

# OHP-Certified Community Partner Requirements

This guide will provide information on how to become an OHP Certified Community Partner Organization. Completing all the requirements will certify your organization and allow individuals to receive an Assister ID and access to the Oregon Eligibility (ONE) System. The ONE system enables Community Partners to help individuals and families apply for, renew and manage their OHP benefits online. Please review the FAQ on page 3 for additional details.

## ☐ Organization Contract

Complete either a Provider Addendum or a Volunteer Agreement

### Provider Addendum

- If you are a provider organization (i.e., you have a contract to bill OHP for covered services), you will need to sign an *Application Assistance by Provider Staff: Provider Enrollment Agreement Addendum*. To start the process, please email our business team at: [cp.business@dhsoha.state.or.us](mailto:cp.business@dhsoha.state.or.us)

OR

### Volunteer Agreement

- If your organization doesn't bill OHP for medical services, your organization is not considered a medical provider. Your agency will need to sign a *Volunteer Organization Agreement*. To start the process, please email our business team at: [cp.business@dhsoha.state.or.us](mailto:cp.business@dhsoha.state.or.us)

## ☐ Account Creation (includes criminal history check)

A supervisor or point of contact at your organization must review and submit an account creation form for each individual seeking to become certified. This person is designated by your organization and is called the "Primary Contact."

An **Account Creation Form** can be requested by emailing [cp.business@dhsoha.state.or.us](mailto:cp.business@dhsoha.state.or.us). It is critical to follow the instructions and ensure all fields in the form are completed.

- All individuals who want an Assister ID and ONE account access must pass a criminal history check. This can be done by using an agency of your choosing or by requesting that the Community Partner Outreach Program conduct one on your behalf
  - There is space in the Account Creation form to attest to criminal history check details if done by an outside agency. Your organization will be held liable for the information provided.
  - To initiate the criminal history check through our Background Check Unit (BCU), return both the completed Account Creation form and a readable copy of the front of the

person's **driver's license or government-issued ID** via secure email. This process can take sometimes 6-8 weeks. See the FAQ on page 3 for more details on background checks and how to send a secured email.

**Before an Assister ID and invitation to the ONE system is provided, training must be completed and an Account Creation Form with a valid background check needs to be sent to [CP.Business@dhsoha.state.or.us](mailto:CP.Business@dhsoha.state.or.us).**

**☐ OHP Application Assister Training and Testing**

Complete in-person or via webinar. Email your Regional Outreach Coordinator or [community.outreach@dhsoha.state.or.us](mailto:community.outreach@dhsoha.state.or.us) for the training schedule and registration links.

**☐ Oregon Health Insurance Marketplace training**

This training is given by the Department of Consumer and Business Services (DCBS). Community Partners must take either basic or advanced training. To learn more about which training to take visit <http://dcbspage.org/cptraining>. Contact information for DCBS can also be found here if you have any questions specific to Marketplace training.

If you/your organization will not be assisting clients on Healthcare.gov, please work with your Regional Outreach Coordinator to discuss exceptions. If you haven't completed the Advanced training, visit [oregonhealthcare.gov](http://oregonhealthcare.gov) and go to find local help to find a licensed insurance agent or Marketplace-trained community partner.

Questions? Contact [community.outreach@dhsoha.state.or.us](mailto:community.outreach@dhsoha.state.or.us) for additional guidance

## Frequently Asked Questions

### 1) How do I get access to a secure email through the OHA/DHS server?

Email your request to [CP.Business@dhsoha.state.or.us](mailto:CP.Business@dhsoha.state.or.us) and ask our business team for a secure email, or use the following website: <https://secureemail.dhsoha.state.or.us/encrypt>.

### 2) When should I send a secure email?

Any time someone's personal information or documents are shared, we use secure email to maintain confidentiality and privacy. Please use the OHA/DHS secure email server rather than one internal to your organization. If you use your own secure email solution, we may not be able to open your email.

### 3) Who processes my criminal history check?

The Background Check Unit (BCU) provides background check services and support to all DHS divisions and contractors. BCU will use the Oregon Criminal History & Abuse Records Database System (ORCHARDS) to process the background check.

Note: If you are using any entity other than BCU to complete a background check, the following categories must be included in the check: children, adult, confidential information, secure facilities, finances/financial records, information technology systems.

### 4) What happens after I initiate a criminal history check with the Background Check Unit?

BCU will send a **time sensitive** email to each new assister requesting additional information to complete the background check request. If finger prints are necessary, the assister will receive follow up instructions. **Important:** Finger printing is not required for every background check. **DO NOT** proactively start this process, or time and expense may be wasted. Please respond to emails from BCU within 3 business days to avoid starting the process all over. If you plan to be out of the office, wait until you return to request CRIMS run a background check.

### 5) Are there additional resources?

- For information about the OHP training schedule, please contact your Regional Outreach Coordinator. If you aren't sure who your ROC is, you can email [Community.Outreach@dhsoha.state.or.us](mailto:Community.Outreach@dhsoha.state.or.us)
- For Marketplace training resources contact the Oregon Health Insurance Marketplace at [CP.Marketplace@oregon.gov](mailto:CP.Marketplace@oregon.gov)
- Any questions about contracts, certification status, or background checks should be sent to [CP.Business@dhsoha.state.or.us](mailto:CP.Business@dhsoha.state.or.us)