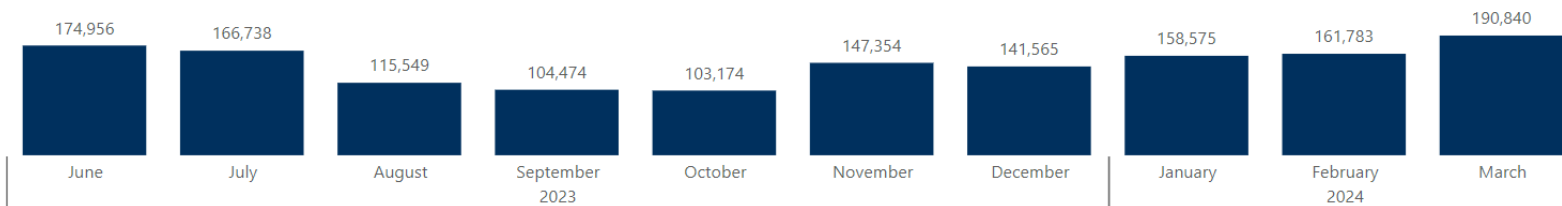
Total Medical Statewide

Cases	Individuals
905,382	1,465,008

Total Individual Medical Renewals

Not Started	Initiated	Complete
1,290,033	34,063	140,912

Individuals with Redeterminations Due per Month



Cases: The number of cases in which any individual will go through medical renewal between June 30, 2023 and March 31, 2024.

Individuals: The number of individuals whose medical benefits will be renewed between June 30, 2023 and March 31, 2024.

Not Started: The number of individuals whose medical benefits will be renewed but the renewal process has not started.

Initiated: The number of individuals whose renewal is due in the next 3 months and the renewal process has not yet been completed.

Complete: The number of individuals whose renewal process is complete. This means the individual is either approved or denied for medical benefits and eligibility is authorized.

What is next?

- Submitting medical eligibility redetermination information.
- Responding to active renewal notices.
- Individuals with closure notices for June 30 may contact us to clarify or contest the closure.
- Next group of Passive Renewals will be processed.
- Applications, redeterminations, and periodic reviews will continue for food, cash and child care benefits.



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Choice

We want individuals to be able to choose where and how they engage and get the quality customer service where and how they want to receive it.



Going into local ODHS or AAA offices



Coming into an office or community location and using a lobby computer to apply



Dropping off or picking up applications at our offices



Mailing in documentation



Talking to a Community Partner or Application Assister



Applying through our Applicant Portal from home



Calling our Statewide Virtual Eligibility Center (VEC)

Workload Model Update

- Previously ODHS had separate eligibility models for:
 - APD/AAA
 - SSP eligibility
 - MAGI medical and our Statewide Virtual Eligibility Center (VEC) model did not exist
- Our new model looks at data around timings and benchmarks to determine the number of available hours and positions necessary to determine eligibility and support the work of eligibility operations.
- Our new model then looks at the forecasted caseload and case actions such as intakes, redeterminations, and case maintenance and then efficiencies from systems and shared caseload to determine total workload and task times.

Federal Application Processing Timelines



Medicaid Application – 45 Days



SNAP Applications – 30 Days



Expedited SNAP Application – 7 Days



TANF and Refugee Application – 30 Days



ERDC Application – 45 Days

Today:

On average, a worker could complete one of the following in a day:



Medical

- 3 new applications
- 1 redetermination

OR

Child Care

- Update 20 child care cases

OR

SNAP/LTC

- 5 LTC redeterminations
- Update 3 SNAP cases

It is important to remember these are averages. The work we do is complex because it is about providing services to individuals and families.

- Family size
- Whether data was provided
- Number of Programs requesting
- Questions and verifications needed

ONE Services Tool

Individual View: October 2022 - Nash [REDACTED]

Purpose: This sheet allows you to review an individual's services alongside the average services for the State. Paste the OR Number below in cell B5 to display metrics for an individual. Please note that the graphics provided only includes services completed during an individual's regular work schedule. Services completed outside of the regular shift are noted in the Validation Table below.



What our Model is showing right now

- Investment in GRB and policy change to 24 months *reduces* the difference in workload and staff by -1,295 positions.
- Funding ODHS and AAA staff is *critical* as we continue to serve individuals on behalf of ODHS, OHA, and DELC programs.
- We have a model to continue the conversation about staffing and show the effect of future investments in policy, technology, and operational changes.

OEP		23-25 SPRING RESHOOT			
		SPRING 2023 FORECAST			
POSITION TYPE:		2023-25 Reshoot			
CLASS		Current Position Authority 23 25	Positions Earned Forecast (\$23)	Percent of Earned	Difference Current to Workload Forecast
Eligibility Specialist	Human Service Specialist 3	1,394.00	3,117.06	44.7%	(1,723.06)
Eligibility Leads	Human Service Specialist 4	86.00	283.37	30.3%	(197.37)
Support Staff	Office Specialist 2/Human Service Specialist 1	467.00	1,248.79	37.4%	(781.79)
Support Lead	Administrative Specialist 2	35.00	113.53	30.8%	(78.53)
Supervisor 2	Supervisor 2	154.00	501.12	30.7%	(347.12)
Totals		2,136.00	5,263.87	40.6%	(3,127.87)

GRB 24 Months				GRB 24 months and 100,000 reduction				GRB 24 months and 300,000 reduction			
SPRING 2023 FORECAST				SPRING 2023 FORECAST				SPRING 2023 FORECAST			
2023-25 LAB				2023-25 LAB				2023-25 LAB			
Current Position Authority 23 25	Positions Earned Forecast (\$23)	Percent of Earned	Difference Current to Workload Forecast	Current Position Authority 23 25	Positions Earned Forecast (\$23)	Percent of Earned	Difference Current to Workload Forecast	Current Position Authority 23 25	Positions Earned Forecast (\$23)	Percent of Earned	Difference Current to Workload Forecast
1,615.00	2,568.17	62.9%	(953.17)	1,615.00	2,412.34	66.9%	(797.34)	1,615.00	2,100.68	76.9%	(485.68)
95.00	233.47	40.7%	(138.47)	95.00	219.30	43.3%	(124.30)	95.00	190.97	49.7%	(95.97)
493.00	1,029.24	47.9%	(536.24)	493.00	966.90	51.0%	(473.90)	493.00	842.24	58.5%	(349.24)
36.00	93.57	38.5%	(57.57)	36.00	87.90	41.0%	(51.90)	36.00	76.57	47.0%	(40.57)
168.00	412.87	40.7%	(244.87)	168.00	387.82	43.3%	(219.82)	168.00	337.72	49.7%	(169.72)
2,407.00	4,337.32	55.5%	(1,930.32)	2,407.00	4,074.27	59.1%	(1,667.27)	2,407.00	3,548.17	67.8%	(1,141.17)

Outcome



“You all are really human services because you gave me my Mom back. My visits were about her. I was able to sit by her when she passed away instead of running around to different offices trying to get you all copies of paperwork. The pandemic took so much but you gave me my time with my Mom back.”



Questions?
