



CareOregon®

To: Sen. Monnes-Anderson and members of the House Health Committee

Date: May 30, 2017

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

HB 2838 provides improvements in the enrollment process for low income and disabled Oregonians. These are the specific provisions:

- **Application Assisters:** Requires OHA to maintain approximately the same level of application assister grants funded in the 2015-2017 budget of 1-1000. And allows CCOs to send additional grant funds to the OHA as 'community benefit' support to organizations that can meet the needs of the low-income population without showing bias towards any specific CCO.
- **CCO Customer Service Enrollment Support:** Requires that OHA permit CCOs to provide enrollment assistance as part of customer service to the maximum extent allowed under federal law, but only in areas where there isn't competition between CCOs.
- **Data Integrity:** Requires OHA to provide CCOs with e-mail addresses. Also requires OHA to train CCOs on how to update the OHA data base when they have more current member contact information.
- **Advisory Committee:** Requires that OHA have an advisory committee that can help OHA connect with hard to reach low income people and coordinate process improvements in the enrollment and eligibility process.

This list of improvements is the byproduct of over two years of discussions with the OHA on what role CCOs can play in improving outreach, enrollment and eligibility determination without adding additional cost to the state budget. CCOs are ready and eager to do their part in assisting both our members and the state of Oregon in improving the member experience.