

Oregon Health Insurance Marketplace & Community Partner Program Updates

Nina Remple

Outreach and Education Coordinator

nina.d.remple@oregon.gov

Colette Gillies

Provider Campaign Coordinator

Colette.Gillies@state.or.us

Oregon Health Insurance Marketplace Update

- Outreach and Education Coordinator Role
- COFA HB 4071 Premium Assistance Program
- Basic Health Program HB 4017
- Veteran's Stand Down Events
- Call Times

Introduction

Today's presenter:

Nina Remple, Outreach and Education Coordinator

Outreach & Education Coordinator role

- Provide support at enrollment events during open enrollment
- Provide support at resource events throughout the year
- Required community outreach includes but not limited to providing materials to libraries, DHS Self Sufficiency offices, Work Source offices, hospitals and Urgent Care facilities

Outreach & Education Coordinator role

- Present at Rapid Response sessions for displaced workers to provide insurance options
- Outreach & Education coordinators assigned to regions
- SHIBA (Senior Health Insurance Benefits Assistance) has integrated with the Health Insurance Marketplace

COFA HB 4071 Premium Assistance Program

- The COFA premium assistance program will provide financial assistance to low-income citizens of the island nations in the Compact of Free Association (COFA) who are residing in Oregon to purchase health insurance through the Marketplace and to pay out-of-pocket costs associated with the coverage.

Basic Health Program HB 4017

- Oregon House Bill 4017 requires DCBS in collaboration with OHA and a stakeholder advisory group to create a blueprint for a Basic Health Program. The bill also gives DCBS sole authority for waivers for state innovation, including alternative approaches for achieving the objectives of the Basic Health Program.

Upcoming statewide Stand Down events for Veteran's Services

- <http://www.va.gov/homeless/events.asp#>
- Stand Downs are typically one- to three-day events providing supplies and services to homeless Veterans, such as food, shelter, clothing, health screenings and VA Social Security benefits counseling. Veterans can also receive referrals to other assistance such as health care, housing solutions, employment, substance use treatment and mental health counseling. They are collaborative events, coordinated between local VA Medical
- Centers, other government agencies and community-based homeless service providers.

Upcoming statewide Stand Down events for Veteran's Services

- June 17 - 18, 2016 Klamath Falls
- June 24, 2016 Bend
- July 8 & 9 Grand Ronde
- August 19, 2016 North Bend
- August 31 Salem
- September 9, 2016 Portland
- September 16, 2016 St. Helens
- October 14, 2016 Eugene
- October 22, 2016 Troutdale
- November 12, 2016 The Dalles

Community Partner Program Update

- Introduction
- Oregon Eligibility (ONE) update
- Oregon Health Plan Operations update
- Community Partner Outreach Program update
- Questions

Introduction

Today's presenter:

Colette Gillies, Provider Campaign Coordinator

ONE System Update

- **New release** scheduled
 - Defect fixes
 - System updates
 - Reducing operational workload.
- Enhancement release testing
 - End of June
 - Major changes—worker portal functionality (i.e. task search and document upload)
 - Real-time MMIS enrollment from ONE

Applicant Portal – Phase Three

1. Initial development –50 community partners
2. Expanded release—community organizations
3. Offering ONE to the public
 - **Late summer** soft launch to the public
 - Full launch around September

OHP Operations update

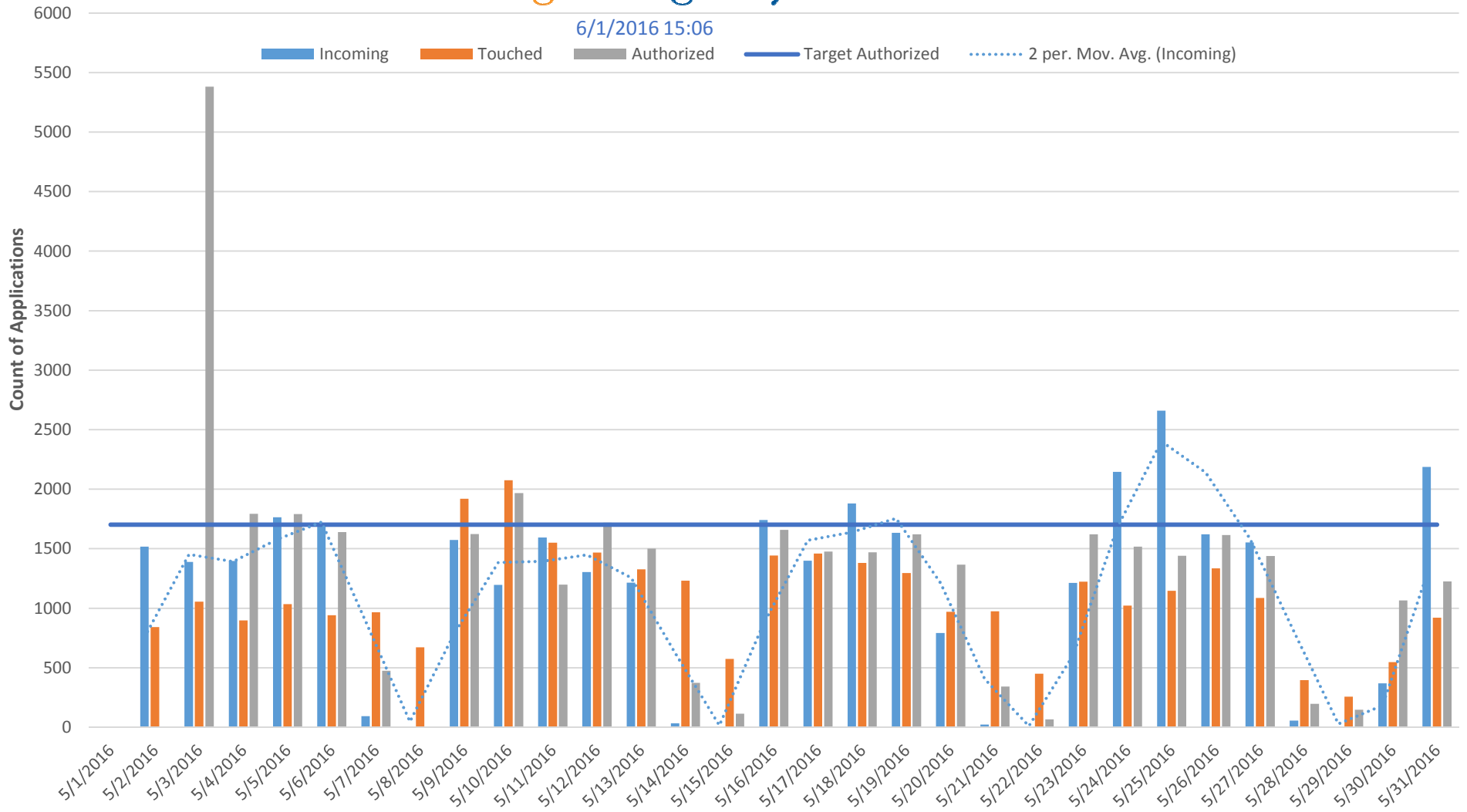
- Performance data
- Current goals
- Concerns we have heard
- Successes we have had
- Questions collected

Member Services Performance Data

- May application processing performance
- May call performance
- 45-day application backlog
- Applicant Portal applications
- Overall Applications received

Member Services Monthly Application Processing Performance

Data Sources:
 Incoming = Deloitte Operational Metrics Report
 Touched = Siebel Daily Report & Deloitte Operational Metrics Report & Phone Application Manual Count



In May, there were 34,032 incoming, 32,458 touched and 37,843 authorized applications

Call Times

- With the renewals and closure notices being sent out, call times are busiest during Monday and Tuesdays
- The last 10 days of the month are above normal in call volumes
- The call center has implemented a “Due to high volume, please call back later” message
 - This is meant to let callers know of the call volume and prevent callers from sitting on hold for hours

Current Goals for Member Services

- **45-day backlog:** Currently re-evaluating 45-day backlog and same-day processing goals to ensure goals align with staffing levels.
- **Staffing:** Current staff level does not meet required processing volumes. Finalizing staffing and operations plans to meet need.
- **Training:** ONE Refresher training for staff continues through June. Targeted trainings also being developed for processes outside of ONE.

Concerns we have heard

Varying response times on urgent email requests

- Our pregnancy, urgent and priority application queues are being worked same day/next day. Follow-up requests after an application has already been submitted are one day to three weeks out, depending on the body of work. Requests sent to the new OHP Pregnancy Requests inbox are being worked within 24 to 48 hours.

Clarification needed on submitting address changes

- Operations is working to clarify best, most secure methods for submitting address changes for members, community partners and CCOs. Clarification will be shared as soon as it's available.

Concerns we have heard

Backlog on processing member consent forms

- We have had a backlog with consent forms community partners and assisters submit, allowing them to assist a member. We are training our new weekend staff to process these forms, which will greatly reduce our backlog.
- Pregnancy application processing times
 - Goals vs. current experience
 - IRMS
 - RFIs

Successes we have had

- Workshops held with our imaging partners, Imaging and Records Management (IRMS) have helped reduce backlog, improve processes and increase staffing
- Our phone consultant, Chaves, received access to ONE and MMIS, so more information can be offered to members calling about status of applications
- Our consultant KPMG finished its initial assessment of Member Services operations, which highlights areas for improvement and opportunities

Renewals and closures - May

April 1: Renewal letters mail to 49,970 households (95,648 individuals)



May 20: Closure notices mail to 48,453 individuals



May 31: 36,913 individuals actually closed

58,735 individuals out of 95,648 total individuals renewed in May, resulting in a renewal rate of approximately 61.4%

Community Partner Outreach Program Update

- Provider Collaboratives
- Provider Summits
- Training
- Reminders
- Outreach Contacts

OHA Provider Collaborative

- Scheduled quarterly
- Provider – specific topics
- Upcoming collaborative – July 20
 - Invitations coming soon

OHA Provider Summits

- Provider Summits
- All-day gathering
- 3-4 regional sessions—early Fall 2016

Integrated ONE & OHA Certification Training for Community Partners

- July 2016: Integrated ONE AP & OHA Application Assister Training for Community Partners
- Complete prior to open enrollment for benefit year 2017

CPOP Reminders

- Updated Client Advocacy Guide on Groupsite
- Check Groupsite Calendar for training opportunities
- Participate in regional and population-specific collaboratives
- Participate in monthly OHP Renewals and Enrollment Update:
<http://www.oregon.gov/oha/healthplan/pages/OHP-Update.aspx>
- New SW Oregon Regional Outreach Coordinator

Outreach Contacts

Name	Role	Counties	Email
Antonio Torres	Community Engagement Coordinator	Statewide	antonio.torres@state.or.us 503-602-7108
Marina Cassandra	Regional Outreach Coordinator	Gilliam, Hood River, Morrow, Sherman, Umatilla, Wasco, Wheeler; Warm Springs	marina.cassandra@state.or.us 503-269-7014
Colette Gillies	Provider Campaign Coordinator	Statewide	colette.gillies@state.or.us 503-932-8601
Vacant	Regional Outreach Coordinator	Coos, Curry, Josephine, Jackson, Douglas, Lane	
Ruby Graven	Regional Outreach Coordinator	Clatsop, Columbia, Tillamook, Washington	ruby.graven@state.or.us 503-884-1175
Monica Juarez	Regional Outreach Coordinator	Benton, Linn, Marion, Polk, Yamhill, Lincoln	monica.juarez@state.or.us 971-718-1378
Jon McDaid	Regional Outreach Coordinator	Clackamas, Multnomah	michael.j.mcdaid@state.or.us 503-269-0880
Kelly Paige	Regional Outreach Coordinator	Grant, Harney, Malheur, Union, Wallowa, Baker	kelly.paige@state.or.us 503-347-8767
Tim Hasty	Regional Outreach Coordinator	Crook, Deschutes, Jefferson, (except Warm Springs), Klamath, Lake	timothy.hasty@state.or.us 541-499-7703
Deanna Simon	Regional Outreach Coordinator	Clackamas, Multnomah	deanna.l.simon@state.or.us 971-301-3123

Questions

Via email:

Please email Colette.gillies@state.or.us

FAQ and other materials can be found at:

www.oregon.gov/oha/healthplan/pages/ohp-update.aspx