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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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.
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**.

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

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

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 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.

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.
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.
**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 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”.

NEED HELP? Call us at 1-800-699-9075 (TTY 711).
Monday through Friday, 8 a.m. to 5 p.m., Pacific Time
**User verification questions**

- Answer all questions provided, then click “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.
**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.
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
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
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).

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 screentime runs 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.