

OEW Webinar: March 11, 2014 Meeting Minutes

Meeting Attendees (In Verdana – our header font)

Members Present: Lane CHC (8), Valley Family (3), Virginia Garcia (2), Benton (4), La Pine. Coastal (2), La Clinica (1), Wallace (1), Multnomah (3), Central City (1), Cover Oregon/OHA

Staff Present: Claire Tranchese and Stephanie Castano

Meeting Notes

Beginning questions/comments:

- Valley Family CHC -Dental coverage confusion
 - ODS enrollees were switched to OMAP during (
 - OMAP coverage covers less than what ODS covers
 - Response: all CCOs and DCOs are integrating which may cause enrollees to be switched into other benefits.
- Valley family CHC - Applicants in the 5 year waiting period (U.S residents with less than 5yrs)
 - Can they buy QHPs in Cover Oregon? Will receiving assistance affect be counted as a “public charge” towards and affect citizenship in the future?
 - Response: they can buy health insurance through the portal are not eligible for assistance
- Benton Co - Cover Oregon customer services reps do not have information about DACA individuals and what they are eligible for
- Benton Co – receiving conflicting information from SHIBA about Medicare
 - Response: OPCA will follow up
- Lane Co – reporting address changes
 - Conflicting info from CO about who can or cannot report address changes of applicants to CO
 - ROC has been informed
 - Susan Garcia responded: CO reps cannot ensure if community partners who call to report address changes are providers or not. Only providers can.
- La Clinica - Suggestion for CO
 - Applications over the portal do not have a date stamp function that will honor retroactive coverage. example: applications that could not be completed electronically because of submission errors must be restarted possibly on a different date.

TOPIC: COVER OREGON DEDICATED LINE

- 16 -32 minutes waiting time (much better!)
- Coastal: – if you call CO and have an OHP related issue, CI rep can and should transfer you to an OHA rep.

TOPIC: PORTAL

Lane/Coastal comments

- **Barriers:** the more complicated the application the higher the risk for errors
- Complications with:
 - non-U.S citizenship status
 - family sizes larger than 3
 - avoid → punctuations (especially in the address section) and entering a middle name
- **Strategy:** fill out paper first and then run it through the portal at the end of the day. Google chrome works well

TOPIC: COVER OREGON UPDATE

Current numbers:

- 135,000 enrolled through CO
- 43,000 QHP and about 80,000 to OHP

OHP to CAWEM:

- On March 10th, OHA mailed out letter to those who were mistakenly enrolled to OHP instead of CAWEM
- OEWs can continue to address issue by contacting OHA about mistake and by informing their clients

Presumptive eligibility

- 30 participating hospitals can now enroll those who have not but will enroll into health coverage or to those going through the processing onto a “temporary OHP coverage” through presumptive eligibility.
- They will receive on the spot determination and letter that they could use as an OHP card
- These enrollees must apply for coverage while on P.E → hospitals should refer enrollees to OEWs if there is need for assistance.
- OE managers/leads should contact neighboring hospitals to make hospital aware of their OEWs

TOPIC: PATIENT CONTINUITY – CONNECTING ENROLLEES TO CARE

Lack of a Primary Care Provider choice – complicates continuity

- Central City Concern
 - Perceives an issue in the future with having inreach enrollees who were auto assigned to a Health Share plan that is not accepted by CCC.
 - Were using a Preference form to choose PCP
 - Enrollees can choose a CCO but not a plan
 - At a CCO level → how can our inreach enrollees switch? Especially if we do not see them consistently or for a long period of time?
 - Possible work around – handout which carrier/plan enrollees can choose to stay to continue to use the clinics services
 - Enrollees have a 30 day period to appeal to switch
- Continuity of care is made more difficult by not allowing the enrollee to choose their PCP
- Blank answers for CCO and DCO preference

- Valley Family
 - Enrollees who apply themselves and leave which CCO or DCO they prefer blank, get auto enrolled to advantage dental
 - Barrier to care: advantage dental only has one dental facility and many of the newly enrolled in the community are struggling to access care to an over capacitated location while Valley family has three dental clinics and availability to take new patients.

You have coverage – Now what?

- La Clinica uses a CCO brochure to help guide applicants on a choice. They are also using the NWRPCA brochure → now what?
 - It is a start but would like it to be more OHP friendly and specific
- More resources are needed for the newly enrolled to use their benefits – road map would be helpful

TOPIC: URGENT CASES

Regional Outreach Coordinators

- Best resource to use to expedite urgent cases
- Quick turn around time
- Effectively provides OEWs with a secure email to send confidential information
- Really, really, really helpful!
- Can send both OHP and QHP eligible cases

OHP.outreach@state.or.us

- Longer turn around time
- Sometimes there is a bounce back email that says no one has been assigned to follow up on the cases
- Responder to the email can sometimes be confused as to what an OEW is asking for when they ask them to send them a secure email to respond to with confidential information

Back-log of application determination in general

- Pending urgent applications are being approved quicker than before
- Some OEWs have noticed that Spanish applications are being processed slower than English applications
 - OEW Strategy: have Spanish-speaking clients fill in Spanish forms to keep while an English form is completed by and OEW to submit.
- Lisa of Lane: there are still a large pile of applications waiting for determination but Lane is working with their ROCs who are assisting on following up

TOPIC: OUTREACH

Challenges

- Young invincible and the homeless population is challenging to outreach for

Strategies:

- Central City - enrollment fairs for housing agency and partners have been successful in enrolling others who are not already patients of CCC
- Lane Co – connecting with school districts to enroll the young invincible onsite
- Linn/Benton Co – meeting with heads of college departments about OE information for the young invincibles in school

