

Support during renewals for people receiving Long-Term Services and Supports

Background, talking points, and templates for Case Managers

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Overview: What you should know

As of May 2024, we have completed most of Oregon’s 1.5 million medical renewals as part of the COVID-19 Public Health Emergency (PHE) Unwinding. About 125,000 renewals remain, and this final group includes Oregon Health Plan (OHP) individuals receiving long-term services and supports (LTSS). As you know, OHP individuals receiving LTSS may need extra support during this time. This guide was created to help you inform people about their renewal due date and the actions they may need to take to keep their benefits. Thank you for helping people receiving LTSS during this critical time! Your focused outreach could mean the difference between people keeping or losing their coverage.

Information about timing: This final phase of renewals will be organized into four waves. Individuals will get renewal letters between June and September 2024. They will still have 90 days to respond, and 60 days’ advance notice before any closure or reduction in benefits. This means their final responses are due in December 2024, and final closures will happen in February 2025. See the graphic below for a detailed timeline.

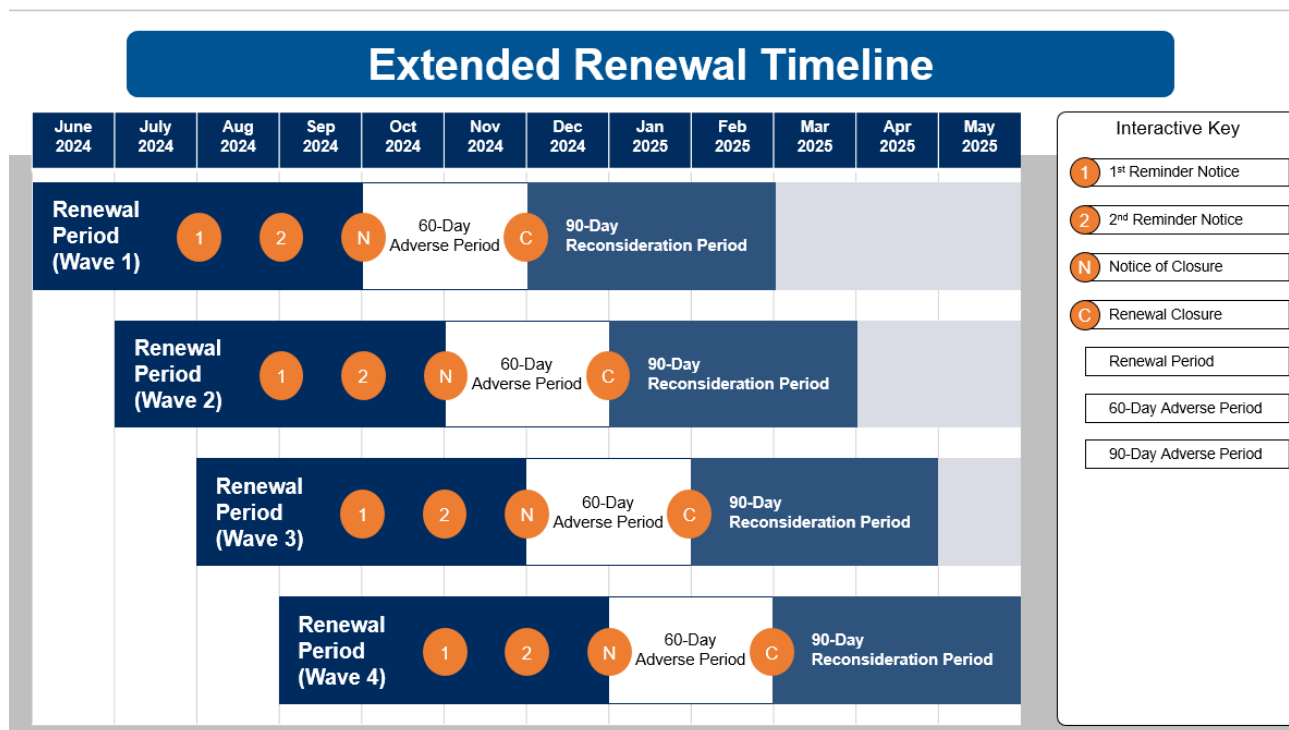


Figure 1. Extended renewal timeline showing key dates for people renewing between June and September 2024.

Refer to this [Transmittal](#) for Case Manager Expectations for the ONE Eligibility system.

How to connect

Thank you for helping people receiving LTSS during this critical time! Your focused outreach could mean the difference between people keeping or losing their coverage.

You will receive a list of individuals who are renewing between June and September 2024 that includes details about their respective renewal dates so you can tailor your communications based on each member's situation.

For each call, please:

- Let the individual know their **renewal due by date**. The renewal date is the date shown on the report and the renewal due by date is the month following the renewal date.
- Remind the individual that **they must act** or their benefits could end.
- For individuals with renewals due by August 31, 2024 that are initiating in June, schedule an interview if you are able to, or transfer them to a Support Staff to schedule their interview.

Some tips to best support people receiving LTSS during this time:

- Continue to monitor individuals' renewal alerts in the [ONE Eligibility system](#) and remind them to act.
- Use the following talking points, email and text templates to send reminders to individuals through more than one communications channel to increase the chances they receive these messages.

Talking points for phone calls

Refer to the following for each call:

- Hello [member name]. My name is [your name] and I am calling from the [Oregon Department of Human Services or program name] (whichever the individual is more likely to recognize). I am reaching out to let you know that your medical renewal is due soon.
- You will get your Oregon Health Plan renewal letter in the mail around [date]. It will include what you need to do and by when and where you can go for help.
- Please look out for your letter and respond right away. If you do not respond, you will get reminder letters by mail 30 and 60 days after getting your renewal letter.
- Your renewal letter has a summary of the financial information on your case. You will need to review it to determine if it needs to be updated.
- If the information is correct, you can sign it and return it. The ways to return it are listed on the letter.
- If the information is incorrect, you can make changes on the renewal form or you can schedule an appointment for an interview to update it with an eligibility worker.
- Most long-term care services require that you have active OHP Plus benefits. If your OHP Plus benefits close for any reason, including failure to respond, it is likely that your service benefits will also end.
- If you need help when you get your letter, please:
 - Call the ONE Customer Service Center at 800-699-9075. We accept all relay calls, and help is available in multiple languages. Wait times are

lowest between 7 a.m. and 8 a.m. Again, the phone number is 800-699-9075.

- Visit or call a local Oregon Department of Human Services office. You can find your local office at www.oregon.gov/odhs and click on “Find an Office.”

If the member’s renewal is due August 31, 2024 and initiating in June, offer to help them schedule their interview:

- I see that you need to schedule an interview. While I have you on the phone, I can connect you with a Support Staff to schedule your interview.* Before I transfer you, do you have any questions?

*Note: If you have the ability to schedule interviews, you may schedule their interview rather than transferring them to a Support Staff.

Email template*

*Note: Adjust language in this template if the receiver is not the benefit recipient.

Title: PLEASE READ – You need to act to keep your medical benefits

Hello [member name],

I hope you are doing well. I am emailing you because your Oregon Health Plan (OHP) medical renewal will start soon.

You will get your renewal letter in the mail around [date]. It will include what you need to do and by when and where you can go for help. **Please act right away when you get your letter.**

If you do not respond to your letter, you will get reminder letters by mail 30 and 60 days after getting your renewal letter. Your benefits will end or be reduced if you do not respond by [due date]. The long-term care services you receive require that you have active OHP Plus benefits. If your OHP Plus benefits close for any reason, including failure to respond, we will have to take action to end your service benefits as well.

If you need help when you get your letter, please:

- Call the ONE Customer Service Center at 800-699-9075. The ONE Customer Service Center is open Mondays through Fridays from 7 a.m. to 6 p.m., Pacific Time. We accept all relay calls, and help is available in multiple languages. Wait times are lowest between 7 a.m. and 8 a.m.
- Visit or call a local Oregon Department of Human Services office. You can find your local office at <https://www.oregon.gov/odhs/Pages/office-finder.aspx>.

- Log on to Oregon Eligibility (ONE) account at benefits.oregon.gov or via the ONE mobile app.

Please don't hesitate to reach out if you have any questions. I'm here to help.

[insert name and organization information]

Email Reminder Template*

*Notes:

- Adjust language in this template if the receiver is not the benefit recipient.
- Sending reminder communications is optional but recommended. We are not requiring contact beyond the month of June, but you should continue to check your alerts and take action accordingly.

Title: REMINDER – You need to act to keep your medical benefits

Hello [member name],

I am following up to remind you that your Oregon Health Plan (OHP) medical renewal has started, and you need to take action.

You received your renewal letter in the mail around [date] and a reminder letter [30 or 60 days] after getting your renewal letter. Your renewal letter includes information about what you need to do, by when and where you can go for help. Your benefits will end or be reduced if you do not respond by [due date]. The long-term care services you receive require that you have active OHP Plus benefits. If your OHP Plus benefits close for any reason, including failure to respond, your service benefits will also end. **Please act right away.**

If you need help when you get your letter, please:

- Call the ONE Customer Service Center at 800-699-9075. The ONE Customer Service Center is open Mondays through Fridays from 7 a.m. to 6 p.m., Pacific Time. We accept all relay calls, and help is available in multiple languages. Wait times are lowest between 7 a.m. and 8 a.m.
- Visit or call a local Oregon Department of Human Services office. You can find your local office at <https://www.oregon.gov/odhs/Pages/office-finder.aspx>.

Please don't hesitate to reach out if you have any questions. I'm here to help.

[insert name and organization information]

SMS/Text Message template

Hello this is [your name], your Case Manager. It's almost time to renew your medical benefits. Please watch for your renewal letter in the mail around [date] and act right away when you get it. Let me know if you have any questions.

SMS/Text Message Reminder template*

*Note: Sending reminder communications is optional but recommended. We are not requiring contact beyond the month of June, but you should continue to check your alerts and take action accordingly.

Hello this is [your name], your Case Manager. This is a reminder that it's time to renew your medical benefits. You received your renewal letter in the mail around [date] and a reminder letter [30 or 60 days] after getting your renewal letter. Your benefits will end or be reduced if you do not respond by [due date]. Let me know if you have any questions.