

# Medical Renewal Operations Timeline

This interactive presentation outlines the key dates, activities, processes and worker impacts that will happen as the public health emergency unwinds.



**Full Renewal Timeline**



**Phased Renewals by Population**



**Communications & Outreach Timeline**



**Tools to Support the Unwinding  
and Reporting on Progress**



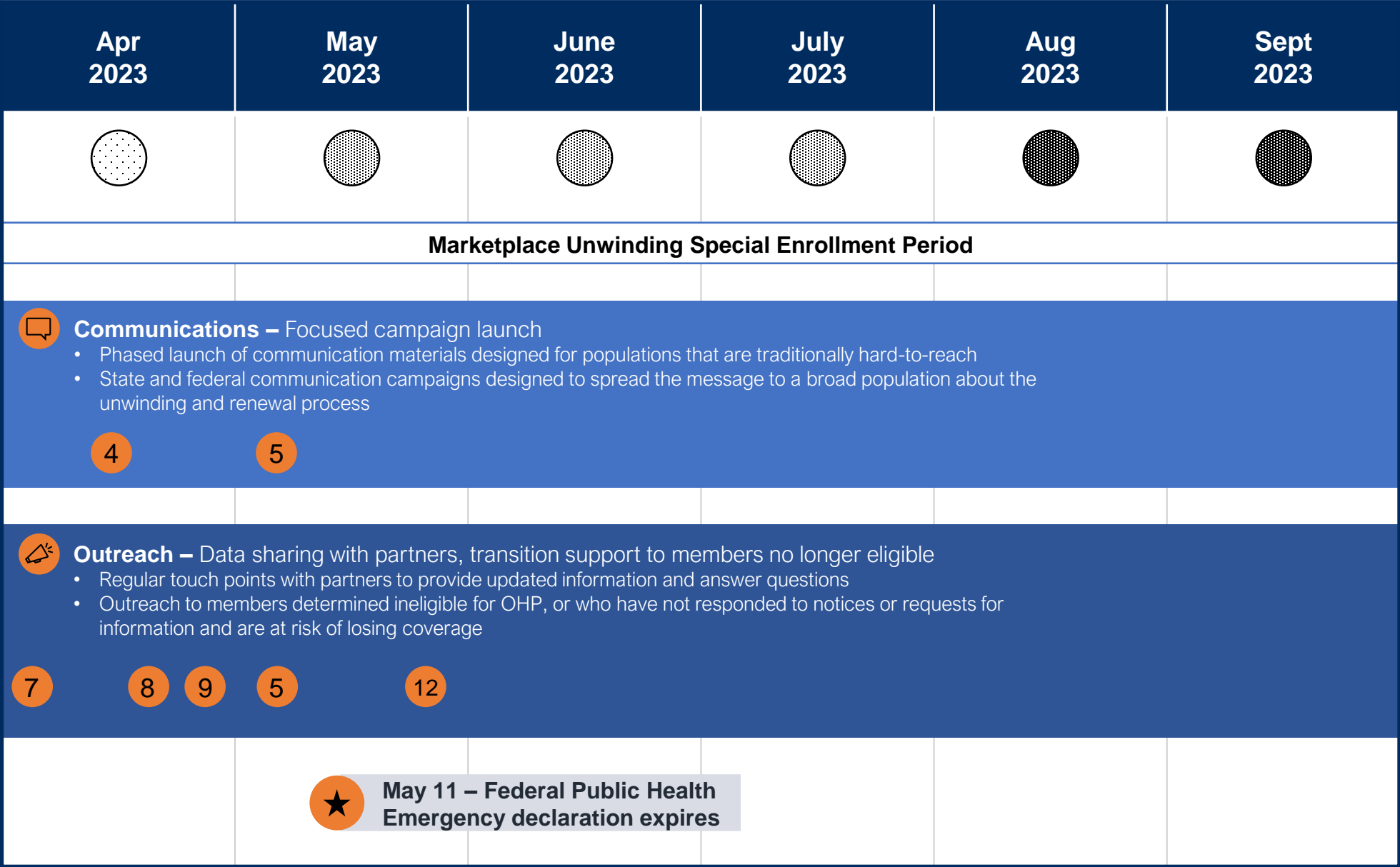


# Communications and Outreach Timeline








First six months – [Detailed view](#)

 This is an interactive timeline. To receive more information on an item, try clicking it.


 [Main Menu](#)



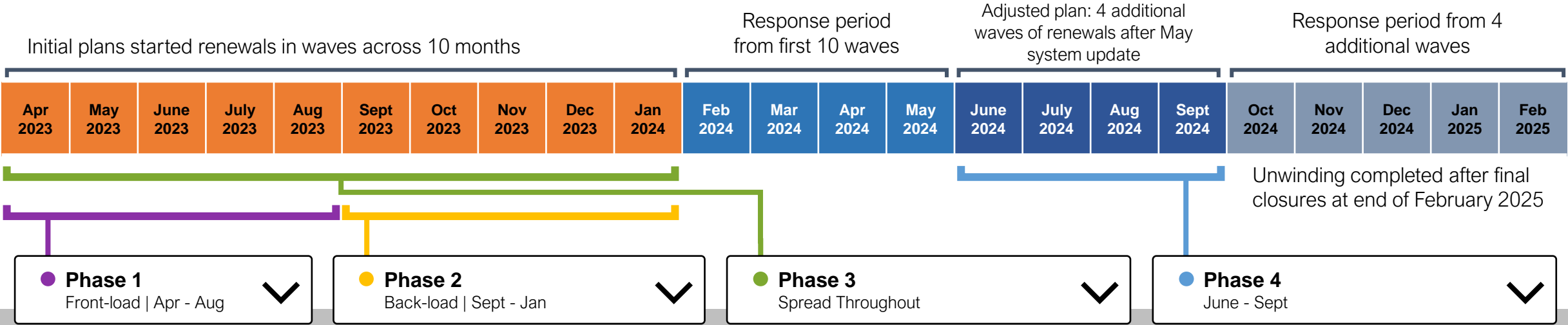
### Interactive Key

-  Low Workload Impact
-  Medium Workload Impact
-  High Workload Impact
-  Communications Overview
-  Communications Details
-  Outreach Overview
-  Outreach Details
- Marketplace Unwinding Special Enrollment Period**

# Phased Renewals by Population


 This is an interactive timeline. To receive more information on an item, try clicking it.

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### Front-loaded renewals

Groups likely to remain eligible and who need fewer interventions and verifications to maintain eligibility.




### Back-loaded renewals

Groups that we want to provide maximum protections after the Public Health Emergency ends *and* people likely eligible for OHP Bridge.




### Spread throughout the renewal process


Groups that may need more support, either to keep OHP or move to other coverage.



### Extended timeline

Individuals whose previous due date changed or whose benefits were restored until the system and notices could be updated.





## Practical considerations

- Months with fewer staff, agency, and community resources (November, December, January)
- Marketplace enrollment

# Tools to Support the Unwinding and Reporting on Progress

## Tools to Support the Unwinding

What we have produced to keep partners informed, supported, and able to escalate problems and issues, as well as how we plan to stay connected.

- Partner and provider toolkits
- Interactive timeline
- Talking points for staff and partners

## Reporting on Progress


How we are monitoring and reporting on the work to interested parties, escalating issues and risks, and monitoring for inequities in outcomes.

- Medical Redeterminations Dashboard / Unwinding Dashboard / HB 4035 Dashboard
- Bi-weekly PHE Unwinding Status Report



# Full Renewal Timeline

Full timeline of each time period for renewals starting in each month from December 2023 through May 2025.

 This is an interactive timeline. To receive more information on an item, try clicking it.

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**No Response After 30 Days:  
1<sup>st</sup> Reminder Notice**

**People can submit information:**

- Upload via ONE Mobile app (only if they have an RFI)
- Upload via their ONE online account
- Mail/Fax
- At a local office


**Workload impact:**

- Processing from staff
- Processing mail



Interactive Key


- Under Notice
- Under Notice
- Closure
- Closure
- Edge
- Phase Unwinding Enrollment Period
- Period
- Adverse period
- Consideration Period

Note about members' response time 

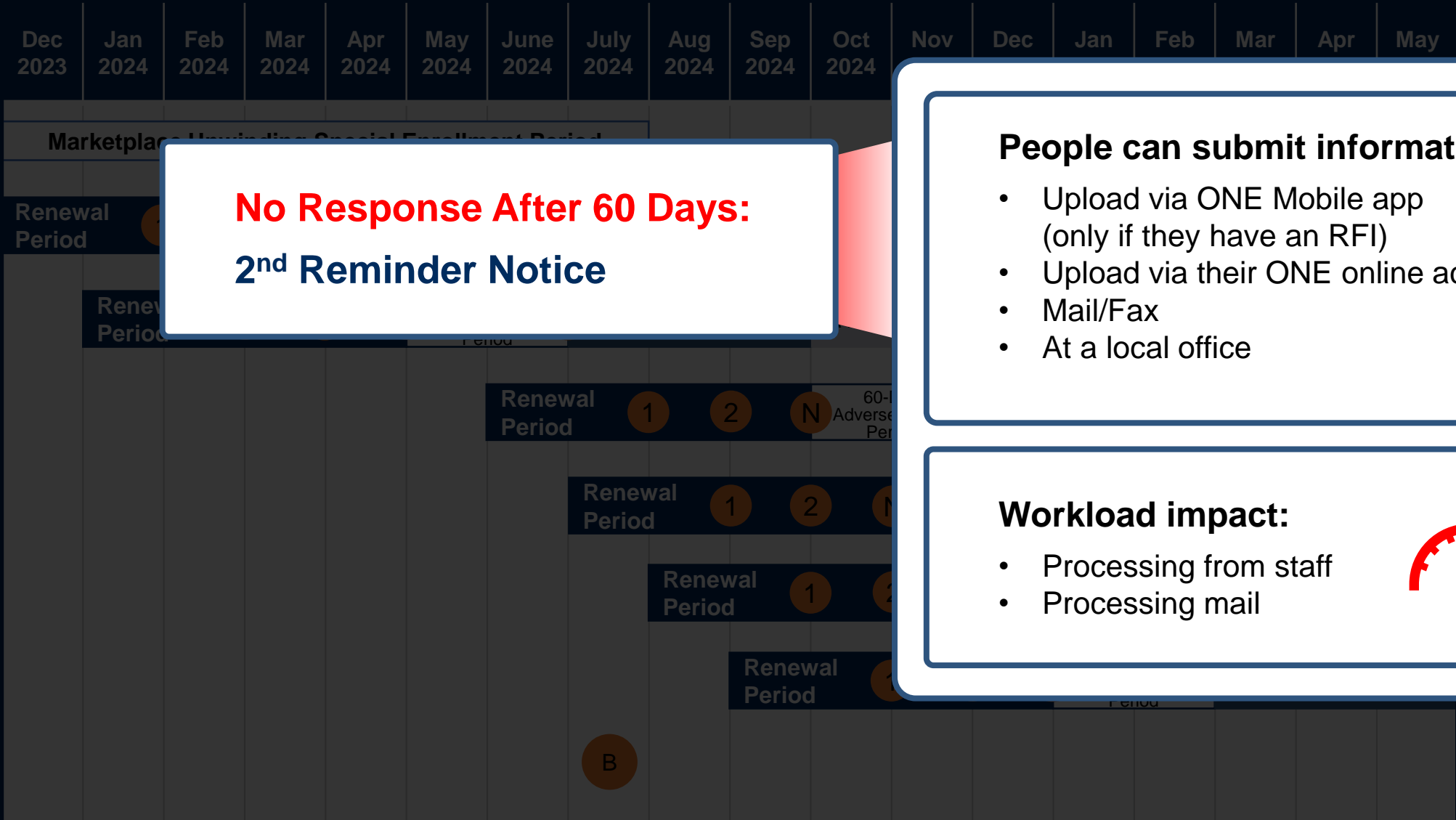
*Non-PHEU renewals are happening in parallel*

# Full Renewal Timeline

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**No Response After 60 Days:  
2<sup>nd</sup> Reminder Notice**

**People can submit information:**

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- Upload via their ONE online account
- Mail/Fax
- At a local office

**Workload impact:**

- Processing from staff
- Processing mail




Interactive Key	
Under Notice	
Under Notice	
Closure	
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Edge	
Phase Unwinding Enrollment Period	
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Adverse period	
Consideration Period	

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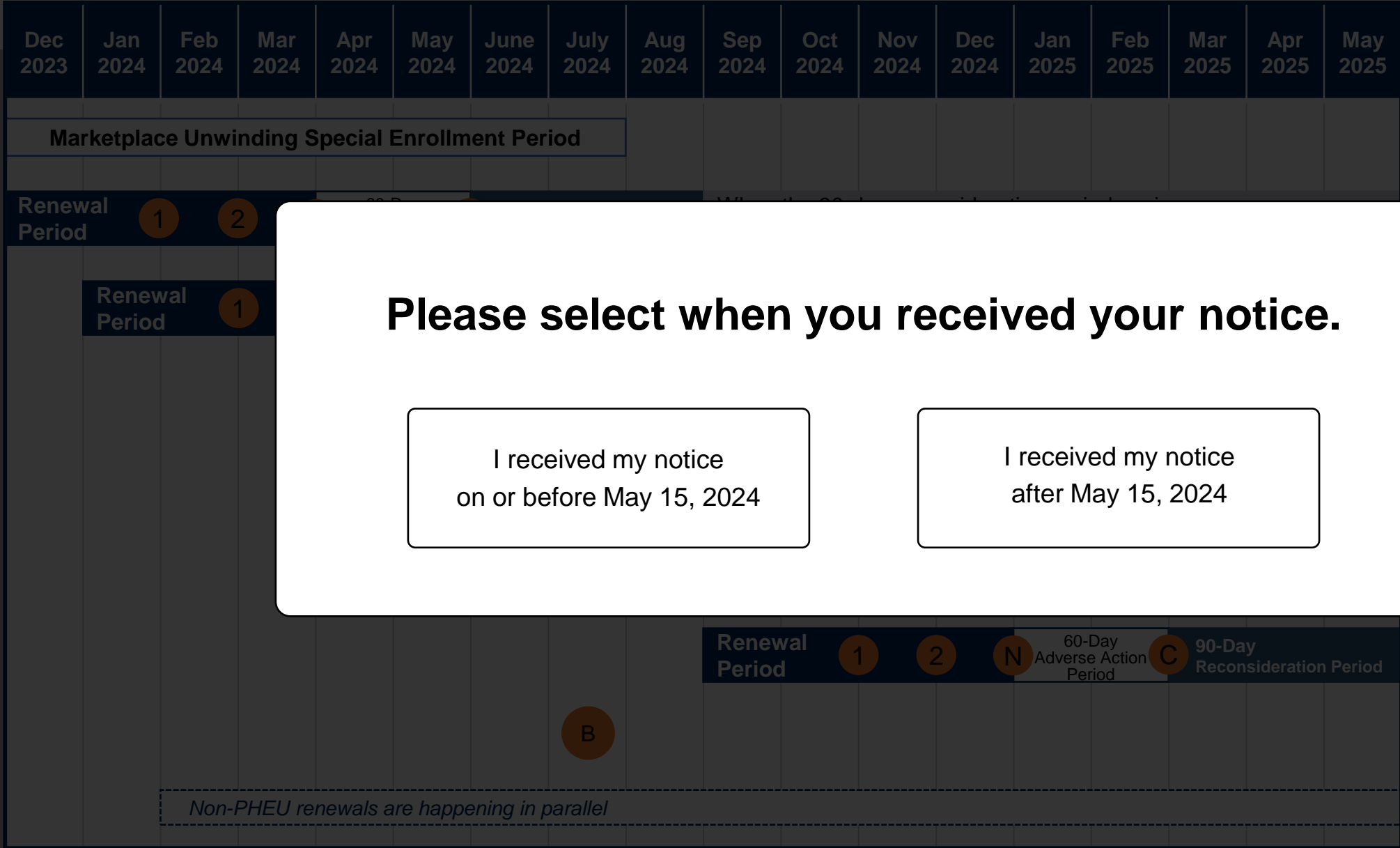
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### Interactive Key

- 1 1<sup>st</sup> Reminder Notice
- 2 2<sup>nd</sup> Reminder Notice
- N Notice of Closure
- C Renewal Closure
- B OHP Bridge
- Marketplace Unwinding Special Enrollment Period
- Renewal Period
- 60-Day Adverse Action Period
- 90-Day Reconsideration Period

Note about members' response time 





This is an interactive timeline. To receive more information on an item, try clicking it.

Back

Date:<<Date of Letter>>  
Your Case ID: <<Case#>>

### ⊗ <Closed Benefits

<These medical benefits ended and will not be active after the date listed below. We gave the reason(s) why. Let us know if the reason no longer describes your situation, as it could mean you are still eligible for benefits>

<<Medical care level>><<(Coverage Type)>>

Name	Age	Program	Reason	Benefit End Date
<<Individual Name>>	<<Age>>	<MM/DD/YY YY >	<< Reason >>	<<MM/DD/YYYY >>
Oregon Administration Rule we used to make this decision: <<OAR Reference>>				
<<Individual Name>>	<<Age>>	<MM/DD/YY YY >	<< Reason >>	<<MM/DD/YYYY - MM/DD/YYYY >>
Oregon Administration Rule we used to make this decision: <<OAR Reference>>				

**No Response  
by Reply-By  
Date:**

**Closure  
Notice Sent**

**Mass termination for nonresponse April Cohort effective** (for active renewals who have not responded to RFIs, lose coverage end of September)

- Reflected in AP and sent subsequently in mail
- Extended adverse action period
- 60 days of continued coverage
- Last notice members will receive from the ONE system for their medical renewal

### Workload impact:

- Hearings and appeals
- Higher call volumes to explain why someone was closed
- Processing from staff
- Processing mail





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Back

Date: <<Date of Letter>>  
Your Case ID: <<Case#>>

## Medical Benefits Overview

### <Medical Benefit Overview for <<Individual Name (Age)>>>>

<These medical benefits are ending and are not active after the date listed below. We gave the reason why below. Let us know if the reason no longer describes this person's situation, as it could mean they could continue to be eligible for benefits.>

Medical Benefit	Decision	Benefit Start Date	Benefit End Date	Reason
<<Medical Benefit Package>>	<Benefit Closed>	<MM/DD/YY YY >	<MM/DD/YY YY >	We sent this person a renewal notice and they did not respond. Their benefits are ending because they did not respond by the due date.

<Continuous Eligibility Period: <MM/DD/YYYY> - <MM/DD/YYYY>>

<<TOA Description>><\*> (<<Begin Date>> - <<End Date>>) <<Eligibility Summary>>:  
<<Approval OARs>>

<Oregon Administrative Rules we used to make this decision: <<Closed Benefit OARs>>>

To get full details of these rules visit <https://secure.sos.state.or.us/oard/>

**No Response  
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<<Individual Name>>	<<Age>>	<MM/DD/YY YY >	<< Reason >>	<<MM/DD/YYYY - MM/DD/YYYY >>
Oregon Administration Rule we used to make this decision: <<OAR Reference>>				

**No Response  
by Reply-By  
Date:**

**Closure  
Notice Sent**

### Activities

- Closure notice with effective date of at least 60 days in the future
  - Member profile information will be sent to Marketplace
  - Marketplace will receive a report with who has been referred
    - Only people potentially eligible for marketplace get referred
- Marketplace will send household their own notice to tell them to go to healthcare.gov to create a new application to apply for the Marketplace
  - PH Tech call center outreach (still finalizing details on this process)

### Workload impact:

- Hearings and appeals
- Higher call volumes to explain why someone was closed





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Your Case ID: <<Case#>>

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**No Response by Reply-By Date:**  
**Closure Notice Sent**

### Activities

- Closure notice with effective date of at least 60 days in the future
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Oct 2024 Nov 2024 Dec 2024 Jan Feb Mar Apr May

Interactive Key

N 60-Day Adverse Action Period C 90-Day Recon


2 N 60-Day Adverse Action Period C

1 2 N 60-Day Adverse Action Period C



# Full Renewal Timeline

Full timeline of each time period for renewals starting in each month from December 2023 through May 2025.

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Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	June 2024	July 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025
Marketplace Unwinding Special Enrollment Period																	

Interactive Key	
1	1 <sup>st</sup> Reminder Notice
2	2 <sup>nd</sup> Reminder Notice
N	Notice of Closure

## Marketplace Unwinding Special Enrollment Period

Marketplace Special Enrollment Period – *April 1<sup>st</sup>, 2023 through June 30<sup>th</sup>, 2024*

If a member is no longer eligible for benefits, referral to the marketplace will occur so member can consider other affordable coverage options.


At the end of the special open enrollment period, individuals will have 60 days following loss of benefits to purchase coverage from the marketplace.

Renewal Period
1
Renewal Period

Renewal Period	1	2	N	60-Day Adverse Action Period	C	90-Day Reconsideration Period

*Non-PHEU renewals are happening in parallel*

	ewal Closure
	Bridge
	Marketplace Unwinding Special Enrollment Period
	ewal Period
	Day Adverse Action Period
	Day Reconsideration Period

Note about members' response time 





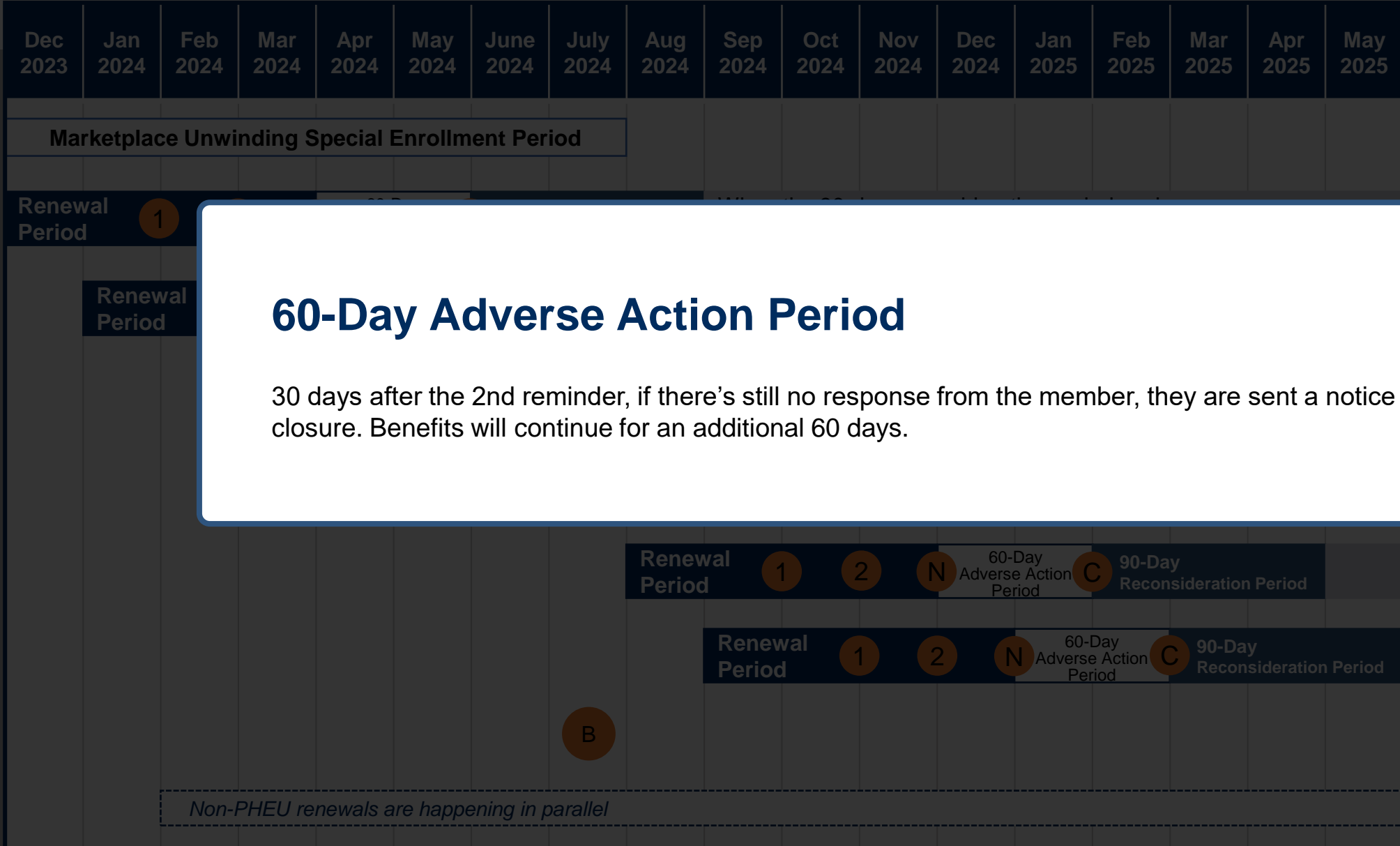
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## Interactive Key

1 1<sup>st</sup> Reminder Notice

2 2<sup>nd</sup> Reminder Notice

N Notice of Closure

Renewal Closure

Bridge

Marketplace Unwinding Special Enrollment Period

Renewal Period

60-Day Adverse Action Period

90-Day Reconsideration Period

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Note about members' response time



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Marketplace Unwinding Special Enrollment Period

Renewal Period 1

Renewal Period

## 90-Day Reconsideration Period

If the member responds during the 60-day adverse period, coverage continues. After the 60th day, benefits will end. The member will have 90 more days to respond and resume the renewal process without a new application.

Renewal Period 1 2 N 60-Day Adverse Action Period C 90-Day Reconsideration Period

Renewal Period 1 2 N 60-Day Adverse Action Period C 90-Day Reconsideration Period

B

Non-PHEU renewals are happening in parallel

### Interactive Key

1 1<sup>st</sup> Reminder Notice

2 2<sup>nd</sup> Reminder Notice

N Notice of Closure

Renewal Closure

Bridge

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Renewal Period

60-Day Adverse Action Period

90-Day Reconsideration Period

Note about members' response time







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## Communications Planning

In addition to the notices that will be mailed directly to members, a campaign focused on priority populations with barriers to communication (such as people experiencing houselessness, individuals who prefer to speak a language other than English) will launch in phases starting in mid-April.

## Metropolitan Group

Designing the communications campaign for community outreach including messaging, materials, and the co-creation of products and collateral for widespread distribution.

## Printing and Distribution

### State of Oregon – (DAS, OCE, ODHS/OHA Shared Services Printing and Distribution)

- Printing and mailing renewal notices and packets (DAS Printing and Distribution, with oversize packets processed by Oregon Correctional Enterprises)
- Manual production of translated communication in languages not supported by the ONE System

## Traditional Channels

- An external-facing site is regularly updated with information about tools and resources for partners in multiple languages: [keepcoveredpartners.oregon.gov](https://keepcoveredpartners.oregon.gov)
- Email distributions to providers, community partners, and other interested parties are drafted on a bi-weekly basis
- Monthly community partner webinars in English and Spanish

# Communications and Outreach Timeline

First six months – [Detailed view](#)



This is an interactive timeline. To receive more information on an item, try clicking it.

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Apr  
2023



## Communications

- Phased launch
- State and federal unwinding activities

4



## Outreach –

- Regular touchpoints
- Outreach to members

7

8



May 11 – Federal Public Health Emergency declaration expires

## Outreach to Members and Engagement with Partners

- Community outreach campaigns utilizing trusted advisors, with co-created, culturally and linguistically appropriate materials
- Iterative process to determine if campaign and communication materials are having an impact on the responsiveness of members – pilot use of the dashboard to identify issues

## Regular Touchpoints and Data Transfer

- Monthly data files to support outreach by the Oregon Health Insurance Marketplace to individuals deemed ineligible for OHP
- Monthly data file showing individuals who have not responded to notices after 30 and 60 days (Nonresponse Outreach Report) to CCOs, Kepro, CareOregon, Tribes, Healthier Oregon Program Community Partners, CDDPs, SHIBA

### Interactive Key

Workload Impact

High Workload Impact

Workload Impact

Communications Review

Communications Details

Outreach Overview

Outreach Details

Marketplace Unwinding Social Enrollment Period

# Communications and Outreach Timeline

First six months – [Detailed view](#)



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Apr  
2023

May

June

July

Aug

Sept

## Communications - Metropolitan Group

*Designing the communications campaign for community outreach including messaging, materials, recruitment of community ambassadors, and the co-creation of products and collateral for widespread distribution.*

- 4 Fact sheets, posters, flyers, tabletop cards, social media posts (content + graphics), graphic banner for e-newsletters, 2-page general FAQ designed and launched (English)
- 5 Fact sheets, posters, flyers, tabletop cards, social media posts (content + graphics), graphic banner for e-newsletters, 2-page general FAQ designed and launched (14 languages)

## Federal Communications

Federal “Don’t Wait, Update” national campaign (Feb – May)

### Interactive Key

Workload Impact

ium Workload Impact

Workload Impact

communications  
view

communications Details

each Overview

each Details

etplace Unwinding  
cial Enrollment Period



May 11 – Federal Public Health  
Emergency declaration expires

# Communications and Outreach Timeline

First six months – [Detailed view](#)



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Apr  
2023

May

June

July

Aug

Sept

## Outreach – Partner Webinars

- 8 Partner webinar – English (repeats monthly, only first instance is shown)
- 9 Partner webinar – Spanish (repeats monthly, only first instance is shown)

## State of Oregon Outreach

- 5 Marketplace SMS and outreach calls begin
- 7 Marketplace outreach to ineligible members begins
- 12 Non-response Outreach Report generated for partners (repeats monthly, only first instance is shown)

## Federal Outreach

- 5 Federal Marketplace mailings begin (May)



May 11 – Federal Public Health  
Emergency declaration expires

### Interactive Key

Workload Impact

High Workload Impact

Workload Impact

Communications  
Review

Communications Details

Outreach Overview

Outreach Details

Marketplace Unwinding  
Special Enrollment Period

# Phased Renewals by Population



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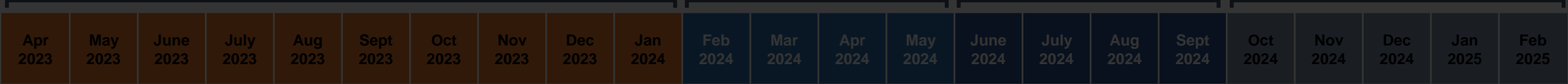
Back

Initial plans started renewals in waves across 10 months

Response period from first 10 waves

Adjusted plan: 4 additional waves of renewals after May system update

Response period from 4 additional waves



**Phase 1**  
Front-load | Apr - Aug

- Parent Caretaker
- Child Medicaid (most cases)
- Supplemental Security Income Benefits Recipients

**Phase 2**  
Back-load | Sept - Jan

**Phase 3**  
Spread Throughout

**Phase 4**  
June - Sept

### Back-loaded renewals

Groups that we want to provide maximum protections after the Public Health Emergency ends *and* people likely eligible for OHP Bridge.

### Spread throughout the renewal process

Groups that may need more support, either to keep OHP or move to other coverage.

### Extended timeline

Individuals whose previous due date changed or whose benefits were restored until the system and notices could be updated.



## Practical considerations

- Months with fewer staff, agency, and community resources (November, December, January)
- Marketplace enrollment



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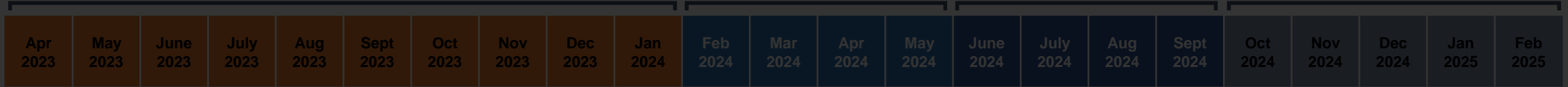
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Unwinding completed after final closures at end of February 2025

**Phase 1**  
Front-load | Apr - Aug

**Phase 2**  
Back-load | Sept - Jan

**Phase 3**  
Spread Throughout

**Phase 4**  
June - Sept

## Front-loaded renewals

Groups likely to remain eligible and need fewer interventions and verifications to maintain eligibility.



- Pregnancy and Newborn
- Child Medicaid (aging out / turning 19 during PHE)
- Bridge Plan Eligible
- American Indian / Alaska Native members (sequencing decision made by Tribes)



## Spread throughout the renewal process

Groups that may need more support, either to keep OHP or move to other coverage.



## Extended timeline

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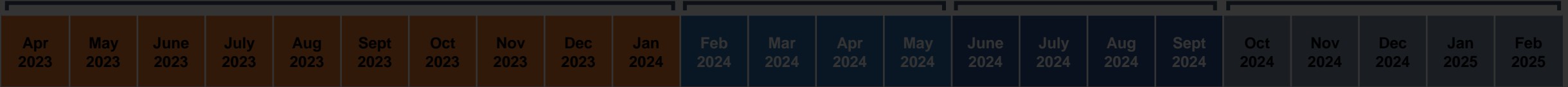
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**Phase 2**  
Back-load | Sept - Jan

**Phase 3**  
Spread Throughout

**Phase 4**  
June - Sept

## Front-loaded renewals

Groups likely to remain eligible and need fewer interventions and verifications to maintain eligibility.



## Back-loaded renewals

Groups that we want to provide maximum protections after the Public Health Emergency ends and people likely eligible for OHP Bridge



- OHP Plus and Long-Term Care Services 1
- OHP Plus and Long-Term Care Services 2
- Medicare Savings Program
- Presumptive Disability Population
- Houseless (except no redeterminations in January)
- Supplemental Nutrition Assistance Program Recipients
- Non-English Language Speakers
- Others

## Extended timeline

Individuals whose previous due date changed or whose benefits were restored until the system and notices could be updated.



## Practical considerations

- Months with fewer renewals (September, October, November, December, January)
- Marketplace enrollment

September, December, January)

# Phased Renewals by Population



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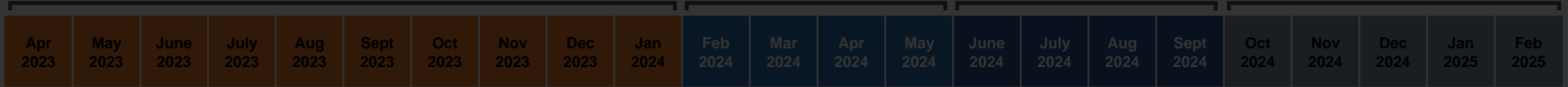
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## Front-loaded renewals

Groups likely to remain eligible and need fewer interventions and verifications to maintain eligibility.



## Back-loaded renewals

Groups that we want to provide maximum protections after the Public Health Emergency ends *and* people likely eligible for OHP Bridge.



## Spread throughout the renewal process

Groups that may need more support, either to keep OHP or move to other coverage.



- OSIPM provides OHP coverage to people who are legally blind, have a disability, and/or are 65 or older with limited income and financial resources.
- People whose benefits were restored and renewals rescheduled as part of a federal request to review automated renewal processes.
- As well as other household members of people in the above groups

\*Note: Some of these individuals were discontinued earlier in the redetermination process and were reinstated so they can be evaluated after changes are made based on updated guidelines from CMS and the Department of Justice.



## Practical considerations

- Months with fewer staff, agency, and community resources (November)
- Marketplace enrollment