
OPCA Outreach and Enrollment Workers' Monthly Update July 2015

Betse Thielman
Provider Campaign Coordinator

COMMUNITY PARTNER OUTREACH PROGRAM



Provider Summits



In the context of the Summits, “Provider” means:

- staff who provide *patient outreach, application assistance and financial services*
- within a *clinic, health center, hospital or private practice*

RSVP by **July 20th** to elizabeth.s.thielman@state.or.us

Provider Summits

8:30 am – 3:30 pm

Summit Location	Participating Counties (<i>Suggested</i>)
Tuesday, July 28 St. Anthony Hospital <i>2801 St. Anthony Way</i> <i>Pendleton, OR</i>	Baker, Crook, Gilliam, Grant, Morrow, Sherman, Umatilla, Union, Wallowa, Wheeler
Thursday, July 30 Community Health Education Center @Salem Hospital <i>939 Oak St S</i> <i>Salem, OR 97302</i>	Benton, Clackamas, Clatsop, Columbia, Deschutes, Hood River, Jefferson, Lincoln, Linn, Marion, Multnomah, Polk, Tillamook, Wasco, Washington, Yamhill
Wednesday, August 5th <u>LOCATION CHANGE</u>: Asante Center for Outpatient Health (ACOH) <i>537 Union Ave, Rooms 5 & 6</i> <i>Grants Pass, OR 97527</i>	Coos, Curry, Douglas, Harney, Jackson, Josephine, Klamath, Lake, Lane, Malheur

Renewals

Customer Service Center adding specialized queue for all HIX Renewal clients needing their benefits restored.

Members will be transferred to this queue only if the HIX member is ***closed in MMIS*** and CSC staff are able to verify that the ***member made contact with the agency on or prior to 06/30/2015***



IRS Notice re: Lack of APTC Filing



Oregon
Kate Brown, Governor

Department of Consumer and Business Services
Oregon Health Insurance Marketplace
350 Winter St, NE
P.O. Box 14480
Salem, OR 97309-0405
855-268-3767
Fax: 503-315-9144
oregonhealthcare.gov

MEMORANDUM

IRS NOTICE ABOUT TAX CREDITS FOR 2014 HEALTH INSURANCE PLANS

BACKGROUND:

In July 2015, the Internal Revenue Service (IRS) will begin mailing **Letter 5591** to consumers who received advanced premium tax credits (APTC) for the 2014 plan year but didn't file **Form 8962** with their 2014 federal income taxes.

The primary message of the letter to the taxpayer is: "File your 2014 federal tax return with Form 8962, Premium Tax Credit, as soon as possible to protect your eligibility for assistance with paying for your or your family's Marketplace health insurance coverage in 2016." Failure to file Form 8962 could lead to a loss of APTC benefits in 2016. For more information, visit www.irs.gov/itr5591.

The Oregon Health Insurance Marketplace developed this memorandum to provide stakeholders with information about Letter 5591 in case they receive questions from consumers.

WHAT SHOULD THE CONSUMER DO IF THEY RECEIVE A LETTER 5591, AND THE CONSUMER...

... believes that the letter was sent to them in error: contact the 1-800 number on the top right corner of the IRS letter.

... has not filed their 2014 tax return: file their taxes right away. The IRS recommends filing taxes electronically for a faster turnaround time. If they need help with their 2014 taxes, they should consult a tax professional.

... needs a copy of their 2014 Form 1095-A to fill out Form 8962: call the Oregon Health Insurance Marketplace at 1-855-268-3767. The call center is open 8 a.m. to 5 p.m. Monday through Friday.

... needs a corrected 2014 Form 1095-A to fill out Form 8962: call the Oregon Health Insurance Marketplace at 1-855-268-3767. The call center is open 8 a.m. to 5 p.m. Monday through Friday.

... has requested a tax filing extension from the IRS: file their taxes right away. Waiting until October 15, 2015 increases the risk of getting a delayed eligibility determination when open enrollment starts on November 1, 2015.

... thinks that there was an error made in their APTC calculation for 2014: visit OregonHealthCare.gov/aptc-errors.html or call 1-855-268-3767. The Oregon Health Insurance Marketplace is open 8 a.m. to 5 p.m. Monday through Friday.

... has filed an APTC calculation tort claim with the Oregon Department of Administrative Services: contact the 1-800 number on the top right corner of the IRS letter.

WHAT WILL HAPPEN IF THE CONSUMER IGNORES THE IRS LETTER AND DOESN'T TAKE ACTION?

If the consumer signed up for a 2015 plan via HealthCare.gov, HealthCare.gov will flag their account with a status of "failure to reconcile" starting in late September 2015. HealthCare.gov will send those consumers a "Marketplace Open Enrollment Notice" to alert them that they may lose their APTC benefits for 2016. Additional instructions will be provided to the consumer through that notice.


Hospital Presumptive Eligibility & Full Applications



- HPE apps accurate
- Hospitals assist or refer HPE-affiliated patients to submit full OHP app
- What is OEWS' experience collaborating with hospitals?

Last Call for CPOP Feedback

- Due this **Friday, July 17th**
- Requested by Lynne Saxton
- Make Your Voices Heard!


Community Partner Outreach Program
Feedback Survey
June 2015

I live / work in _____ County.

At the June 2015, Multnomah County Collaborative Meeting with OHA Director Lynne Saxton, Community Partners called out the below issues as needing the most attention. We would like to extend the opportunity to provide feedback to other regions.

Please rank each area of feedback below from 1 to 5, with 5 being an area needing more attention and 1 being an area needing less attention.

Space is also provided below for you to list other issues you think are most urgent.

___ The process for getting clients from OHP (MAGI-Medicaid) to Medicare is confusing.

___ Veterans need more help getting the health care services they are entitled to.

___ The CCO change process is difficult and takes too long for clients moving into and out of CCO.

___ MMIS needs to be fixed so that providers and other Community Partners can see client expiration dates.

___ Continuity of care is difficult for patients in residential treatment outside of their regular Coordinated Care Organization.

Community Partner Team Resources



- New application sent to all CPs
- ROC assigned full-time to ONE development
- ROC liaison with Customer Service Center
- Health literacy docs on Groupsite
- Weekly meeting with DCBS liaison
- Meeting with new Medical Director, Dr. Kim Wentz

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