This toolkit provides community partners with background information and resources to prepare the people you serve for potential changes in their health coverage and other benefits as the federal COVID-19 public health emergency (PHE) phases out.

The toolkit will be updated as more information becomes available.

For individuals with disabilities or individuals who speak a language other than English, OHA can provide information in alternate formats such as translations, large print, or braille. Contact the COVID-19 Communications Unit at 1-971-673-2411, 711 TTY or COVID19.LanguageAccess@dhsoha.state.or.us.
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Overview

The federal COVID-19 public health emergency (PHE) brought regulatory flexibilities and funding for temporary benefits and services to the Oregon Health Authority (OHA) and Oregon Department of Human Services (ODHS). This includes Oregon Health Plan (OHP) and other benefits including services and supports for people with disabilities and older adults, and food benefits.

Many of the flexibilities and temporary programs will end as the COVID-19 PHE phases out. The Consolidated Appropriations Act of 2023 (CAA), the federal funding bill approved in December 2022, directs the timeline for ending some items such as continuous eligibility for Oregon Health Plan and SNAP Emergency Allotment food benefits. Others will end or begin phasing out when the federal COVID-19 PHE declaration expires on May 11, 2023.

We welcome your help in getting people ready for potential benefit changes now.

Our goal is to keep as many people as possible connected to benefits and covered by a health plan.

Community partners play an important role

As a community partner, you have an important role to play to help the people you serve keep their health coverage and other benefits. We need partners to remind people who get OHP and other benefits, including services and supports for people with disabilities and older adults, and food benefits to:

• Keep their mailing address, phone number, and email address current so that they receive vital information about their benefits.
• Watch for letters about their benefits from the state.
• Provide the information the state needs to help them continue to receive benefits.
• Connect people with other resources when they don't qualify or see a reduction in benefits.

We’re here to support you!

Visit Oregon.gov/OR-benefit-changes for more information, including access to our PHE Unwinding Partner Webinar Series, Frequently Asked Questions (FAQ) and other resources.
Help us communicate key calls to action

We have been communicating with people receiving Oregon Health Plan (OHP) or other benefits, including services and supports for people with disabilities and older adults, and food benefits from the state in three phases. Each phase has a specific goal. This toolkit is for Phase 2 which continues through March 2023.

Phase 1: Before February 1
Update contact information
Encourage people to update their contact information.

Phase 2: February 1 – March 31
Get ready to renew
• Let people know what to expect and how to prepare.
• Reinforce importance and urgency of updating contact information.

Phase 3: April 1 and forward
Renew or transition
• Let people know what they need to do to maintain coverage and benefits or seek other services.
• Encourage people to respond to renewal notices right away.
Background Information

What people receiving OHP and other benefits including services and supports for people with disabilities and older adults can expect when continuous coverage ends:

- People receiving OHP and other benefits, including long-term services and supports and help paying Medicare costs, will not automatically lose their benefits.
- Oregon will start reviewing eligibility of all people receiving OHP and other benefits on April 1, 2023.
- Renewals will be scheduled in phases based on households' circumstances rather than their enrollment date.
- Most people will continue to qualify for their current medical benefits, and some may transition to a different medical insurance or program with reduced benefits. Some may lose Medicaid payments for their long-term services and supports they receive through ODHS. For those who no longer qualify, Oregon's goal is to connect them to other health care and service options. In some cases, especially for long-term services and supports, no equivalent benefit will be available.

What people receiving OHP and other benefits including services and supports for people with disabilities and older adults can expect during the eligibility review period:

- People receiving OHP or other benefits will receive letters in the mail from the state. It's important that people keep their mailing address, phone number and email address current so they can get these important letters.
- All mail from the state contains important information about their benefits. The letters will tell people the next steps, if any, that they will need to take to keep their medical benefits.
- People receiving benefits can get help to follow the instructions on the letters by calling the ONE Customer Service Center at 1-800-699-9075 or visiting bit.ly/ohplocalhelp to get help in person through a trusted community partner. OHA and ODHS accept all relay calls.
- Even if people no longer qualify for OHP or other benefits from the state, there are other options. It's important they respond to letters from the state so they can get help finding coverage.
- People receiving benefits can also get help through any Aging and People with Disabilities, Area Agency on Aging or Self-Sufficiency Programs Office anywhere in Oregon. Find locations and phone numbers at bit.ly/ONEOfficeLocations. You can also call before going to an office in case you can be helped by phone. Interpreters are available.
Background Information, Continued

What people receiving food benefits can expect:

During the COVID-19 PHE, people have received extra food benefits from temporary pandemic programs. Emergency food programs that will end or phase out include:

- **SNAP Emergency Allotments**: People have received SNAP Emergency Allotments every month since April 2020. SNAP recipients will stop receiving SNAP Emergency Allotments after February 2023. Starting March 1, 2023, people will only receive their regular monthly SNAP benefit amount between the 1st and 9th of each month. People can get more information online.

- **Pandemic EBT and Summer P-EBT**: These food benefits have been issued periodically for children whose access to adequate and quality food may have been impacted by COVID-19. Oregon will issue retroactive Summer P-EBT benefits for 2022 in mid-March 2023.

During the COVID-19 PHE, some SNAP eligibility requirements were paused. These policies will change again when the COVID-19 PHE ends:

- **Able-bodied Adults Without Dependents (ABAWD) work requirements**: Work requirements will resume for SNAP participants who meet the criteria for ABAWD status starting July 1, 2023. Some areas of the state and Tribal Lands will be exempt from the work requirements.

- **SNAP temporary exemptions for students of higher education (Expected Family Contribution of $0, and eligible for work study)**: These two temporary exemptions will phase out based on the application type received:
  - **New cases** may use the exemptions until June 10, 2023. Ongoing cases may use them until June 30.
  - After July 1, 2023, **ongoing cases** remain covered by the temporary exemptions until they are due for renewal.

How people receiving food benefits should prepare:

- **Keep contact information up to date**: Encourage SNAP recipients to make sure the state has their current mailing address, phone number, email or other contact information. This way, the state will be able to contact them about their benefits. Find options for updating contact information online, by phone or in person at Oregon.gov/OR-benefit-changes.

- **Know where to get other food resources locally**: Promote needfood.oregon.gov as a resource for helping people find food resources in their communities. Use the partner toolkit on the needfood.oregon.gov website to spread the word.
Updating Contact Information

These options to update contact information will be referenced throughout this toolkit.

Online at benefits.oregon.gov
- Create an account or log in to your existing account
- Available in English or Spanish

By phone
1. People enrolled in Coordinated Care Organizations (CCOs) can update their information through their CCO. Visit bit.ly/ccoplans to find CCO phone numbers.
2. Customer Service Center
   - 1-800-699-9075 (all relay calls accepted)
   - Monday through Friday, 7 a.m. to 6 p.m., Pacific Time
   - Interpreters are available. You can connect with an interpreter in 16 different languages before being transferred to the Customer Service Center by selecting a toll-free language line at benefits.oregon.gov.
4. Any Aging and People with Disabilities, Area Agency on Aging or Self-Sufficiency Programs Office anywhere in Oregon.
   - Find phone numbers at bit.ly/ONEOfficeLocations
   - Interpreters are available.

In Person
- Any Aging and People with Disabilities, Area Agency on Aging or Self-Sufficiency Programs Office anywhere in Oregon.
  - Find locations and phone numbers at bit.ly/ONEOfficeLocations
  - Please call before going to an office.
  - Interpreters are available.

Scan the QR code to find locations and phone numbers for getting in-person help.
Communication Tools
Key Messages

Messaging in this toolkit encourages people to get ready for changes in their benefits and to renew their medical coverage. In later phases, we will include information about options for people no longer eligible for OHP and how they can transition to other forms of coverage.

Help people prepare for the end of the COVID-19 PHE and know what to expect with their benefits.

During the COVID-19 pandemic, most kept their OHP coverage and other benefits even if they had a change in their life, such as a change in their need for services and supports for people with disabilities and older adults, a change in income or other resources or turning 65 and qualifying for Medicare. This was because of policy changes under the COVID-19 Public Health Emergency (PHE).

Oregon will begin reviewing medical eligibility in April 2023. The state will contact you if they need more information to see if you still qualify for OHP or other benefits. These benefits include services and supports for people with disabilities and older adults, and help paying Medicare costs. If the state can’t reach you, you could lose your medical coverage and other benefits, even if you still qualify.

Also, during the COVID-19 pandemic, Oregon issued emergency food benefits, including extra SNAP benefits such as Emergency Allotments. Some SNAP eligibility requirements were paused. These temporary food benefit programs and SNAP eligibility requirement changes will be ending or phasing out over the next few months.

This is what you can do to prepare:

• **Keep your contact information up to date** – Make sure the state has your current mailing address, phone number, email or other contact information. This way, the state will be able to contact you about your benefits. Find options for updating your contact information online, by phone or in person at [Oregon.gov/OR-benefit-changes](http://Oregon.gov/OR-benefit-changes).

• **Check your mail** – The state will contact you by mail if they need more information from you. A letter will let you know if you need to complete a renewal form to see if you still qualify for OHP or other benefits.

• **Respond to information requests and submit renewal forms right away, if you get them** – Responding to information requests and filling out and submitting renewal forms right away will help you avoid a gap in your benefits. Even if you no longer qualify for OHP or other benefits through the state, there may be other options for you. It’s important to respond to the state’s letter so they can help you find coverage you qualify for. In some cases, there may not be similar services and supports available. If you need help and would like us to speak with someone else about your benefits, you may assign an authorized representative who can be a family member or friend you choose to help you.

• **Know where you can find local food resources** - Visit [needfood.oregon.gov](http://needfood.oregon.gov) to find food resources in your community.
Email to OHP Members and Benefit Recipients

Send this email to benefit recipients to explain why they need to update their contact information and how to do it.

Subject: CHANGES COMING - Update your contact information to help keep your benefits.

Body:
Dear NAME,

During the COVID-19 pandemic, most Oregon Health Plan (OHP) members kept their medical and other benefits even if they had a change in their life, such as a temporary change in income or turning 65 and qualifying for Medicare. People who get food benefits through the Supplemental Nutrition Assistance Program (SNAP) also received extra food benefits. This was because of temporary policy changes under the COVID-19 Public Health Emergency (PHE).

As the COVID-19 Emergency phases out, policies will change again. The state will contact you to explain what you need to do to keep your benefits. The state may need more information to see if you still qualify for OHP or other benefits, including services and supports for people with disabilities and older adults, and help paying Medicare costs. If the state can’t reach you, you could lose your benefits, even if you still qualify. You will also get a notice if your SNAP food benefits will change. That’s why it’s important to update your mailing address, phone number and email address. If you need help and would like us to speak with someone else about your benefits, you may assign an authorized representative who can be a family member or friend you choose to help you.

Confirm or update your contact information:

INSERT OPTIONS LIST FROM PAGE 5 OR YOUR OWN OPTIONS IF YOU ARE A CCO OR CERTIFIED COMMUNITY PARTNER.
Changes coming: Update your contact information so you can continue to get OHP and other benefits including services and supports for people with disabilities and older adults, and the food benefits you qualify for.

Do you or someone in your household have the Oregon Health Plan and other benefits including services and supports for people with disabilities and older adults, or food benefits? If so, you need to prepare for changes. This is because temporary programs and requirements put in place for these benefits during the COVID-19 Public Health Emergency (PHE) will be changing.

As the COVID-19 Emergency phases out, the state will contact you to explain what is happening and what you need to do to keep your benefits. The state will contact you if they need more information to see if you still qualify for the benefits that you have now. If the state can’t reach you, you could lose your benefits even if you still qualify for them. That’s why it’s important to update your mailing address, phone number and email address so you get important updates and can respond to continue to get the benefits you qualify for.

Here are some things you can do to prepare.

Confirm or update your contact information:

INSERT OPTIONS LIST FROM PAGE 6 OR YOUR OWN OPTIONS IF YOU ARE A CCO OR CERTIFIED COMMUNITY PARTNER.

Check your mail: The state will mail you a letter if they need more information from you. This letter will let you know if you need to complete a renewal form to see if you still qualify for OHP or other benefits. Fill out the form and return it to the state right away to help avoid a gap in your coverage.

Even if you no longer qualify for OHP, there are other options for you so it’s important to respond to letters so the state can help you find other coverage. If you are receiving long-term services and supports and are no longer eligible, there may be some community resources to help you. Talk to your case manager for additional assistance.

If you have any questions, please let us know.
Website, Text and Chatbot Messages

Website Text
Make sure the state can reach you about your Oregon Health Plan (OHP) coverage, services and supports for people with disabilities and older adults, or food benefits! Some federal COVID-19 Emergency programs will begin phasing out soon. This may change or end your current benefits.

Update your mailing address, phone number and email address to get important updates about your benefits and learn how to keep the benefits you qualify for. Go to Oregon.gov/OR-benefit-changes for ways you can update your contact information.

SMS/Text Message
• Make sure the state can reach you about your OHP coverage, long-term services and supports, or SNAP food benefits. Update your contact information today. Learn more at Oregon.gov/OR-benefit-changes.

• It's almost time to renew your medical and other benefits. Make sure to update your mailing address, phone number, and email address so you get your renewal letter. Learn more at Oregon.gov/OR-benefit-changes.

Chatbot Text
While you are here...make sure the state can reach you about your OHP coverage, long-term services and supports, or SNAP food benefits. Update your contact information today so you get your notices. Learn more at Oregon.gov/OR-benefit-changes.
The state is getting ready to send renewal letters to people who receive benefits. We want to make sure you get your letters. This means making sure the state has your current address and that you open and respond to letters they send.

Would you like to learn more?

1. **Has your mailing address, phone number or email address changed?** If yes, I can tell you how to update your information. Would you like to learn more? (If yes, skip to bottom).

2. **Pay close attention to your mail.** The letter from the state will let you know what you need to do to see if you still qualify for OHP, services and supports for people with disabilities and older adults, or food benefits from the state.

3. **Complete your renewal form (if you get one)** - Fill out the form and return it to the state right away. Even if you no longer qualify for OHP or other benefits, it’s important to respond to the state’s letter so they can help you find other coverage. If you need help and would like us to speak with someone else about your benefits, you may assign an authorized representative who can be a family member or friend you choose to help you.

You can update your contact information online, in person or over the phone. Would you like to learn more?

**Online at benefits.oregon.gov**
- Create an account or log into your existing account
- Available in English or Spanish

**By phone**
1. Customer Service Center
   - 1-800-699-9075 (all relay calls accepted)
   - Monday through Friday, 7 a.m. to 6 p.m., Pacific Time
   - Interpreters are available. You can connect with an interpreter in 16 different languages before being transferred to the Customer Service Center by selecting a toll-free language line at benefits.oregon.gov.


3. Any Aging and People with Disabilities, Area Agency on Aging or Self-Sufficiency Programs Office anywhere in Oregon.
   - Find locations and phone numbers at www.oregon.gov/dhs/offices/pages/one-services
   - Interpreters are available.

4. People enrolled in Coordinated Care Organizations (CCOs) can update their information through their CCO. Visit bit.ly/ccoplans to find CCO phone numbers.

**In Person**
- Any Aging and People with Disabilities, Area Agency on Aging or Self-Sufficiency Programs Office anywhere in Oregon.
  - Find locations and phone numbers at www.oregon.gov/dhs/offices/pages/one-services
  - Please call before going to an office.
  - Interpreters are available.

Scan the QR code to find locations and phone numbers for getting in-person help.
Social Media Posts

Post 1
Creating an account at benefits.oregon.gov is the easiest and fastest way to keep your information up-to-date. Once you've entered your contact information, check the boxes to receive important text and email messages from @ORHumanServices about your benefits.

Post 2
Many federal COVID-19 Emergency programs are starting to end. This may change or end your current benefits. Stay in-the-know about important changes to your benefits. Update your contact information by:

• Logging in to your ONE account at benefits.oregon.gov
• Calling 1-800-699-9075
• Visiting an @ORHumanServices office
• Mailing or faxing your information

Learn more at Oregon.gov/OR-benefit-changes.

Post 3
You will be contacted when information is needed from you to maintain your OHP and other benefits including services and supports for people with disabilities and older adults, and food benefits. Make sure you stay informed. Be sure to open any messages from @ORHumanServices right away, and don’t wait to respond!

Scan the QR code or go to Oregon.gov/covid-phe-partners for social posts in multiple languages
MAKE SURE WE CAN REACH YOU ABOUT YOUR BENEFITS

Many federal COVID-19 Emergency programs will be ending. This may change or end your current benefits.

Keep your contact information current to help keep your OHP, services and supports for people with disabilities, and food benefits. Update your contact information online, by phone, or in person.

Online at 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 AM to 6 PM Pacific Time
• Interpreters are available. Find a language line at benefits.oregon.gov.

In Person
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• Find locations and phone numbers at bit.ly/ONEOfficeLocations
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• Interpreters are available.

Learn more ways to update your contact information.
Scan the QR code or visit oregon.gov/covidphe

Scan the QR code to find locations and phone numbers for getting in-person help.

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