
OPCA Outreach and Enrollment Workers' Monthly Update April 2015

Betse Thielman
Provider Campaign Coordinator

COMMUNITY PARTNER OUTREACH PROGRAM

Oregon
Health
Authority

Dates to Remember



- **Now - April 30 (closes at 8:59 PST):** QHP Special Enrollment Period through HealthCare.gov
 - Applies to individuals/families who were unaware/didn't understand the implications of the mandate to enroll in 2015 health insurance.

November 1, 2015-January 31, 2016: Benefit Year 2016 Open Enrollment Period

– NOTE CHANGE!

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Collabor-Dates



April 24th:

- Inmate Transition @ 10:00 am
- Tribal Collaborative @ 2:00 pm

CONTACT: Antonio Torres, antonio.torres@state.or.us

April 28th:

- Provider Collaborative (*Newborn Notifications*) @ 10:00 am

CONTACT: Betse Thielman, elizabeth.s.thielman@state.or.us

OHP Mailings Update

April 2015

Mon	Tues	Wed	Thu	Fri
		1	2	3 Error notices mailed Expedited full apps mailed
6 Exped. short form mailed	7	8	9 Reg. sched. renewal letters mailed	10
13	14	15	16	17
20	21	22	23	24
27	28	29	30	1

May 2015

Mon	Tues	Wed	Thu	Fri
4	5	6 Expedited full apps due Expedited short forms due	7	8
11 Reg. sched. renewal letters due	12	13	14	15
18	19	20	21	22
25	26	27	28	29

Determining Renewal Dates

- MMIS field “**Renewal Date:**” At this time, this field is not accurate and therefore we cannot advise clients that they need to renew their benefits on this date.
- Please tell clients that they will receive a notice in the mail when it’s time to renew.



Consent Form Use – Reminder!

- Every applicant **must** complete a consent form before a community partner can assist them.
 - This is regardless of whether they apply through [HealthCare.Gov](https://www.healthcare.gov) or [OregonHealthCare.gov](https://www.oregonhealthcare.gov)
- If the assister wants to get client application information from OHA, they **must** fax the consent to OHA Customer Service.
- Assisters never have to send the consent form to [HealthCare.Gov](https://www.healthcare.gov)
- CPs **cannot** call to apply on behalf of anyone.

Urgent Cases

- Community Partners can send Urgent Cases directly to OHA.
 - Utilize OHA Secure Server.
<https://secureemail.dhsoha.state.or.us/securereader/init.jsf?brand=d0c67197>
 - Email case to UrgentRequests.5503@state.or.us
 - Please Include in body of email
 - Urgent Reason:
 - Client name:
 - SSN:
 - DOB:
 - Prime:
 - Address:
 - Phone number:
 - Preferred CCO :
 - TPL Y/N:

90 Day Retro-Medical Coverage Request Process

- Using the OHA Secure email server
- Send email to OHP.Outreach@state.or.us
- Subject line should say “90 day retro-medical”
- Body of email should include
 - Who is making the request
 - Phone number to contact customer and best time to call
 - Mailing address of customer
 - Who is the retro medical request for?
 - Include prime number
 - SSN
 - DOB
 - Date (s) of service of the unmet medical need?
 - **Income for the month the Retroactive request**
 - Household Size (include unborn children)
 - Outreach Assister Code
 - Outreach Assister Name and Contact information

Changing Date Of Request (DOR)

- Utilizing the OHA Secure email system
 - <https://secureemail.dhsoha.state.or.us/securereader/init.jsf?brand=d0c67197>
 - Send an email to OHP.Outreach@state.or.us
 - Include
 - Individual's name
 - Date of birth
 - SSN
 - The correct DOR
 - Assisters name, contact information with Assister ID

OHA Customer Service

- Dashboard
- ROCs Training OHA Customer Service Center staff in April.
- CPs cannot call and apply on behalf of anyone.
- CPs may provide “Missing Information” if it was originally provided on the application or additional written information if provided by the applicant.

Continuity of Care: OHP Member

- Continuity of care exemption may be available to OHP clients with a medical need (i.e. ongoing treatment).
- Client must have their provider submit a letter stating why the client needs to be on open card/fee for service.
- Provider needs to fax the statement and relating medical records or chart notes with the subject “Disenrollment Request” to: DMAP, Medical Management Unit, Fax: 503-945-6548, Attn: DMAP Medical Director
- Clients can check status of continuity of care request by calling: 1-(800) 642 -8635

Cover Oregon Dissolution Update

- Berri Leslie oversees Oregon's Health Insurance Exchange, effective April 1, 2015.
- Health Insurance Exchange officially housed at DCBS effective July 1, 2015.
- CPs should represent themselves as OHA Application Assisters and should no longer represent themselves as a Cover Oregon Application Assister.

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