



Date: November 14, 2014

To: All Oregon Health Plan (OHP) providers

From: Dale Elder, Manager
Operations and Provider Services Section, DMAP

Subject: Eligibility verification for HealthCare.gov OHP applicants effective November 15, 2014

On November 15, 2014, Oregon will join the federal Health Insurance Marketplace at **HealthCare.gov**. We are writing to let you know how to verify eligibility for people with urgent health care needs who are eligible for OHP, but who are not in our eligibility system yet.

Why is this happening?

Starting November 15, most people applying for OHP will be able to apply online in one sitting. If they qualify, HealthCare.gov will give people immediate notification of eligibility. However, Oregon's eligibility system may not receive this information for two weeks or more.

What should you do?

If you have patients who were recently approved for OHP through HealthCare.gov, please encourage them to **keep their HealthCare.gov approval letter and bring it with them to all health care appointments** until they receive their OHP coverage letter and Oregon Health ID card(s).

- They can select whether they want to receive their approval letter via email (PDF) or via postal mail.
- Either way, they should **keep that letter**. This letter will serve as proof of eligibility until our eligibility system receives the updated information from HealthCare.gov (*see attached sample*).

As always, please [check eligibility at the time of service](#). If a member needing **urgent care** shows eligibility has ended, or if a recent HealthCare.gov OHP applicant is not in our system yet, please do the following:

- **Take a copy of their HealthCare.gov approval letter** as proof of OHP eligibility, along with supporting identification (*e.g.*, driver's license, mail, Oregon Health ID card).
- **If possible, please wait to bill until the member is enrolled in our system and connected with a local coordinated care organization (CCO)**. The Oregon Health Authority will work with CCOs, providers and pharmacies to ensure eligibility, enrollment and payment.
- **Pharmacies:** Please refer to our [recent fax blast about filling urgent prescriptions for these members](#).

We regret any inconvenience this may cause, and appreciate your patience as we adapt to HealthCare.gov's eligibility determination process.

Questions?

If you have any questions about this announcement, contact the Provider Services Unit at dmap.providerservices@state.or.us or call 1-800-336-6016, Monday through Friday, 8 a.m. to 5 p.m.

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.

FFM Approval Letter



DEPARTMENT OF HEALTH AND HUMAN SERVICES
465 INDUSTRIAL BOULEVARD
LONDON, KENTUCKY 40750-0001

[Jim Kim]
[Insert address]

[October 2, 2013]

Application date: [October 2, 2013]

Dear Jim:

You recently submitted an application to the Health Insurance Marketplace. We reviewed your application to see if you can get coverage through the Marketplace and help paying for health coverage and health services through:

- A new tax credit that can be used right away to lower your monthly premium costs
- Health plans that lower your out-of-pocket costs
- [State Medicaid program name] (Medicaid) and [state CHIP name] (Children's Health Insurance Program (CHIP), which are joint federal and state programs that help with medical costs for people with limited income or special health care needs

What are the results of my application?

Review the table below for your eligibility results.

Family Member(s)	Results	Next Steps
Jim Kim	<ul style="list-style-type: none">• Eligible for [state Medicaid program name]	<ul style="list-style-type: none">• You will receive important information about how to access your benefits from the [state Medicaid agency name]

What should I do next?

If the table above tells you that you are or may be eligible for [state Medicaid program name] or [state CHIP program name], the state agency will follow up with you with more information about your health benefits and services. If you don't hear from them you can call them at the phone number below.