



REQUESTING APPLICATIONS FOR CLIENTS

Below is a guide on how community partner organizations and Cover Oregon certified agents may request a Cover Oregon / Oregon Health Authority application for health insurance (7210) be mailed to an individual or client.

1. If you cannot help an individual or client fill out an application on the same day of their request, please fill out the “Application Requests” spreadsheet to record follow-up appointments. (The spreadsheet collects information such as name, address, language, today’s date and show/no show. **Note:** *Date of request needs to be placed in the comment field of the spreadsheet*)
2. On the date of the clients scheduled appointment, please update the spreadsheet to reflect a “show” or “no show”.
3. Once a week, email the “Application Requests” spreadsheet to OHP Customer Service at Application.Requests@state.or.us. OHP Customer Service will mail a 7210 application for health insurance to those individuals on the spreadsheet who did not show up for their appointment. **Please follow these steps:**
 - a. **Request a secure email:** at Application.Request@state.or.us.
 - i. **Subject Line:** Application Request
 - ii. **Body of Message:** “I would like to submit an application request spreadsheet. Please reply with a secure email so that I may submit protected identifying information.”
 - b. **Send spreadsheet** attachment by replying to secure email.