

Healthier Oregon

Better care for more people

House Committee on Behavioral Health & Healthcare

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January 12, 2024

Oregon
Health
Authority



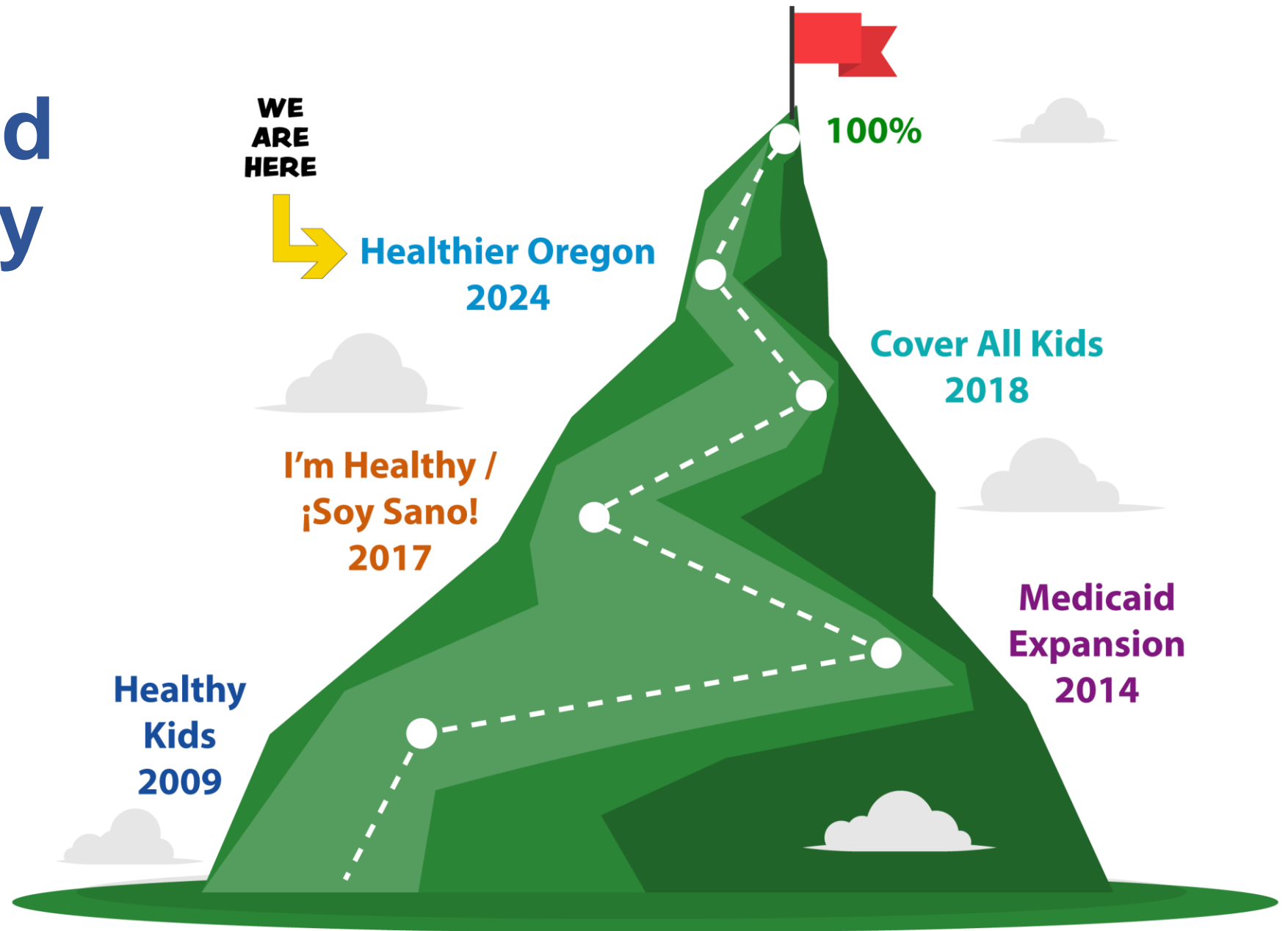
Agenda

1. Healthier Oregon Impact
2. Healthier Oregon Grantees
3. Communications and Outreach
4. Healthier Oregon Systems Improvements

Healthier Oregon: Better Care for More People



Healthier Oregon and Community Partner impact

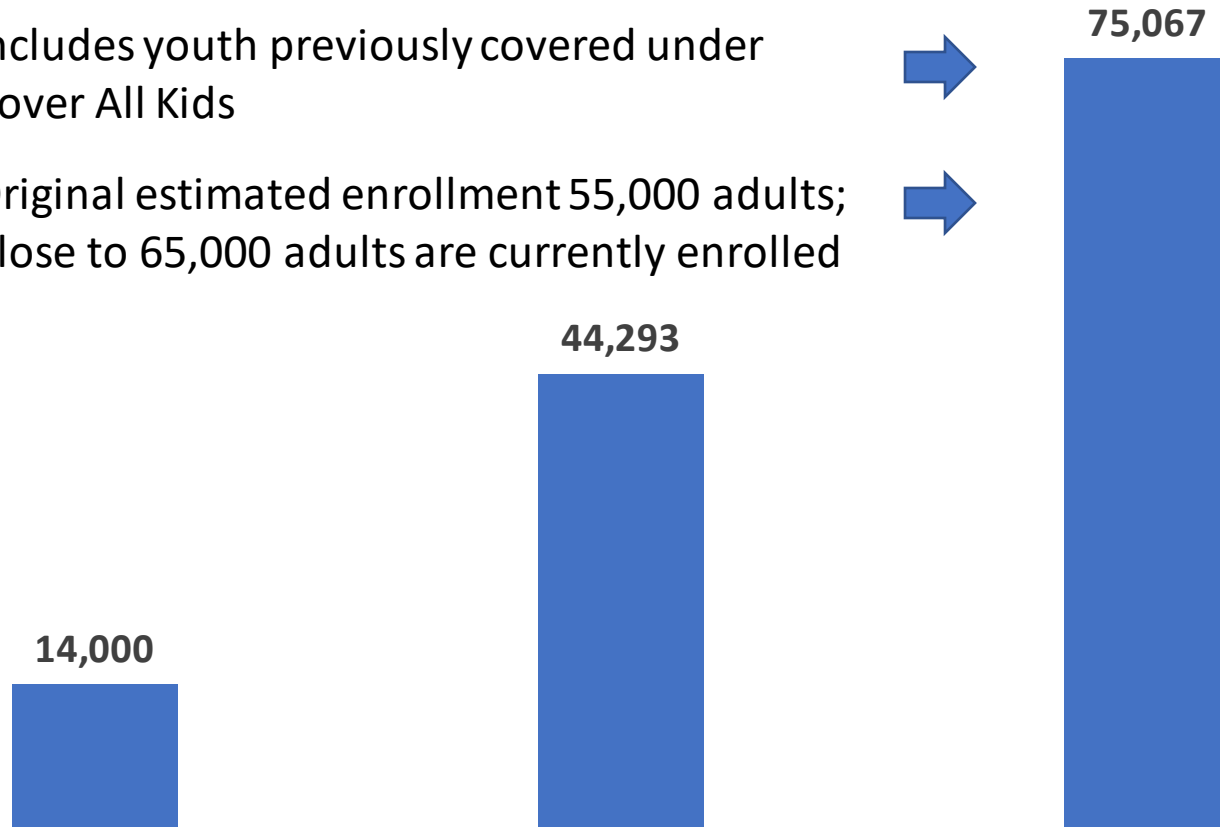


Healthier Oregon Impact: Enrollment

Healthier Oregon Program Enrollment

Includes youth previously covered under Cover All Kids

Original estimated enrollment 55,000 adults; Close to 65,000 adults are currently enrolled

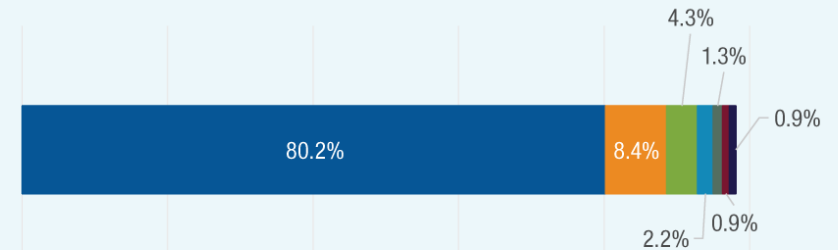


Healthier Oregon rollout July 2021

Healthier Oregon expansion July 2023

Jan 2024 enrollment

The majority of members identify as a race or ethnicity that falls under Hispanic or Latino/a/x/e



Number of people whose main race or ethnicity falls within each category

- Hispanic or Latino/a/x/e
- Asian
- White
- Black or African American
- Middle Eastern and/or North African
- Native Hawaiian and/or Pacific Islander
- Multiple/other

Healthier Oregon Impact: Members

69 unique languages spoken.

97% enrolled in a coordinated care organization.

76% associated with an OHP-certified Community Partner.

Healthier Oregon Grantee Partners

25 Healthier Oregon grantee organizations (2023-2025 biennium)

- Total funding: \$4.5M
- Grant awards range from \$50,000 to \$300,000



Technical Assistance provided to grantees

- Community Health Worker training provided to Community Partner and Healthier Oregon grantees free of cost as part of technical assistance.
- Optional Ambassadors Program for Healthier Oregon grantees. (Available to any Healthier Oregon Grantees who have not yet participated)

Healthier Oregon and Community Partner impact: lessons learned from Cover All Kids

Enrollment

≠

**Equitable
Access to Care**

- Community Partner success in Cover All Kids enrollment did not lead to equitable access to OHP covered services.
- Healthier Oregon program using health navigation grants through community partners to connect individuals enrolled to:
 - understand their new benefits and how to use their benefits,
 - connect with their CCO,
 - understand rights and benefits and
 - triage and escalate needs that need community, CCO or OHA attention.

Healthier Oregon Grantee Experience

Jose Mendoza, Community Health Worker



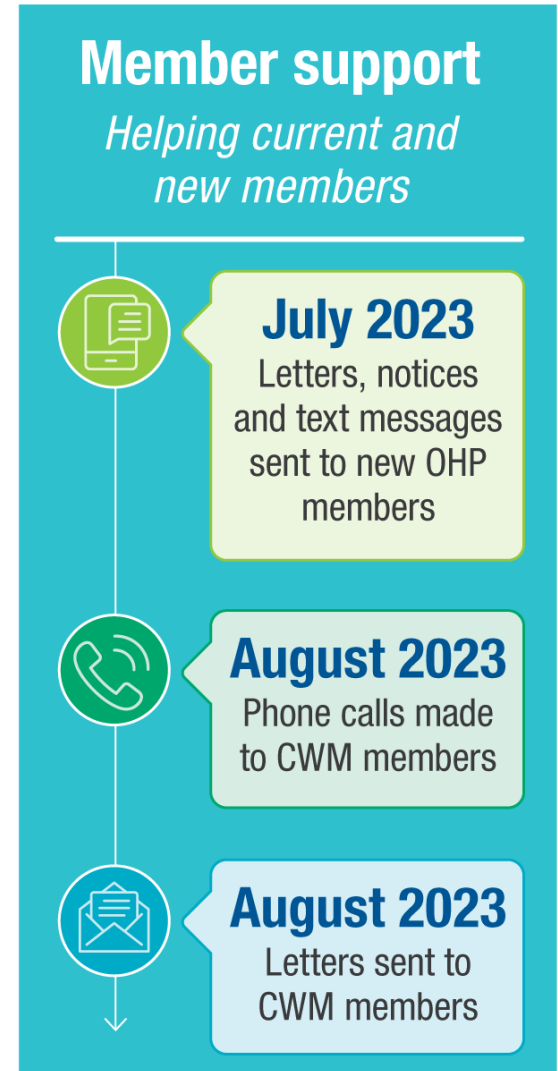
Healthier Oregon Grantee Experience

Holden Leung, CEO



Culturally and linguistically responsive communications and outreach

- [Outreach Toolkit](#).
- Updated [webpage](#) and [FAQ](#) documents.
- [TV](#), [radio](#), digital and [social ads](#).
- Phone calls made to members who are not connected with an OHP-Certified Community Partner.
- [Letters](#) to CWM members who moved to full OHP.
- Welcome center: helps people newly arriving in Oregon connect with health coverage & other resources.
- Partnership with Mexican Consulate: Spanish TV, Radio and Facebook [ads](#).
- OSU program evaluation and [report](#).



EVALUATION SUMMARY

OCTOBER 2023

98% ($\pm 1.4\%$) of members surveyed are very or somewhat satisfied with their **OHP coverage**.

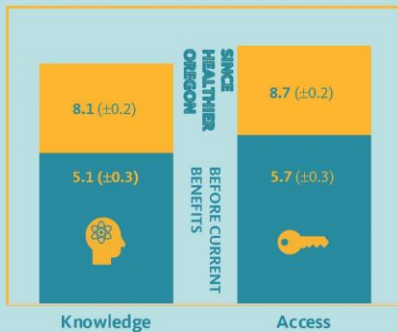
95% ($\pm 2.3\%$) of those surveyed are very or somewhat satisfied with **navigation services** provided.

Some **common barriers** experienced by members in enrolling in OHP were:

- Language Barriers
- Appointment Availability
- Transportation

Despite these barriers, survey participants rated their current **knowledge of how to use** the health care system, and their **access to health care**, as higher since receiving benefits.

On average, on a scale from 1 to 10, survey participants rated their . . .



74%

($\pm 4.5\%$) of survey participants said that a **navigator or assister helped them** to use their benefits. **69%** ($\pm 4.8\%$) learned a great deal or quite a bit from their navigator.



Members reported using **more health care services** since receiving OHP coverage through Healthier Oregon than in the previous year.

from **2.2 to 4.0**
services on average



Of members surveyed now have a place to go when they need medical care, up from 62%.

"Despite all of the struggles that we've had, it's been so great to work with people that didn't have these benefits."
-Navigator

Community partners used diverse communication tools, advocacy, partnerships, shared language, and teamwork to create and maintain trusting relationships.

Community partners appreciated the training, resources, and regional outreach coordinators provided by OHA.

Systems Improvements



System Improvement Opportunities

- Healthier Oregon grantees triage and escalate needs that need community, CCO or OHA attention.
- Essential partnership with CCOs
 - CCO Healthier Oregon Office hours
 - Community Partner Connects
- Opportunity for OHA and CCOs to make OHA's health equity [definition](#) operational
- Opportunity for OHA to work closely with CCOs for critical equity-centered care coordination & systems improvement.

Oregon will have established a health system that creates health equity when all people can reach their full health potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, age, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially determined circumstances.



ARIGATÔ

RAHMET

MOTASHAKKERAM

MAHALO

SUKRIYA

TAK

MERCI

TACK

BARKA

DANKE

THANK YOU

NAJIS TUKE

OBRIGADO

MANANA

СПАСИБО

谢谢

HVALA

TODA

GRACIAS

THANK YOU

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