

Oregon Health Plan Renewals

Information for OHP members

Last updated: December 23, 2014

Background

Right now and through the end of the year, many Oregon Health Plan members are scheduled to renew their coverage. This means that there is an extremely large number of paper and online renewal applications still being processed for the months of November and December.

To ensure that members can continue to access care while their renewal applications are processed, their coverage will continue through January 31, 2015. If they are part of a coordinated care organization, their CCO enrollment will also continue through January 2015.

Not all members who need to renew by the end of the year will have their benefits extend to January 31. This includes:

- People who have renewed but no longer qualify for OHP
- People who are also receiving Medicare (this is a federal requirement)

Members whose benefits are closing will receive a close notice.

Messages for OHP members

Phone hold times

- With so many people renewing at the same time, the call center wait times are longer than usual. We appreciate your patience while we help other OHP members like you. When it is your turn, we will do our best to help answer your question.
- If you have a general question about your benefits, you may find the answer online at OHP.oregon.gov.
- To help reduce the amount of time you will spend on the line, avoid calling during peak hours such as lunchtime or near the end of the day.

I already applied for renewal – what’s next?

- Did HealthCare.gov say that you qualified for the Oregon Health Plan (Medicaid)?
 - **Yes.** Please be patient. We are processing applications and making sure everyone’s information is up-to-date in our system. Please print and keep the HealthCare.gov confirmation screen/letter for your records. You bring this confirmation letter with you to doctor appointments if you have urgent health needs before you hear from us. There is no need to call, we are working on it.
 - **It said that I “may qualify for OHP” and that I would hear from Oregon soon.** In this case, it may be best for you to apply directly through the Oregon Health Plan’s online or paper application. This is because we need more information from you before we can tell if you qualify for OHP. We apologize for this confusion. This way will be faster.

The OHP application is available on OregonHealthCare.gov. [To find it, select “Individuals and Families” at the top and then click on “apply through an online form” (in the “How to Apply” section). Then, in the top right, click on “Apply Now”.] If you need more help, you should call OHP Customer Service.

- **No, I didn’t qualify for OHP. It said I got a tax credit.** Did you shop for a private health insurance plan on HealthCare.gov? To learn more about the status of your application, please call HealthCare.gov at 1-800-318-2596 (TTY: 1-855-889-4325). We don’t have access to that information. The Oregon Health Authority only handles Oregon Health Plan, not private insurance.

I haven’t renewed yet. What should I do?

- Did you receive a letter from us?
 - **Yes** – Were you asked to fill out a simple form, or submit a full application? (See follow up on next page.)
 - **No** – You will receive a letter from the Oregon Health Authority letting you know when it is your turn to renew.

- **Simple renewal form** - Most members were asked to fill out a simple renewal form:
 - **I have the form but haven't filled it out.** If you received the simple renewal form you should fill it out and send it back right away. If you already received a letter saying that your OHP coverage would end, please know that you can still send the form back to us. But do so as soon as possible. If you qualify, your benefits will start back to the day you turned in the form.
 - **I lost my form.** If you lost your renewal form, you need to call the OHP customer service line to request a replacement or provide your information over the phone.
 - **I sent my form in but haven't received a letter.** If you have already returned your renewal form but have not heard from us, you don't need to call. We are working to process your application as soon as possible. After your form is processed, we will send you a letter.
 - **I need to go to the doctor, do I still have insurance?** While we are processing your form, your benefits will remain available.
 - **I filled out the form, but then they sent me another letter asking for an application. What is going on?** Some members who filled out the simple form but had a change in circumstances may be asked to fill out a full application. You should visit OregonHealthCare.gov as soon as possible and get started.
- **Full application** – Some members were asked to fill out a full application.
 - If you have not filled out your application yet, you should visit OregonHealthCare.gov and find out which application is best for you. Applying online is the faster and easier way to make sure that your application is submitted.
 - **I did that, it told me to fill out a PDF** - Those with special circumstances will be asked to fill out an online PDF. You should fill that out right away and send it in to OHA for processing.
 - **It sent me to a different website, HealthCare.gov** - Most members will be asked to fill out an application on HealthCare.gov. If you are told that you still qualify for OHP benefits, make sure you print and keep that confirmation screen for your records. This confirmation is also what you can show providers (your doctor) to prove you still have OHP coverage.