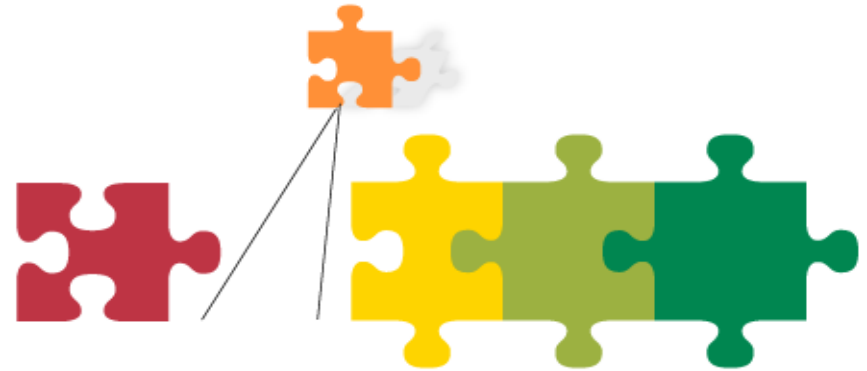

OPCA Outreach and Enrollment Workers' Monthly Update

October 14, 2015

Betse Thielman
Provider Campaign Coordinator

Customer Service Center

Last week Customer Service Center collectively answered more than **15,000** calls



Continued high rating of missing information on applications (25% of all apps assisted by CPs)

Highest Missing Information Incident Rate

- Incomplete pages for household members
- Insufficient income (this month, next month, annual)
- Tax status

**Please Include All
Information before
Submitting Application**



Required OHA Training

- Community Partner Re-Certification Trainings completed this morning in time for Open Enrollment
- Alternative: Full 4-Hour Application Assister Training held 1st Friday of each month
 - Next training: **Friday, November 6, 2015**

Federal Marketplace Recertification Training for *Certified Application Counselor* (Mandatory)

- Register at CMS Marketplace Learning Management System portal -- <https://portal.cms.gov>
 - Online resources and videos to provide guidance
 - Groupsite thread “Issues with FFM Training”
- Deadline to complete Certified Application Counselor (CAC) training: **Monday, Nov. 30, 2015**
- CPs **should not use HealthCare.gov** until FFM training completed and Certificate of Completion sent to CP.Business@state.or.us

Oregon^{one}eligibility

- User Acceptance Testing (UAT):
 - Underway for Worker Portal
 - Begun for Applicant Portal
 - Both will continue into November

- Train-the-Trainer
 - Half-way completed

Hospital Presumptive Eligibility Tips

- 57 Oregon Hospitals are HPE determination sites
- Quickest way to help HPE client access urgent care
 - Send OHA completed HPE application (OHA 7260) and Approval Form (OHA 3263A)
 - Send request with “Urgent” in subject line to:
Hospital.Presumptive@state.or.us
- If client is denied HPE, do not mark the application with “HPE”



Provider Collaborative

Service Integration:

Primary Care & Behavioral Health

Thursday, November 19, 2015

10 am – 11 am

Featuring:

OHA Health Systems Division leaders

Regional service integration exemplars

Community Partner Team Resources



- Changes on Community Partner Team:
 - New ROCs
 - ROC assigned part-time to ONE development
 - ROC liaison with Customer Service Center
- Weekly meeting with DCBS liaison
- Presentation to Dental Care Organizations

Betse Thielman

Provider Campaign Coordinator

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