



To: Rep. Mitch Greenlick and members of the House Health Committee

Date: February 27, 2017

Re: Improve Oregon Health Plan access and enrollment. Support for HB 2838!

In light of a period of dramatic growth and change in Medicaid, it is understandable that the system for enrollment has experienced growing pains. For Oregonians who are trying to enroll in Medicaid their challenges have included:

- Four different enrollment processes between 2012 and 2016.
- Periodic long delays on the OHP phone line.
- Long delays between submitting applications and eligibility determination.
- Assignments to a plan other than the one they had prior to re-enrollment.
- Systems that work much less well if members have a language barrier, cognitive barriers, housing insecurity or limited abilities to access/navigate the Internet.
- Disruption in care.
- Disruption in the ability to refill necessary pharmaceuticals.

We recognize that the Oregon Health Authority has been under constant change and stress. The shortcomings in the enrollment and eligibility process are likely a byproduct of these pressures. To relieve some of that pressure we have introduced legislation which would better coordinate Oregon Health Plan enrollment assistance between the OHA and all community resources including CCOs, local government, non-profits and community health workers.

Specifically HB 2838 would:

- **Improve the ratio of application assisters per medical assistance recipient**
- **Allow CCOs to provide grant funding to entities that place application assisters into the community**
- **Allow CCOs to help their members re-enroll in the Oregon Health Plan(in areas served by a single CCO)**