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## OHP Enrollment and Renewals Update

September 1, 2016

### ONE Update

The Oregon Eligibility (ONE) Applicant Portal, Oregon’s online eligibility system for the Oregon Health Plan (OHP), is scheduled to open September 19. Oregonians will be able to access the Portal at [OregonHealthCare.gov](http://OregonHealthCare.gov).

A ONE system update, also known as a build, was implemented August 30. It made several improvements, including:

- Functionality to improve the ONE renewal process;
- Functionality to support the public launch of Applicant Portal; and,
- Numerous other processing improvements to allow for more accurate application entry and eligibility determinations.

### Renewals and closures

Most members can renew their OHP eligibility by submitting an online PDF or paper application, or applying by phone.

For August, approximately 56.1 percent of individuals who were up for renewal responded to their renewal request by August 31. That is a consistent rate compared to July, which was also 56.1 percent.

### August renewals and closures

	March renewal letters mailed	Member reply-by date	Closure notices mailed	Benefits closed for non-responders
Date	07/01/16	07/30/16	08/19/16	08/31/16
Quantity	92,814 individuals (46,309 households)	N/A	47,314 individuals	40,726 individuals

## September and October renewals

	Renewal letter mails	Member reply-by date	Closure notices mail	Benefits close for non-responders
<b>September</b>	08/01/16 75,240 individuals (38,426 households)	08/31/16	09/20/16	09/30/16
<b>October</b>	09/01/16 65,078 individuals (35,763 households)	09/30/16	10/21/16	10/31/16

### ONE Renewals

October marks the first renewal month for members with eligibility through ONE. On September 1, a pre-populated renewal form will be mailed to approximately 4,800 households. Members can simply sign and return the form if their household information is the same. If members have household changes, they can report them using an accompanying form.

Starting September 19, members who have eligibility through ONE can renew through the ONE Applicant Portal.

### Frequently asked questions

#### **Are members with protected eligibility, such as pregnant women, in a renewing household closed for non-response?**

No, members with protected eligibility are removed from the closure list, even if their household does not respond to a renewal.

#### **If a member submits an address change that moves them into a different coordinated care organization (CCO) service area, is the CCO updated when the address is changed?**

Yes, if the member's new address causes an enrollment change, the CCO assignment is updated. A small number of members may have enrollment exceptions on their record, such as a fee-for-service exception. These members would continue to be excluded from CCO enrollment.

**Can members use the ONE Applicant Portal to submit renewal applications now?**

Starting September 19, members can use the ONE Applicant Portal for renewals generated through the ONE system. This is a very small number of people at this time. Right now, the majority of OHP renewals are sent to members who do not yet have an eligibility determination through ONE. Next year, most members will renew through the Applicant Portal.

For more information about the Oregon Health Plan, please visit [www.OHP.Oregon.gov](http://www.OHP.Oregon.gov)