OregonEligibility

OREGON HEALTH PLAN (OHP)

ONE DASHBOARD GUIDE

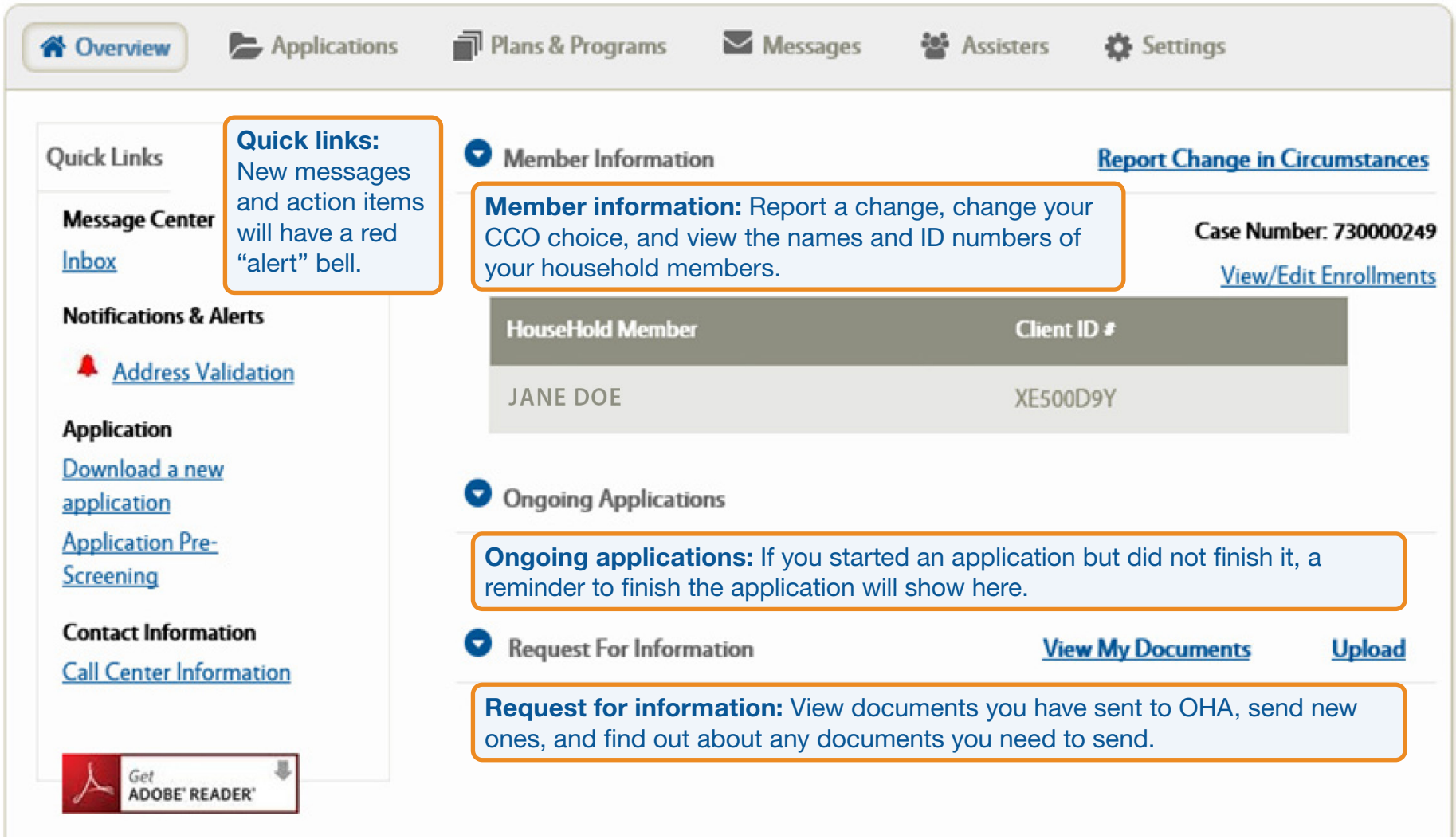
Oregon Health Authority

Oregon HEALTH PLAN

MY ACCOUNT DASHBOARD

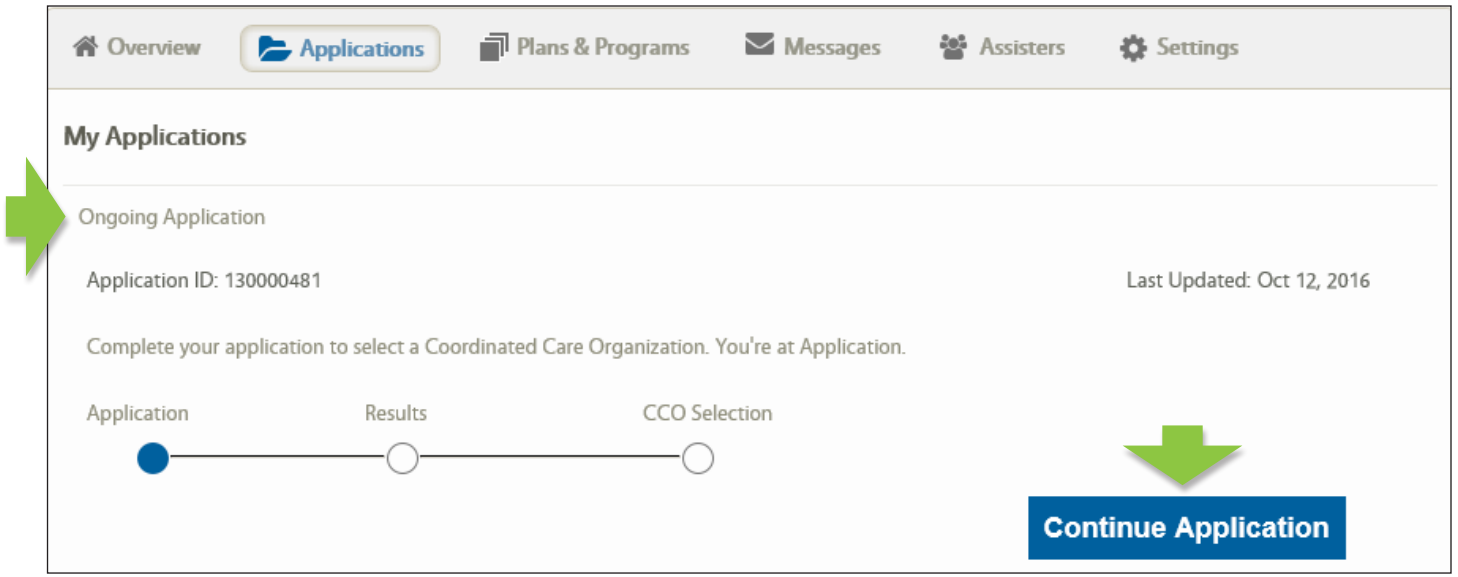
With the dashboard, you can know a lot of information about your OHP.

Overview gives a snapshot of your current OHP status. If you need to do something, an alert will show here.

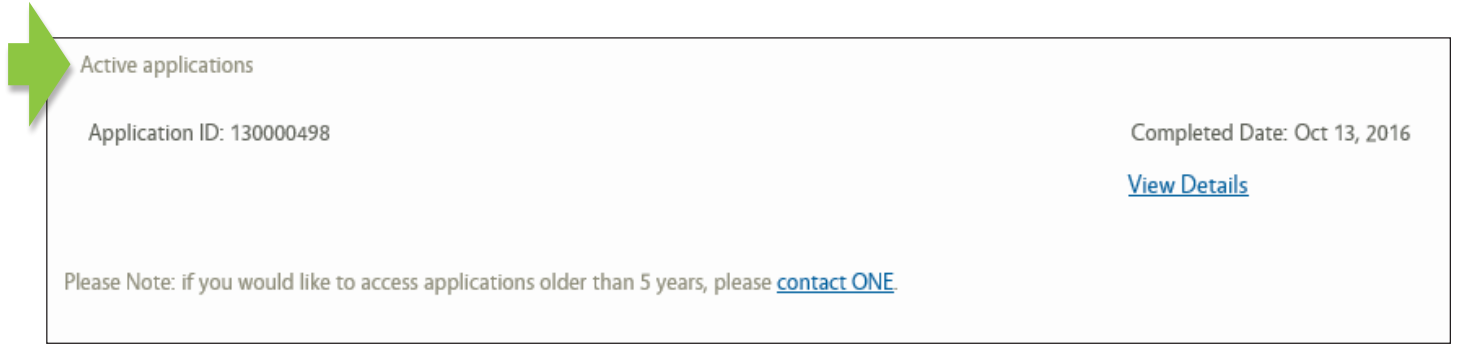


Applications displays all ongoing and past applications.

- **Ongoing** applications are ones you need to finish.
  - To finish an ongoing application, **click** the "**Continue Application**" button.

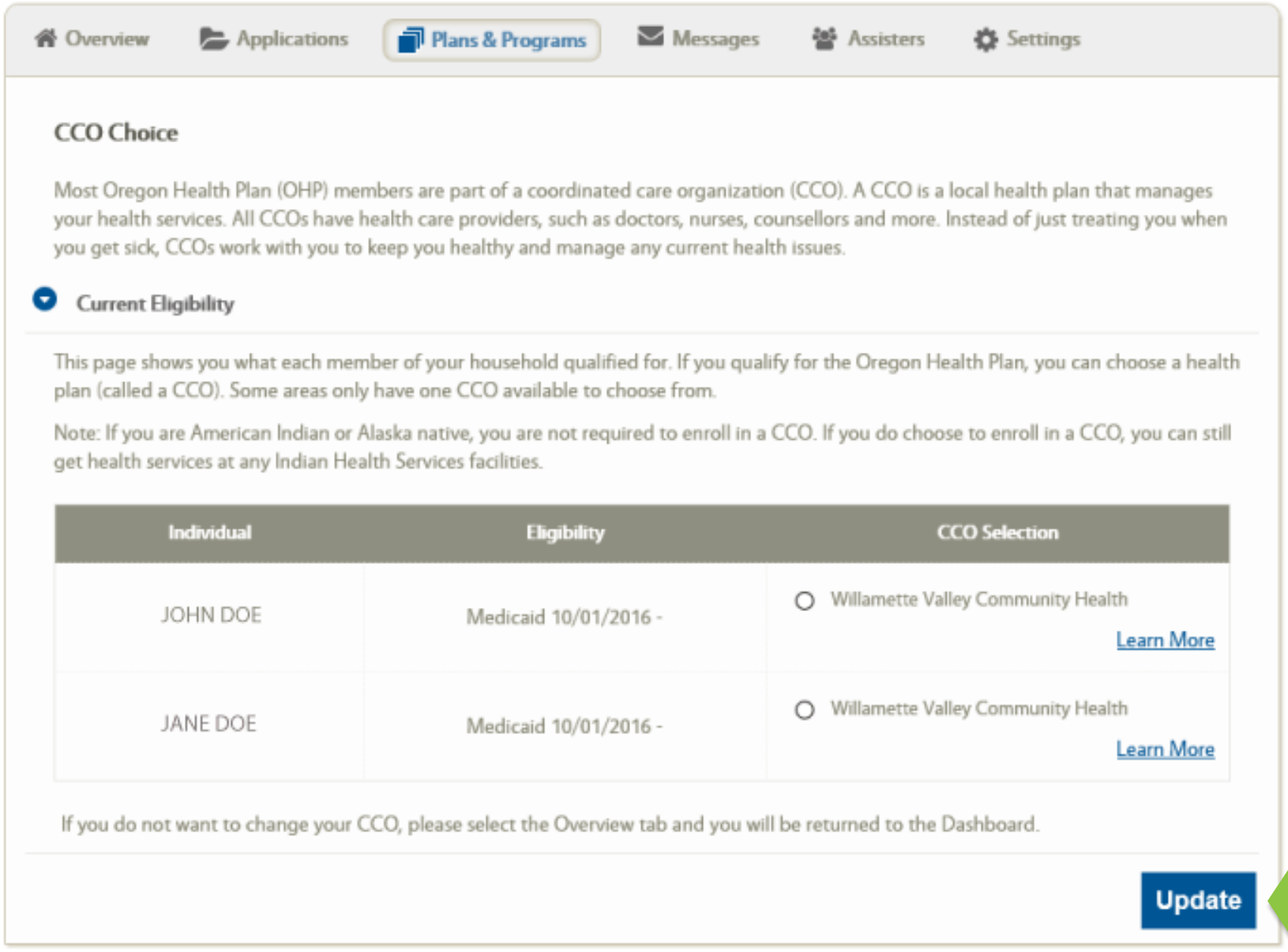


- **Active** applications are those you have completed. DHS|OHA needs to review them.

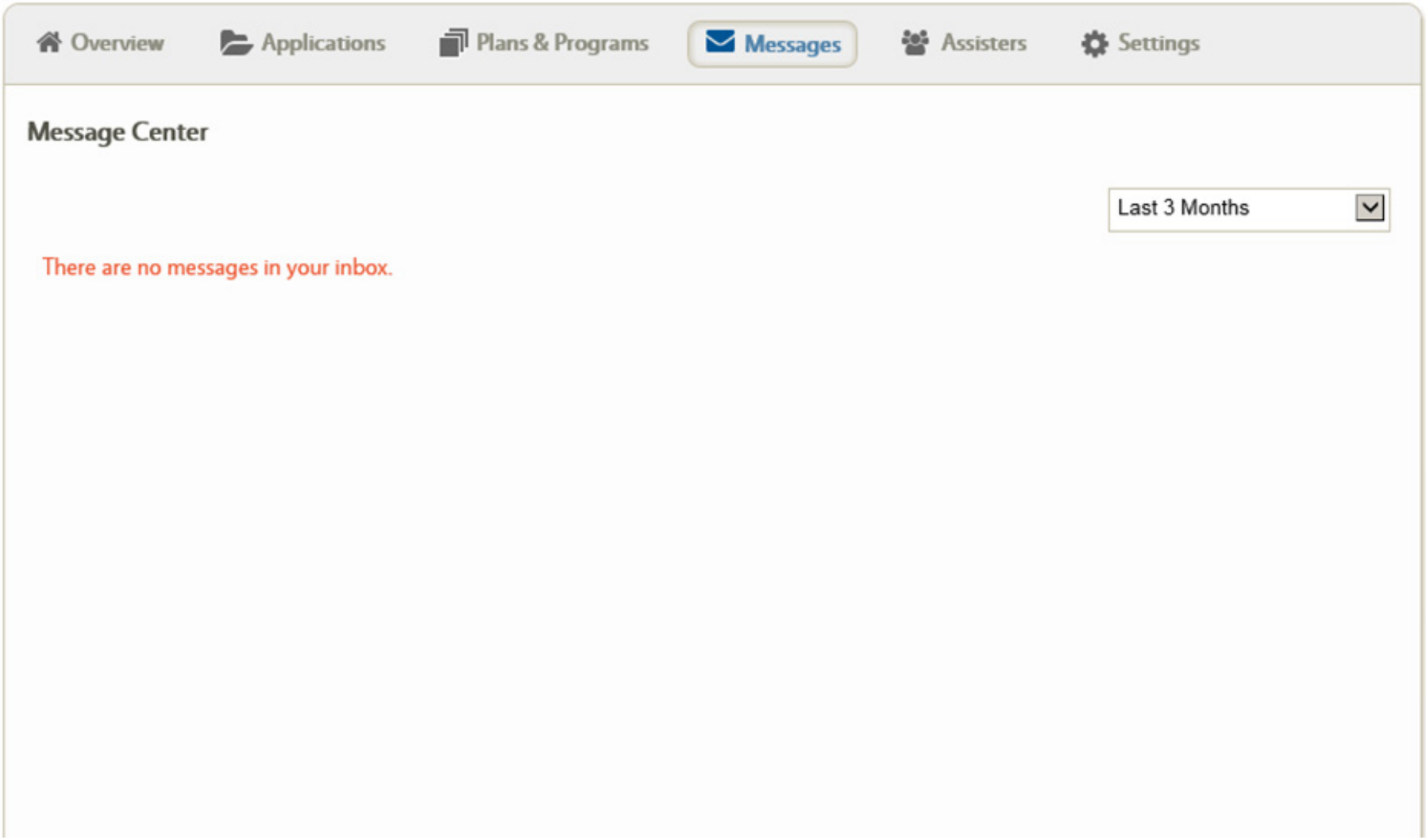


- **Past** applications are those DHS|OHA has processed and made decisions on.

Plans and programs shows your current coordinated care organization (CCO) choices. To change CCO choices, choose the new CCO for each person you want to change and **click** "**Update**."

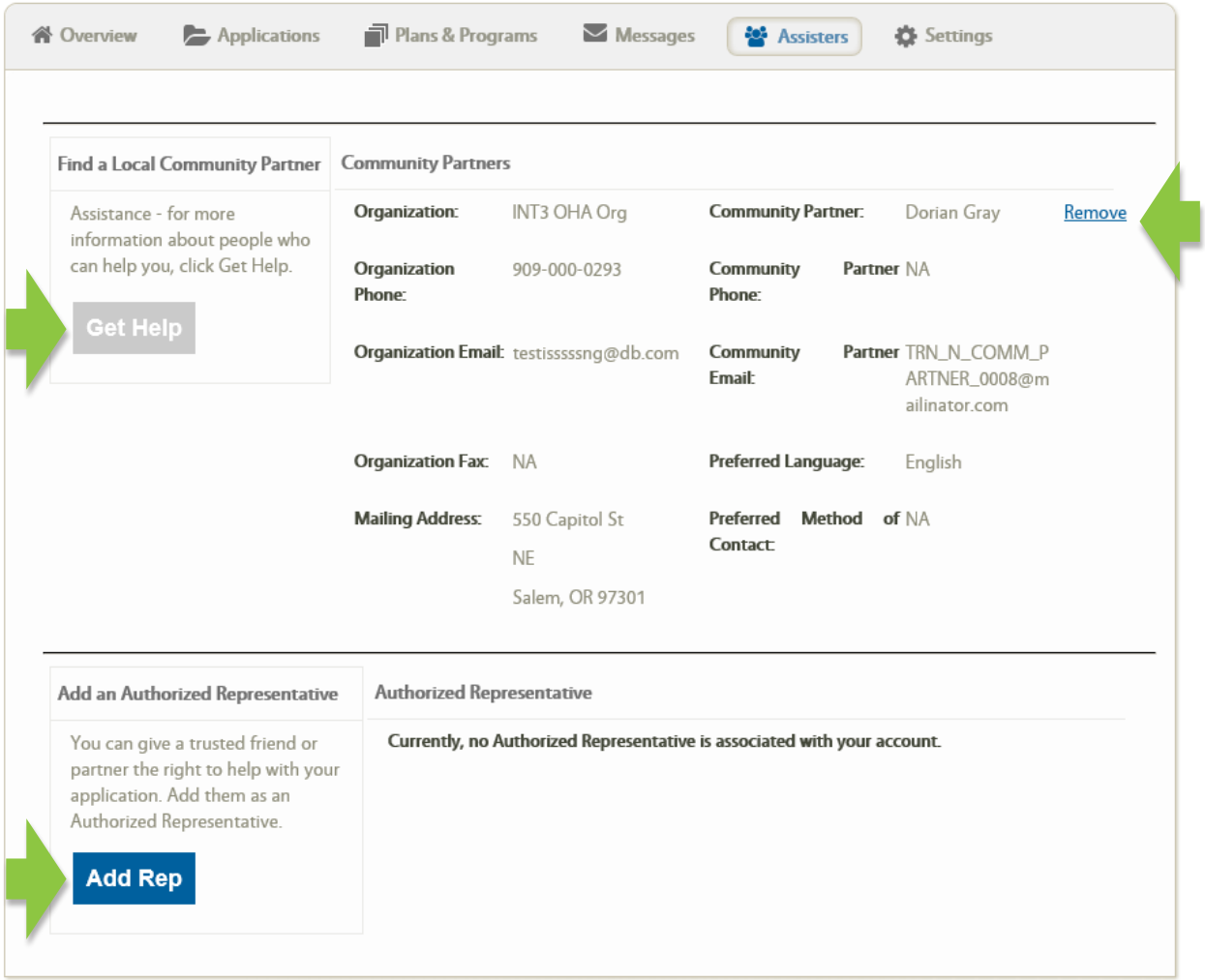


Messages shows messages DHS|OHA has sent you. These are electronic copies of notices you may get about your OHP. **Click the dropdown arrow and select a different time frame to see notices older than three months old.**



Assisters shows the name and contact information of those you chose to help you apply or renew your OHP.

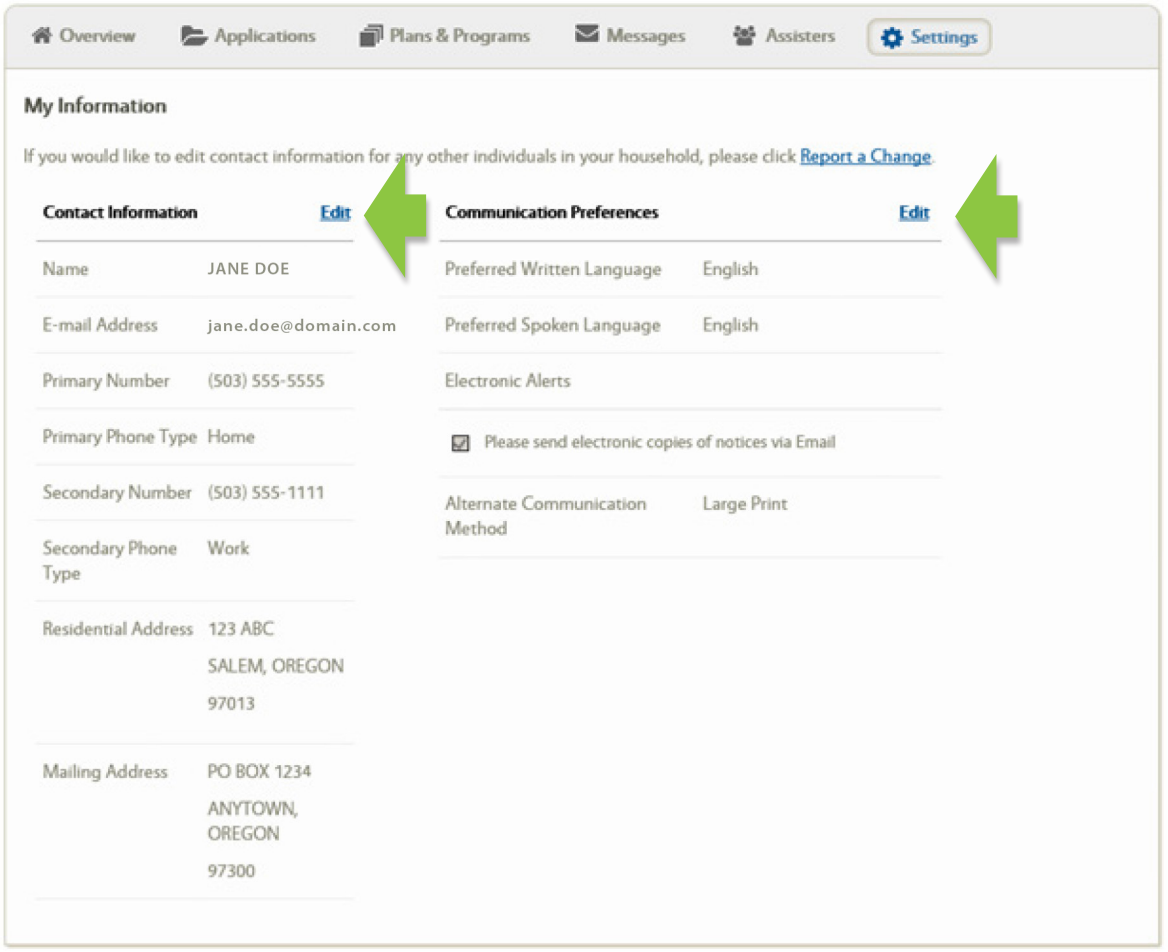
- To change a community partner, **click** "**Remove**," then **click** "**Get Help**."
- To change an authorized representative, **click** "**Remove**," then **click** "**Add Rep**." The person you chose will get form #OHA 232 for you both to complete, sign and return to DHS|OHA.



Settings shows your current contact information. It also shows how you want us to send you information. By **clicking** "**Edit**," you can:

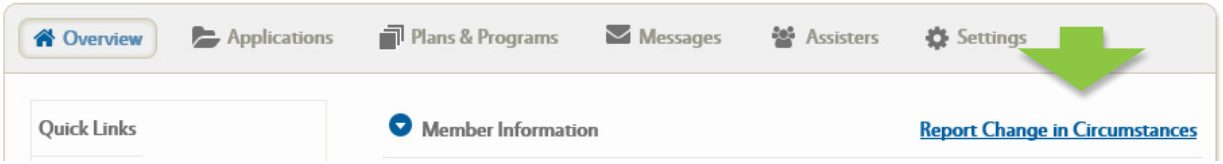
- Update your email address.
- Add a new phone number.
- Tell us how to send you information.

To change address information already listed on this screen, you need to Report a Change (see next page).



REPORT A CHANGE

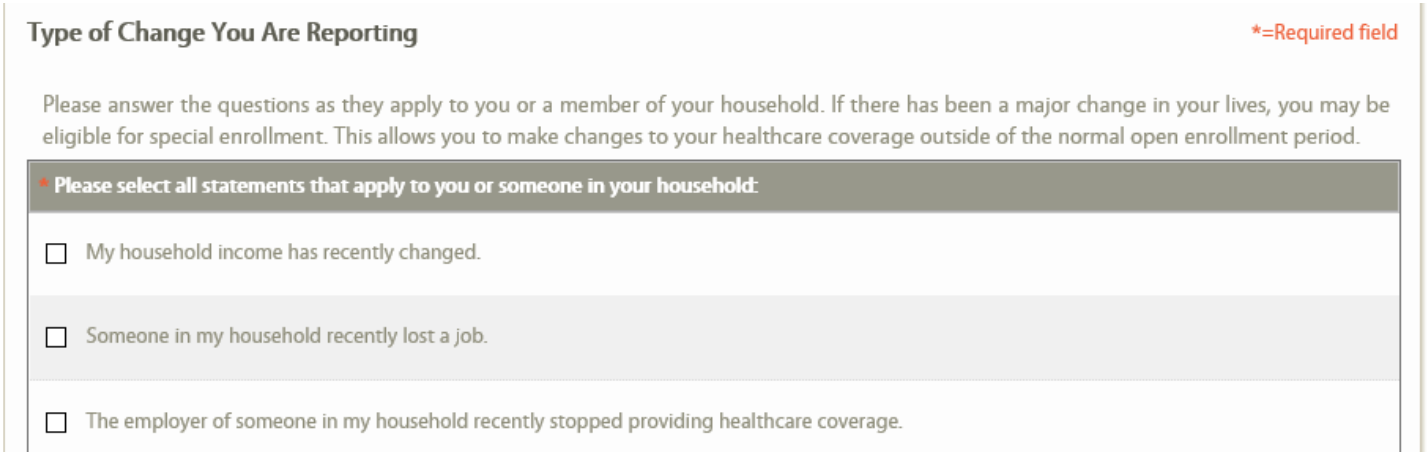
From the Overview, **click** "**Report a change in circumstances**."



Choose the type of change to report

Choose the changes you want to report, then **click** "**Continue**."

- If you only choose one type of change to report, you will go to a screen with the information you last reported to DHS|OHA. You can then review and update that information.
- If you choose more than one type of change to report, you will go to the "Review your information" screen. You can then review and edit each section you want to update.



After you finish reporting any changes, ONE will review your information and update your eligibility results.

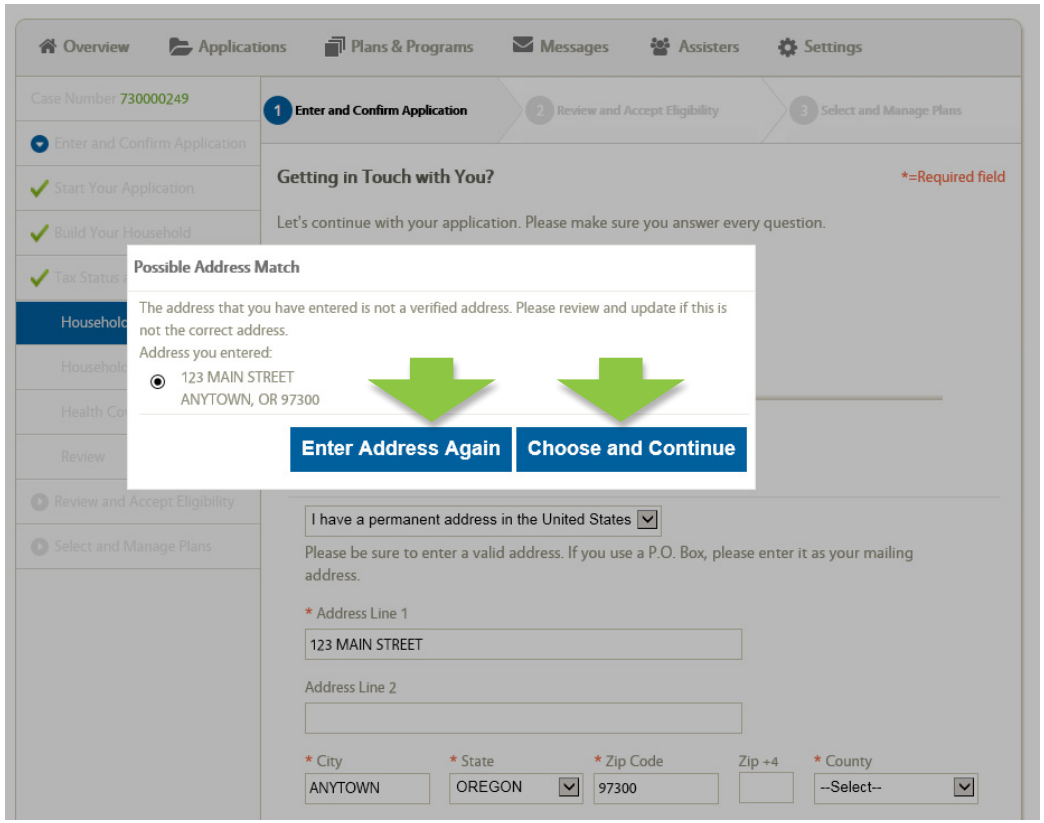
Example: Reporting an address change

Choose “Someone in my household has recently moved,” then **click “Continue.”**

Update address

Change any address as needed. ONE will bring up a match based on the new street address you enter.

- If the address is correct, **click “Choose and Continue.”**
- If the address is wrong, **click “Enter Address Again,” then finish entering your new address.**



Enter address change date

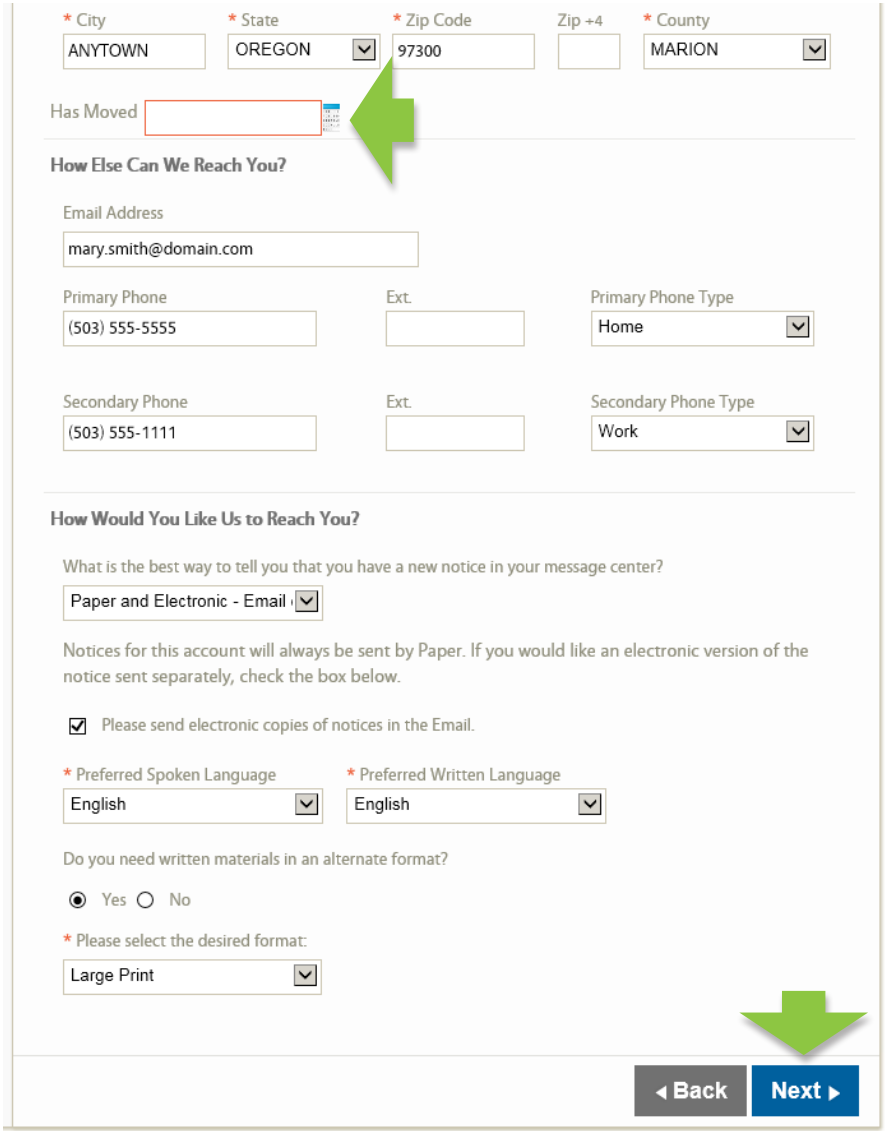
Enter the date your address changed in the "Has Moved" field. This date must be a past date (not a present or future date). **Click "Next" to send your address change.**

After clicking "Next," you will go to the "Household Income," "Health Coverage Details" and "Review" screens. If you have no changes, **just click "Next" at each screen.**

Read and complete the "Sign and Submit" screen, then click "Submit." ONE will review the information you submit and update your eligibility information.

After that, **click "Next" until you get to the "CCO Choice" screen, then click "Update."**

To learn more about these screens, see the Application Guide.



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OHP 9043C (12/2019)