

# OregonOneEligibility

## ONE Upgrade *July 6, 2020*

ONE upgrade for all Medical Processing Centers

All medical programs migrate to the upgraded ONE system and are available to customers online or over the phone statewide

## ONE Customer Service Center Pilot *July 6, 2020*

Corvallis Medical Processing Center and team from Salem Medical Processing Center

Create ONE Customer Service Center. Pilot team will process financial eligibility for cash, childcare, food and medical benefits for selected applications

## Local Office Pilot *August 3, 2020*

Grants Pass Self-Sufficiency Programs (SSP) and Aging and People with Disabilities (APD) Office

Pilot employees will process financial eligibility for cash, childcare, food and medical benefits

## Applicant Portal Go Live *September 21, 2020*

ZIP codes in Districts 6 and 8 and 200 additional Eligibility Workers join the ONE Customer Service Center

The new Applicant Portal goes live in certain areas. Oregonians in those areas can apply for cash, childcare, food and medical benefits online or over the phone

Additional ONE Customer Service Center staff begin processing all programs in the integrated ONE system

Local offices continue to process paper applications

## Wave 1 21 Counties *November 2020*

21 counties with APD and SSP offices, plus select AAA offices (NWSDS, LCOG and OCWCOG)

Oregonians in Wave 1 can apply online, by phone or in person for cash, childcare, food and medical benefits online, by phone or in person

Wave 1 counties and selected AAAs use integrated ONE to process financial eligibility for cash, childcare, food and medical benefits

## Wave 2 15 Counties *February 2021*

15 counties in Wave 2 including the Portland metro area, Multnomah County AAA

Oregonians in Wave 2 can apply online, by phone or in person for cash, childcare, food and medical benefits online, by phone or in person.

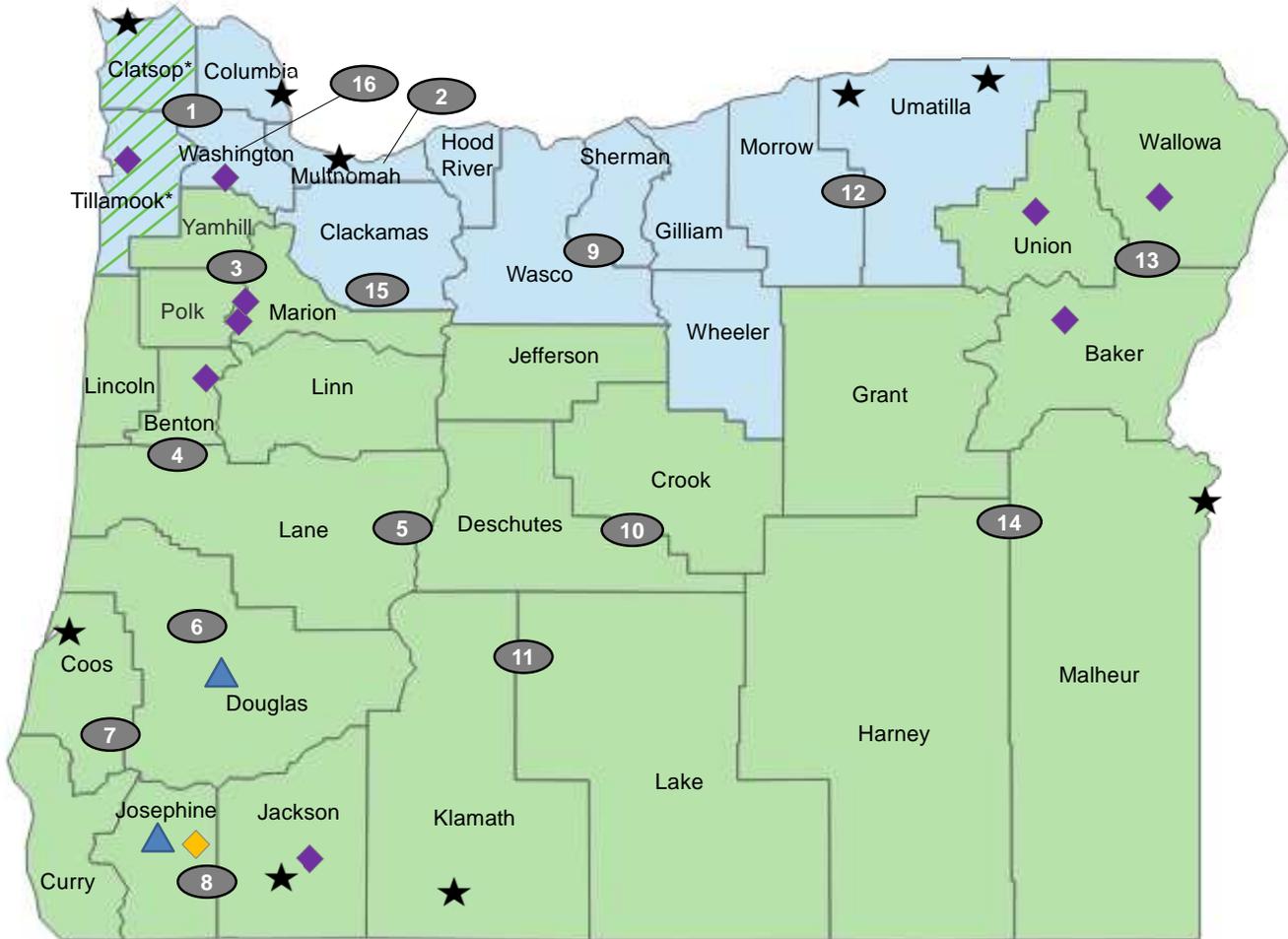
Wave 2 counties and Multnomah County AAA will use integrated ONE to process financial eligibility for cash, childcare, food and medical benefits

WHO

WHAT

## ONE System Phased Rollout Plan

The ONE system is being rolled out across the State in phases. It started with a Virtual Eligibility Center (VEC) Pilot and ONE system upgrade in July, followed by a Store Front Office (SFO) Pilot in August. Applicant Portal (AP) is being made available for Oregonians in Districts 6 and 8 in September. Waves 1 and 2 will follow in November 2020 and February 2021, respectively.



\* Two AAA Offices in District 1 will go live with Wave 1 to preserve the local AAA service area

◆ Oregon Health Plan (OHP) Processing Centers

★ Self-Sufficiency Program (SSP) Processing Centers

Pilot & ONE Upgrade			Wave 1 November 2020	Wave 2 February 2021
◆ <b>VEC Pilot &amp; ONE Upgrade</b> July 6, 2020	◆ <b>SFO Pilot</b> August 3, 2020	▲ <b>Applicant Portal (AP) Go-Live</b> September 21, 2020		
<ul style="list-style-type: none"> <li>• <b>VEC Pilot:</b> Corvallis Medical Processing Center, Team 5 Star from 5503 office</li> <li>• <b>ONE Upgrade:</b> All Medical Processing Centers</li> </ul>	<ul style="list-style-type: none"> <li>• Grants Pass SSP and APD offices</li> </ul>	<ul style="list-style-type: none"> <li>• Customers from zip codes in Districts 6 and 8 can start applying through AP for all programs</li> <li>• 200 additional eligibility staff from across the state will start processing in the ONE system</li> </ul>	<ul style="list-style-type: none"> <li>• SFOs in Districts: 3, 4, 5, 6, 7, 8, 10, 11, 13, 14</li> <li>• AAAs: NWSDS, OCWCOG, LCOG</li> </ul>	<ul style="list-style-type: none"> <li>• SFOs in Districts: 1, 2, 9, 12, 15, 16</li> <li>• AAA: Multnomah County</li> </ul>