

OEWS WEBINAR

OREGON PRIMARY CARE ASSOCIATION

1:00 - 2:30 PM
JULY 14, 2015

Updates from peers & partners



Agenda

- Introductions
- Region 10 CMS
- OHA Community Partner Update w/ Q&A
- State of O&E at your CHCs
- Learning Opportunities
- End

Welcome Priya!

- **Priya Helweg**, Office of External Affairs, Centers for Medicare & Medicaid Services of Region 10 (Alaska, Oregon, Washington, & Idaho)
- priya.helweg@cms.hhs.gov

Community Partner Update

- ❑ **Betse Thielman**, Provider Campaign Coordinator of the Oregon Health Authority
- ❑ Elizabeth.S.Thielman@state.or.us



April State of O&E at Your CHCs

Successes

- Shorting waiting times at 5503
- Hired more OEWs!
- Escalating urgent cases have shorter turnaround times
- Applications are being processed quicker

Challenges

- Significant number of pended applications of 45 days or more (applications dating back from October)

Current State of O&E at Your CHCs

Successes

- Oregonhealthcare.gov (English)pdf processed within 2 days at times.
- Collaboration continues to be successful (ongoing & new) to reach target populations.

Challenges

- Some application taking a little over a month (longer than they were last month)
- Urgent request taking longer (taking two weeks or more)
- Benefits taking about two week or longer to show up on MMIS
- Challenges with fax and urgent email (at times, the application or email is not getting through).

Moving Forward

- What technical assistance would you like to see more of as Open Enrollment 3 approaches?



Upcoming Events

- **Health Insurance Marketplace 101 Webinar**
 - Date: July 15, 2015 11:00 a.m. to 12 p.m. PST
 - Webinar: <https://goto.webcasts.com/starthere.jsp?ei=1066415>
- **OHA Inmate Transition & Latino Collaborative**
 - Date: Thursday July 23
 - Register: <https://attendee.gotowebinar.com/register/6393545034093221889>
& <https://attendee.gotowebinar.com/register/8203821659993872385>
- **OPCA O&E Face to Face Meeting**
 - Date: Tuesday, August 11, 2015 in Salem, OR
 - Register:
<http://events.r20.constantcontact.com/register/event?oeidk=a07eaytlt4fec74b072&llr=g9r7ljeab>

Thank you!

Stay in touch:

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