



February 27, 2017

Health Share of Oregon Comments on HB 2838

Members of the House Committee on Health Care:

Health Share of Oregon is the state's largest Medicaid coordinated care organization (CCO), serving more than 205,000 Oregon Health Plan (OHP) members in Clackamas, Multnomah, and Washington Counties. Our organization was founded and continues to be governed by eleven familiar health care organizations serving OHP members. Ensuring access to high quality coordinated health care services for all Oregonians eligible for the OHP is a priority for Health Share.

Oregonians attempting to enroll or renew enrollment in the OHP have experienced numerous avoidable challenges the last few years. Their challenges have included:

- Four different enrollment processes between 2012 and 2016
- Persistent long delays on the OHP phone line
- Long delays between submitting applications and eligibility determination
- Assignments to a CCO other than the one they had prior to re-enrollment when they did not desire a change
- Systems that are more challenging for members who have a language barrier, cognitive barriers, housing insecurity or limited abilities to access or navigate the Internet
- Disruptions in care
- Disruptions in the ability to refill necessary pharmaceuticals

HB 2838 would take steps to ameliorate some of these challenges.

Although the provision that would allow CCOs in areas where there is only one CCO to help members re-enroll would not be available to Health Share members because there is more than one CCO in our service area, we support that provision because it could ease the burden of OHA staff to assist those members with more complex enrollment processes, such as those in areas with a choice of CCO.

Thank you for your consideration of this legislation, which would help Oregonians across the state obtain timely access to health coverage and health care. We hope you will join Health Share in support of HB 2838.

Respectfully submitted by Janet L. Meyer, Chief Executive Officer

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