

Statewide Processing Center  
PO Box 14620  
Salem, OR 97309



P.O. Box 14015, Salem, OR 97309  
Voice: 1-800-699-9075  
FAX: 503-378-5628  
TTY: 711  
[www.ohp.oregon.gov](http://www.ohp.oregon.gov)

September 2022

<<First Name>> <<MI>> <<Last Name>>  
<<Mailing Address 1>> <<Mailing Address 2>>  
<<City>>, <<State>> <<Zip Code>>

Case number:<<CaseNumber>>

## Keep your contact information current to help keep your benefits

Dear Oregon Medicare Savings Program member,

This letter is about how to make sure we can contact you if we need to do so.

### What to do:

**Let us know right away when any of the following changes:**

- **Name**
- **Address**
- **Email address**
- **Phone number**

See page 2 for ways to report changes.

**Check your mail and read the notices we send.** Always send us the information we ask for as soon as you can.

## **What you need to know:**

You do **not** need to respond to this letter, unless:

1. You had a change in your contact information, and
2. You didn't already report the change.

If we need more information, we will let you know.

### **1. Changes during the COVID-19 emergency:**

Most members kept benefits during the COVID-19 emergency because of temporary policies allowed by the federal government. This included changes to an individual's income or other events.

### **2. After the COVID-19 emergency ends:**

We will contact you if we need to know more to see if you still qualify for the benefits you are receiving. If we can't reach you, you could lose your coverage. Current contact information helps you stay covered if you are still eligible.

## **How to report changes**

You can report changes in many ways:

### **Online:**

**benefits.oregon.gov**

Create an account or log into your existing account.  
Available in English or Spanish.

### **By phone:**

Customer Service Center

- **1-800-699-9075 (TTY 711)**
- Monday through Friday, 7 a.m. to 6 p.m. Pacific Time.
- Interpreters are available.
- You can also get an interpreter in your preferred language before you talk with staff. Find a language line at **benefits.oregon.gov**

## **In-person or by phone:**

Aging and People with Disabilities, Self-Sufficiency Programs or Area Agency on Aging offices

- Locations and phone numbers are at **Oregon.gov/DHS/Offices.**
- Locations and other information are also at:
  - [www.adrcoforegon.org](http://www.adrcoforegon.org), or
  - **1-855-673-2372.**
- Please call before you go to an office.
- Interpreters are available.

Thank you,

Oregon Department of Human Services

You can get this letter in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 800-699-9075 or TTY 711. We accept relay calls.