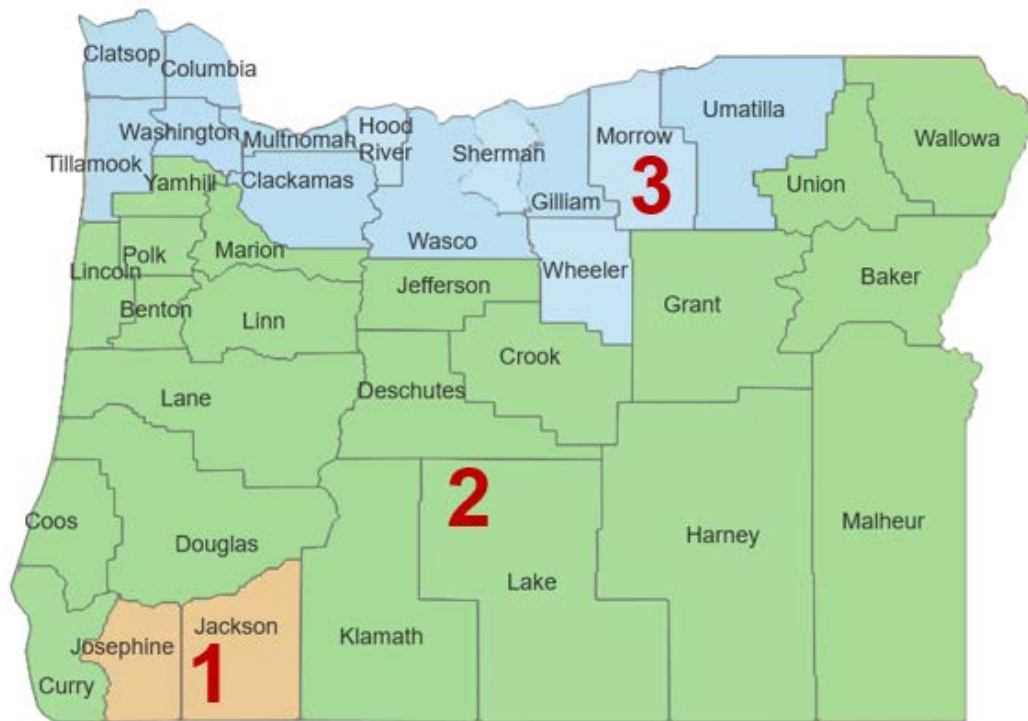


## Oregon<sup>one</sup>eligibility

- To make sure Oregon families get the economic assistance and human service benefits for which they are eligible, the state of Oregon is upgrading our current Medicaid eligibility system, called OregONEligibility, or ONE.
- This upgrade is the first major step to help us achieve a “no wrong door, person-centered” approach to customer service. This change enables Oregonians to apply for multiple programs with just *one* application and in the way that is most convenient for them.
- A single application for medical benefits, food assistance, child care and cash assistance can be filled out online at [one.oregon.gov](https://one.oregon.gov), on the phone at (800) 699-9075 or face-to-face at a local office.
- Almost one third of all Oregonians — that’s more than 1.6 million people a month — will directly benefit from the improvements we are making to both our technology systems and our business processes.
- In addition to applying for benefits online at [one.oregon.gov](https://one.oregon.gov), state residents will have more convenient, self-service options to manage their cases, including the ability to go online 24 hours a day, seven days a week, to check their benefit status, review case history, report changes and view important notices.
- The upgraded ONE system has new tools and technology to strengthen program integrity and improve the accuracy of eligibility determinations and payments. That helps ensure that Oregonians receive *all* the benefits for which they are eligible.
- We want to make sure that the programs remain strong for those who are eligible to receive them.
- We are taking a deliberate, phased-in approach to implementing the upgraded ONE system, beginning with a pilot in Jackson and Josephine counties in April 2020. Counties in the middle part of the state will begin using ONE in August 2020 and the Portland-metro area and most counties along the Columbia River will go live with ONE in October 2020.



1 – Apr 2020

2 – Aug 2020

3 – Oct 2020

- When the new ONE system launches, it will have been thoroughly tested and our workers will have been thoroughly trained. Still, we know that some Oregonians will experience longer wait times as our workers gain proficiency with ONE and their new workflows. Some people may find it takes longer to process their cases the first time in ONE. You can be sure that we will have support teams in place to respond as quickly as possible to any issues that develop as we roll out this important transformative project for Oregon.
- We are excited about the new tools that will help us verify eligibility, including electronic interfaces with state and federal databases, but understand that some people may see their benefit amounts change.
- Please reach out with any questions or concerns you may have.

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