

# Oregon<sup>one</sup>eligibility



## OREGON HEALTH PLAN (OHP) ACCOUNT SET UP GUIDE

# ABOUT THE OREGON ELIGIBILITY (ONE) WEBSITE

The Oregon Eligibility (ONE) website is your one-stop shop to apply for the Oregon Health Plan (OHP). You can also use ONE to renew your OHP coverage and report household changes.

ONE is available 24 hours a day, seven days a week.

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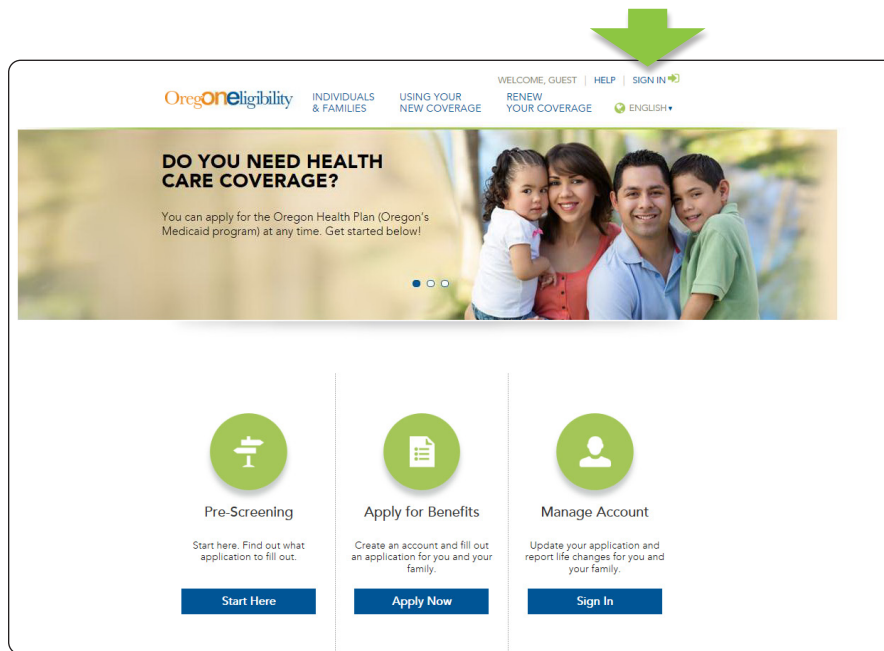
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# HOW TO SET UP YOUR ONE ACCOUNT

## Create your ONE Applicant Portal account

Go to <https://one.oregon.gov>.

- ▶ Click “**Sign In**”.
- ▶ Click the “**Create Account**” button.

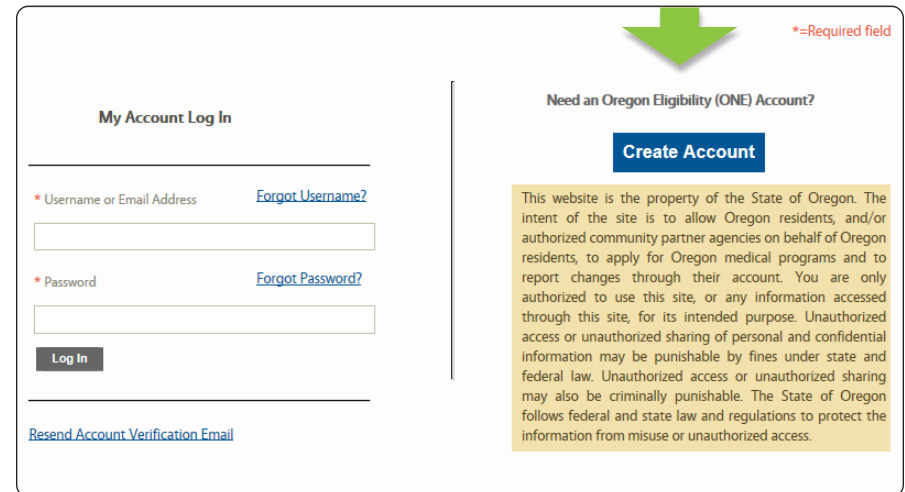


OregonEligibility INDIVIDUALS & FAMILIES USING YOUR NEW COVERAGE RENEW YOUR COVERAGE WELCOME, GUEST | HELP | SIGN IN \* ENGLISH

### DO YOU NEED HEALTH CARE COVERAGE?

You can apply for the Oregon Health Plan (Oregon's Medicaid program) at any time. Get started below!

- Pre-Screening**  
Start here. Find out what application to fill out.  
[Start Here](#)
- Apply for Benefits**  
Create an account and fill out an application for you and your family.  
[Apply Now](#)
- Manage Account**  
Update your application and report life changes for you and your family.  
[Sign In](#)



My Account Log In

\* Username or Email Address [Forgot Username?](#)

\* Password [Forgot Password?](#)

[Log In](#)

[Resend Account Verification Email](#)

Need an Oregon Eligibility (ONE) Account?

[Create Account](#)

This website is the property of the State of Oregon. The intent of the site is to allow Oregon residents, and/or authorized community partner agencies on behalf of Oregon residents, to apply for Oregon medical programs and to report changes through their account. You are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or unauthorized sharing of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access or unauthorized sharing may also be criminally punishable. The State of Oregon follows federal and state law and regulations to protect the information from misuse or unauthorized access.

## Setting up your account

- ▶ Enter all information marked with an asterisk (\*).

**Note:** Your password must be at least **eight characters**. You need to include at least **one of each of the following**:

- ▶ A number
- ▶ An upper-case letter, and
- ▶ A special character.
- ▶ Password cannot be one used previously.

- Your security answers should be answers you can remember or keep somewhere safe. Take a picture or write them down before you click “**Submit**.”

- ▶ Click “**Submit**”.

**Setting Up Your Account** \* = Required field

Please fill out the information below and click Submit when finished.


* First Name	<input type="text"/>
Middle Initial	<input type="text"/>
* Last Name	<input type="text"/>
* Email address	<input type="text"/> ?
* User name	<input type="text"/> ?
* Password	<input type="text"/> ?
* Verify Password	<input type="text"/> ?

You will need to enter your answers **exactly** as you entered them on this screen to get to Step 2 of creating your account.

**Security Questions**

Please answer the three security questions below. If you ever need to recover your password, we will ask you these questions. Choose a question that only you know the answer to. Then in the box below, fill in your answer. Answers must be at least four characters long.

* Security Question 1:	<input type="text" value="--Select--"/>
* Answer to Security Question 1:	<input type="text"/>
* Security Question 2:	<input type="text" value="--Select--"/>
* Answer to Security Question 2:	<input type="text"/>
* Security Question 3:	<input type="text" value="--Select--"/>
* Answer to Security Question 3:	<input type="text"/>



## Account verification email

After you click “**Submit**,” the following message will appear.

**Check your email** at the email address you used to register.

Look for one from [no-reply.forms@dhsoha.state.or.us](mailto:no-reply.forms@dhsoha.state.or.us). It will contain a link.

- ▶ **Click on the link in that email** (the link will expire in 72 hours).

To finish setting up your account, check your email. We will send you an email with a confirmation link. Click the link to verify your account. This link will expire in 72 hours.

Setting Up Your Account \*Required field

Please fill out the information below and click Submit when finished.

## Validate your account

The link will take you to a page that gives you the same security questions you answered during setup.

- ▶ Answer the security questions exactly as you originally entered them.
  - Then click “**Submit**.”

**Note:** Fields are case sensitive. You get five tries to answer all three questions. After five tries, your account will be locked. You will then see the following message:

“Your account is now locked. Please contact Customer Support at 1-800-699-9075, Monday-Friday, 7 a.m. to 6 p.m.”

Validate New Account \*Required field

To verify your identity, please answer the following security questions.

Question 1: What was your first job ?

\* Answer:

Question 2: What city were you born in ?

\* Answer :

Question 3: What state were you born in ?

\* Answer:

**Submit**



## Validate your account (continued)


When you enter all security answers correctly, the following screen appears.

- ▶ Click the “**Step 2**” link to finish setting up your account.

Step 1 complete!

You have completed Step 1 of creating your account.

Click "**Step 2**" to continue.



## Log in with your username and password

When you click “**Step 2**,” you will return to the login screen.

- ▶ **Enter your username and password exactly as you entered them in Step 1.**

### My Account Log In

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\* Username or Email Address [Forgot Username?](#)

\* Password [Forgot Password?](#)

**Log In**

---

[Resend Account Verification Email](#)

\*=Required field

Need an Oregon Eligibility (ONE) Account?

**Create Account**

This website is the property of the State of Oregon. The intent of the site is to allow Oregon residents, and/or authorized community partner agencies on behalf of Oregon residents, to apply for Oregon medical programs and to report changes through their account. You are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or unauthorized sharing of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access or unauthorized sharing may also be criminally punishable. The State of Oregon follows federal and state law and regulations to protect the information from misuse or unauthorized access.

## Accept terms of use


Once you **log in**, you will get a “WARNING” message.

- ▶ Click the “**Accept**” button if you read the message and accept the terms of use.
- ▶ You will be taken to verify your identity after you click “**Accept**”.

**WARNING**

This website is the property of the State of Oregon. The intent of the site is to allow Oregon residents, and authorized community partner agencies on behalf of Oregon residents, to apply for Oregon medical programs and to report changes through their account. You are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access to this site or unauthorized sharing of personal and confidential information obtained from this site is punishable as a crime and subject to civil monetary fines under state and federal law. The State of Oregon follows federal and state law and regulations to protect the information from misuse or unauthorized access and will pursue violations to the fullest extent possible under the law. By clicking on “Accept,” you are acknowledging that you have read this disclosure and you agree to comply with the terms for the use of this website.

**Reject** **Accept**



## Verify your identity

We need to verify your identity to make sure we create accounts only for people who want one. We will ask about things that only you should know.

**Experian** is a company that helps OHP with identity proofing. They can help verify your identity if you cannot do this online.

### User Verification \*Required field

We must verify your identity information by using public records and consumer credit information. Your information may also be verified by using information contained in your State of Oregon records. Please fill the form below using your Legal Name. Fields with asterisks are required. Click Next when finished.

* Legal First Name	<input type="text" value="Bob"/>
Middle Initial	<input type="text"/>
* Legal Last Name	<input type="text" value="Costa"/>
Name Suffix	<input type="text" value="--Select--"/>
* Gender	<input type="text" value="--Select--"/>
* Birthdate	<input type="text"/>
Social Security Number	<input type="text"/>
* Email	<input type="text" value="bobcosta@mailinator.com"/>
* Street Address	<input type="text"/>
* City	<input type="text"/>
* State	<input type="text" value="--Select--"/>
* Postal Code	<input type="text"/>
Postal Extension Code	<input type="text"/>
Phone Number	<input type="text"/>


## User verification information

- ▶ Enter all fields marked by an **asterisk (\*)**. Also include the following if you have them:
  - **Your ZIP+4 Code® – the four numbers after your ZIP Code™**
  - **Social Security Number (if applicable)**
  - **Phone Number**

**Note:** You can get your ZIP Code™ and ZIP+4 Code®, by entering your address at the USPS Look Up a ZIP Code™ web page.

- ▶ At the bottom of the page, enter the letters or numbers listed in the photo and then click **“Next”**.

\* Enter the text from image



Type the text

[Privacy & Terms](#)

## User verification questions

- ▶ Answer all questions provided, then click “**Next**.”

User Verification \*Required field

\* 1 . What is the make of your car?

Benz

Nissan

Porsche

Signature

Scoda

\* 2 . What is the year of your vehicle?

1989

1990

1991

1992

1993

\* 3 . What is the name of the city you previously lived in?

Mumbai

Hyderabad

Chennai

Delhi

Gurgaon

\* 4 . What is the recent hospital you visited?

Partha


Apollo

Safe

Lotus

Rainbow

**Next ▶**



## Finish account setup


If your user verification answers are complete (whether you answered them online or by calling Experian) you will see a “Success!” message.

- ▶ Click the “**Next**” button to finish.

Success!

Your Identity has been verified successfully.

**Next ▶**



We have mailed you a One Time Password (OTP) on your registered email address. Please enter the OTP you have received in your email to continue.



Authentication Access Code \*Required field

Access Code Information

We use this extra security step to protect your information.

We sent you an access code to the email address below. Your access code is valid for 10 minutes. If you need to generate a new code, click the “Resend Access Code” button. If you need to change your email, please contact your system administrator by Community Partner . After entering your Access Code, click Next.

**Next ▶**



# WHAT HAPPENS NEXT?

## New applicants with no OHP benefits

Those who are new to OHP or have not had OHP benefits within the past year will go straight to the application screen after clicking “**Next.**” Read the **ONE application guide** to learn more about completing the application.

Future visits will take you to the Account Dashboard.

## Current OHP members

After you click “**Next**”, you should connect with your Account Dashboard. However, if you did not give enough information before OHP may not be able to find your record now. Therefore, you will need to “**Start an Application**”. Once there is enough information you should be able to link to your current Account Dashboard.

## Your password will expire in 120 days

If you return to use your account four or more months after you set it up, you will need to reset your password. To do this, click the “**Forgot Password?**” link on the login screen. The new password must be different from the one you previously used for this site.

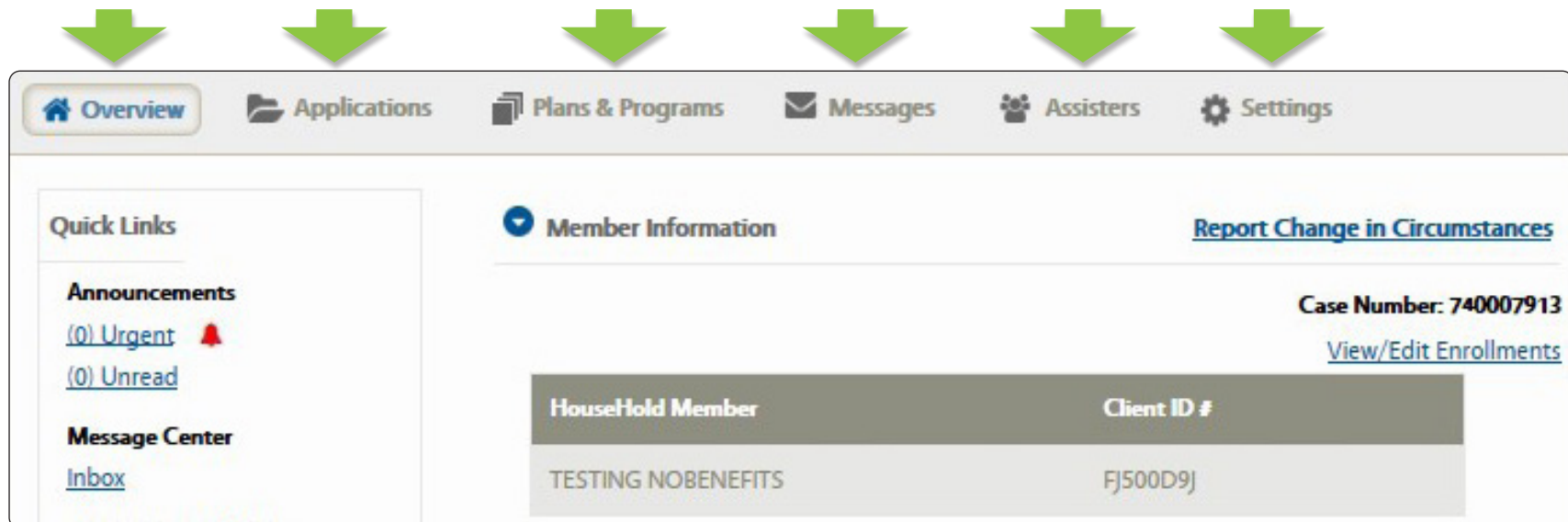
The screenshot shows the Oregon Eligibility application interface. At the top, there is a navigation bar with the Oregon Eligibility logo, a 'MY ACCOUNT DASHBOARD' link, and a 'WELCOME, TESTING NOBENEFITS | HELP | SIGN OUT' message. Below this is a secondary navigation bar with links for 'USING YOUR NEW COVERAGE', 'RENEW YOUR COVERAGE', and 'ENGLISH'. A main navigation bar contains 'Overview', 'Applications', 'Plans & Programs', 'Messages', 'Assisters', and 'Settings'. The application progress bar shows three steps: '1 Enter and Confirm Application', '2 Review and Accept Eligibility', and '3 Select and Manage Plans'. The current step is 'Enter and Confirm Application', which is further divided into 'Start Your Application', 'Build Your Household', 'Tax Status and Relationships', 'Household Details', 'Household Income', 'Health Coverage Details', 'Review', 'Review and Accept Eligibility', and 'Select and Manage Plans'. The 'Start Your Application' section is active and contains the following content: 'Let's Get Started' with a red asterisk indicating a required field; a welcome message; a list of health coverage options (Oregon Health Plan and OHP for Children); instructions on pre-screening questions; a note about non-qualification leading to HealthCare.gov; a list of required materials for the household; local community partner information; a permission request for data access; and a 'Start' button highlighted with a green arrow. There is also an 'Exit' button.

# ACCOUNT DASHBOARD

This is the homepage for your ONE account. To learn more, see the ONE User Guide.

## Dashboard tabs

- ▶ **Overview:** Main dashboard screen
- ▶ **Applications:** Applications you have completed in ONE
- ▶ **Plans & Programs:** Your current OHP eligibility and coordinated care organization (CCO) choices
- ▶ **Messages:** Messages from OHP
- ▶ **Assisters:** Information about your local community partners and your authorized representative
- ▶ **Settings:** Update your contact information and how you prefer to get written communications about your OHP benefits here



The screenshot shows the ONE account dashboard interface. At the top, there is a navigation bar with six tabs: Overview, Applications, Plans & Programs, Messages, Assisters, and Settings. Green arrows point down to each of these tabs. Below the navigation bar, the dashboard is divided into two main sections. On the left is a 'Quick Links' sidebar with sections for 'Announcements' (showing 0 Urgent and 0 Unread) and 'Message Center' (with an 'Inbox' link). On the right is the 'Member Information' section, which includes a 'Report Change in Circumstances' link, a 'Case Number: 740007913', and a 'View/Edit Enrollments' link. Below this information is a table with two columns: 'HouseHold Member' and 'Client ID #'. The table contains one row with the values 'TESTING NOBENEFITS' and 'FJ500D9J'.

HouseHold Member	Client ID #
TESTING NOBENEFITS	FJ500D9J

## Quick links

- ▶ Announcements
- ▶ Message Center
- ▶ Notifications & Alerts
- ▶ Application
- ▶ Contact Information

## Member Information

ID numbers and benefit information for your household members

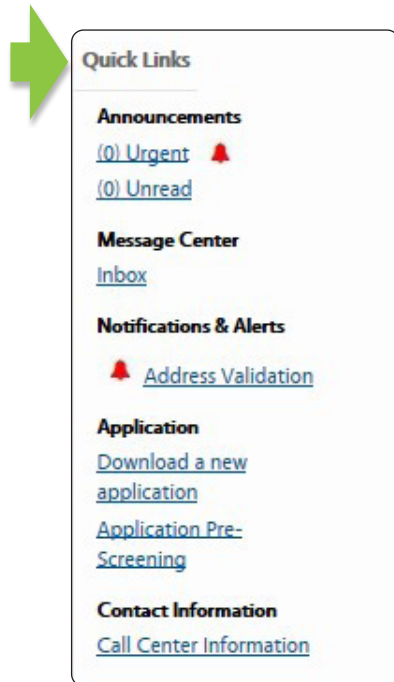
## Ongoing Applications

If you have an application you have not completed yet, it will display here.

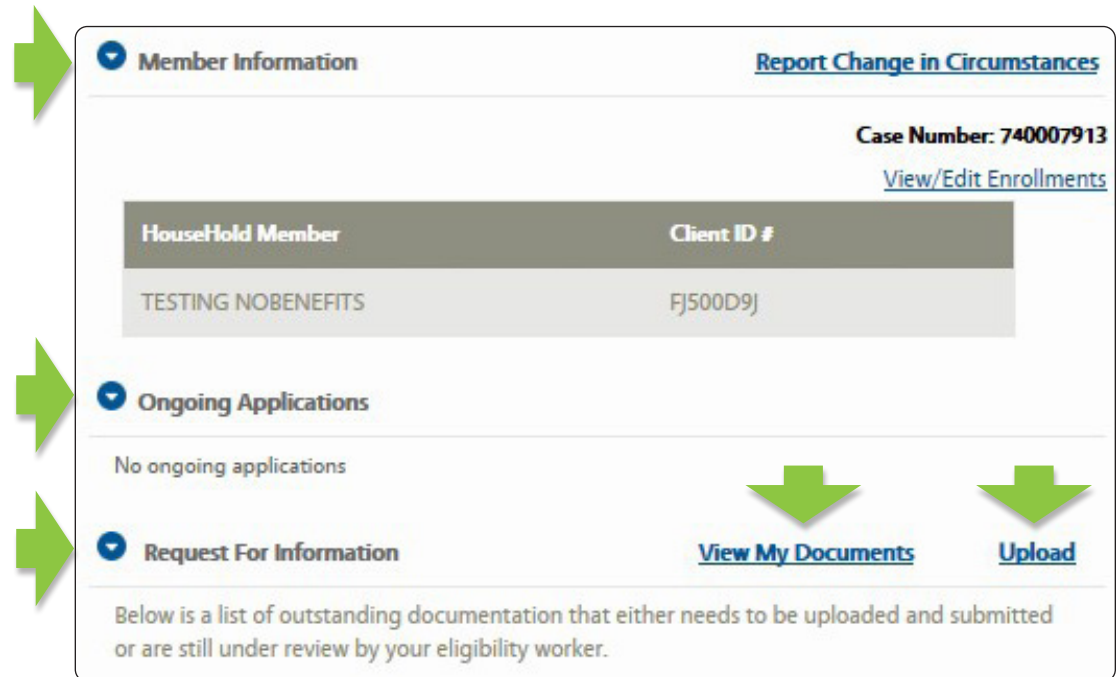
## Request For Information

List of documents you need to send to OHP for each household member

- ▶ **View My Documents:** Lists the documents you have already sent to OHP
- ▶ **Upload:** Allows you to send more documents to OHP



A screenshot of the 'Quick Links' menu. A green arrow points to the left side of the menu. The menu items are: Announcements (with sub-links for '(0) Urgent' and '(0) Unread'), Message Center (with sub-link for 'Inbox'), Notifications & Alerts (with sub-link for 'Address Validation'), Application (with sub-links for 'Download a new application' and 'Application Pre-Screening'), and Contact Information (with sub-link for 'Call Center Information').



A screenshot of the 'Member Information' page. A green arrow points to the left side of the page. The page has a header with 'Member Information' and a link for 'Report Change in Circumstances'. Below the header, it shows 'Case Number: 740007913' and a link for 'View/Edit Enrollments'. A table lists household members with columns for 'HouseHold Member' and 'Client ID #'. The table contains one entry: 'TESTING NOBENEFITS' with Client ID 'FJ500D9J'. Below the table, there are sections for 'Ongoing Applications' (showing 'No ongoing applications') and 'Request For Information'. Two green arrows point to the 'View My Documents' and 'Upload' links. At the bottom, there is a note: 'Below is a list of outstanding documentation that either needs to be uploaded and submitted or are still under review by your eligibility worker.'

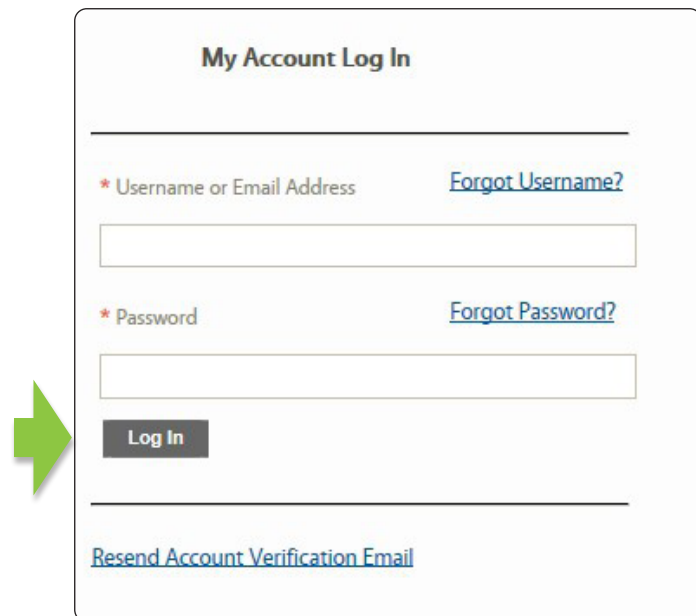
HouseHold Member	Client ID #
TESTING NOBENEFITS	FJ500D9J

# TROUBLESHOOTING

## Step 1 – Verifying your ONE account

If your account verification email expires, you can ask for a new one:

1. Go to <https://one.oregon.gov> and click “**Sign in**”.
2. At the sign-in screen, click on “**Resend Account Verification Email**” (shown below).



The screenshot shows the 'My Account Log In' page. It has two input fields: '\* Username or Email Address' and '\* Password'. Each field has a 'Forgot Username?' and 'Forgot Password?' link to its right. Below the password field is a 'Log In' button. At the bottom of the page is a link for 'Resend Account Verification Email'. A green arrow points to this link from the left.

## Step 2 – Verifying your identity

You give answers during user verification (also known as “identity proofing”).

- ▶ When you are done answering, you click “**Next**”.

If any answer you give is not correct, you will see the following message.



- ▶ Call Experian at 1-866-578-5409 and give them the reference number shown on the screen.
  - Call right way. This screen will time out after 10 minutes.
  - If the screentimes out, you will need to sign back into your account to start user verification over again.
- ▶ Click “**Next**” when you are done with the call.

**If Experian cannot verify your identify, call OHP Customer Service at 1-800-699-9075.**

## Identity proofing tips for success

The answers you give to prove your identity should match what Experian (or your credit report) has on file.

Be ready to give the right answers to questions about your personal and financial history. You will not be asked about all of these issues. However, having the following information will help:

- ▶ Current and past addresses of places you have lived
- ▶ Names of counties you have lived in, past and present
- ▶ Auto ownership – details of the auto, the license plate and any auto loans
- ▶ Names of current and past employers.
- ▶ Credit cards – name of lenders, year and month the account was opened
- ▶ Mortgages – name of the lenders, amount of mortgage and the term (the number of months or years) of the loan
- ▶ Loans, including the following:
  - Auto, student and home equity loans
  - Name of the lender
  - Amount
  - Term (the number of months or years)

If you have no credit history and have not applied for OHP before, be ready to provide proof of your identity, such as:

- ▶ State-issued driver license
- ▶ Government-issued identification card, such as
  - U.S. passport
  - Voter registration card
  - U.S. military card
- ▶ Student ID card
- ▶ Combination of any two of the below documents:
  - Social Security card
  - Marriage certification
  - Divorce decree
  - Employer identification card
  - High school diploma, high school equivalency diploma, or college diploma
  - Property deed or title

# OREGON HEALTH PLAN (OHP) ACCOUNT SET UP GUIDE

The Oregon Health Authority (OHA) follows state and federal civil rights laws. It does not discriminate on the basis of race, color, disability, national origin, religion, sex, sexual orientation, gender identity, marital status, or age.

You can get this document in other languages, large print, braille or a format you prefer. Contact Oregon Health Plan (OHP) Customer Service at 1-800-699-9075. We accept all relay calls or you can dial 711.