

Partnering with DHS



MIRANDA HELLIGSO

**OUTREACH & ENROLLMENT
SUPERVISOR**



How I realized they were feeling ????



Getting Started



- Make an initial connection with a supervisor or manager explaining your role and how you can help their department.
- Set up a time to come to a staff meeting to talk to staff about the “New” way to apply for the Oregon Health Plan
- Ask what you can do to help them with their jobs??
(many of them are frustrated and tired of turning people away who they use to be able to assist)

Strategies



- **On site enrollment assistance**

- Set up a mutually beneficial time to be on site to assist clients
- We chose to do Mondays from 1-4pm based on volume of clients that come in on Mondays
- Have DHS intake workers give out packets ahead of time for clients to complete so that you can serve maximum clients in an afternoon
- Become familiar with other services your local office administers
- Help the caseworkers to build you as a resource into their “stump speech” to clients



Local OHP (Oregon Health Plan) and HK (Healthy Kids) Enrollment Assistance

Miranda or Janae w/ Coastal Family Health Center

503-325-8315

Judi Mahoney w/ Clatsop County Public Health

503-358-2333

Application Status Questions

1-855-268-3767

(If you have already submitted an application it's important to get the most current status)

Questions about your current Oregon Health Plan coverage and benefits?

1-800-699-9075 or visit www.ohp.oregon.gov

Information to have with you:

- ✓ Social Security number (or Alien Resident number) for everyone who has one and who is applying for coverage
- ✓ Birth dates
- ✓ Employer and income information
- ✓ Other information such as alimony paid, student loan interest, educator expenses, IRA contributions and tuition/fees
- ✓ Any self-employment deductions
- ✓ Policy number(s) and plan name(s) for any current health insurance

Tips from Caseworkers.....



- Come in with openness, we all know the system isn't perfect yet, be transparent in what works and what doesn't
- Be Collaborative and Flexible
- “Know your stuff” - Make sure you have done your research and can talk with staff about the Oregon Health Plan with knowledge
- Make it easy!
- Make sure we can count on you to follow-up for clients

We are all in this together!



“We formed an alliance and realized we are all in this together. When you live in a small town you quickly realize the lack of resources available to clients, since we all want to reach the same ultimate goal of self sufficiency and client success we have to collaborate. Clients lives are chaotic, they need concrete answers and plans, We make each others jobs easier.”

Sara Wisti Human Service Specialist 4
Clatsop County DHS Self Sufficiency

Questions???



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