
OPCA OEW Updates & Presentation

January 13, 2015

COMMUNITY PARTNER OUTREACH PROGRAM
Oregon Health Authority & Cover Oregon



OHP Renewals Update

- December 2014 closures extended to 1/31/15 **BUT clients MUST HAVE submitted their paperwork by 12/31/14** to be covered
- Clients should not proactively re-apply for future renewals
- Tip to renew OHP coverage through HealthCare.gov



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Community Partner Resource!

Best Practices for using the OHA CP Queue

- Limit requests to 20 cases at a time
- Use the phone queue for urgent requests only; send all other requests via email
- CSC staff assigned to queue are specifically trained to help CPs.
- Please be kind.

Community Partner Resource!

New Secure Server

As of 1.12.15, CPs can send **secure** emails to
OHP.Outreach@state.or.us
without first having to request one.

1. Go to this URL:
<https://secureemail.dhsoha.state.or.us/encrypt>
2. Set up an account using your email address, name and a password
3. Proceed to send all future secure emails via this path



Community Partner Resource!

OHP.Outreach@state.or.us is for Community Partners only. It is not intended for public use.

Remember **doing**
reminders
remember
don't **to do**
forget



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HealthCare.gov Updates



- Flat files
- Incorrect eligibility determination through HealthCare.gov?
 - Appeal to FFM CSC
 - Notify ROC
 - Provide critical info
- “Triple-check” applications for accuracy.

HealthCare.Gov ID Proofing Challenges



If no credit history and/or unable to identity-proof,
And if no other household member can complete the identity proofing process,
Then please first try calling HealthCare.gov to apply over the phone.

If unsuccessful, client can apply directly with OHA.

Using OregonHealthCare.gov

- New screening question re: drop in income
- If FFM indicates “You may be eligible for OHP....”
 - Apply directly to OregonHealthCare.gov
 - Indicate original DOR



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Customer Service Centers



Call **HealthCare.Gov** at 1-800-318-2596 for questions regarding

- identity proofing,
- QHP enrollments,
- eligibility determinations through HealthCare.gov

Call **OHA Customer Service Center** at 1-800-699-9075 for questions regarding

- OHA applications,
- OHP/HK/CAWEM/CAWEM Plus renewals
- OHP/HK/CAWEM/CAWEM Plus enrollment

Cover Oregon & QHP Enrollee Taxes

- Cover Oregon to send 1095A form all 2014 QHP enrollees
 - View DRAFT form at <http://www.irs.gov/pub/irs-dft/f1095a--dft.pdf>
- The 1095A includes information that QHP enrollees will use when filing taxes.



Dates to Remember

1.20.15: Inmate Transition Collaborative *from* 9:00am-10:30am,

1.21.15: Latino Collaborative *from* 9:00-10:30am

1.22.15: LGBTQ Collaborative *from* 9:00am-10:30am

1.22.15: Tribal Collaborative *from* 2:30-4:00pm

- contact Antonio.Torres@state.or.us to register

1.30.15: “Provider Reimbursement Prior to MMIS Proof of Enrollment”

Webinar *from* 10:00-11:00am

- contact Jennifer.R.Smith@state.or.us to register

2.15.15: Last day to enroll in a QHP through HealthCare.gov



WHAT WOULD ENHANCE ENROLLMENT ASSISTANCE IN FQHCs?

