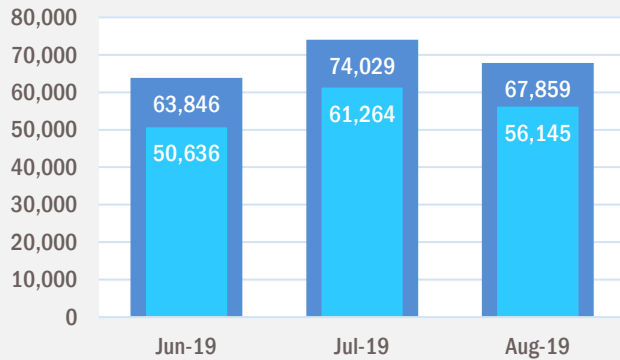


Oregon Health Plan Dashboard

The Department of Human Services (DHS) and the Oregon Health Authority (OHA) are committed to integrating eligibility for the Oregon Health Plan (OHP) with other benefits to make access to health care easier for all Oregonians. The Department of Human Services administers eligibility, enrollment services and the OHP Processing Center. The Oregon Health Authority oversees the OHP program once members are enrolled. Here is information on the processing center call volumes and application status data provided by DHS.

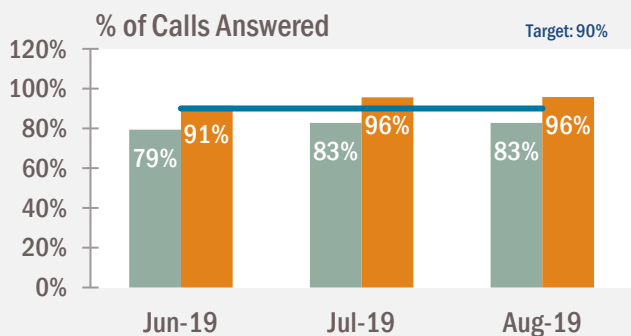
OHP Processing Center Monthly Call Averages

Total monthly calls received and answered

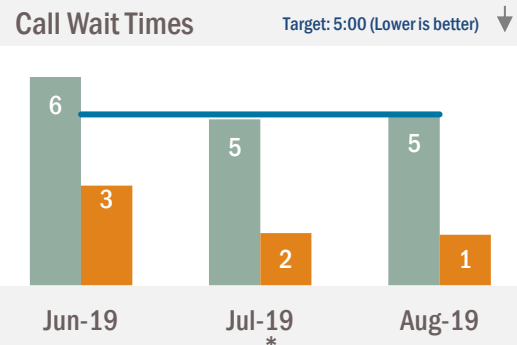


Call flows and queues continue to be managed with greater precision, leading to reductions in call wait times and fewer abandoned calls.

The percentage of calls answered had no changes for All Lines and General Eligibility.



The average wait time (minutes) has remained for All Lines and decreased for General Eligibility.



* Target wait time decreased to 5 minutes

ONE Application and Task Processing

	Processed and determined	Awaiting OHP processing	Awaiting client response to be processed
Jun-19	12,759	678	1,697
Jul-19	13,557	528	2,052
Aug-19	13,912	728	1,918

In August, more than 13,900 applications were processed. Eligibility for about 2,600 applications had not been determined by the end of July. This is up by approximately 60 from July. These applications are awaiting a worker or applicant action.

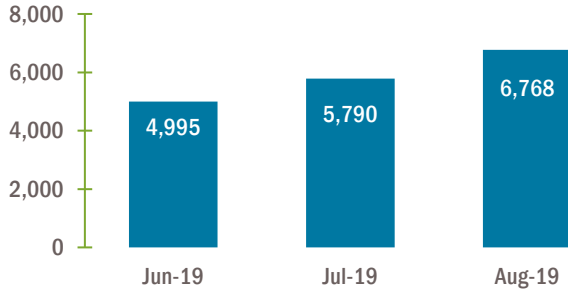


Oregon Health Plan Dashboard

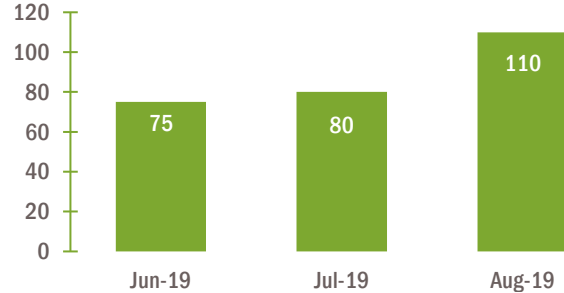
September 2019

We are maintaining daily volumes. Many of the outstanding tasks are merely follow-up tasks for APD branches. Tasks related to new applications are worked first to prioritize individuals who are not yet receiving benefits.

Supporting Case Tasks*



Applications and Renewal Tasks



*These tasks include responses to pends, member identity matching, manual reviews, and other miscellaneous items.

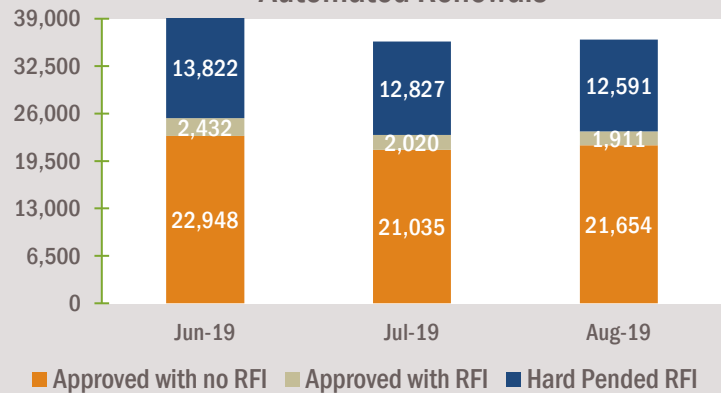
Oldest Processing Date:
7/15/2019

98% of Renewals pass through the Automated Renewal process.

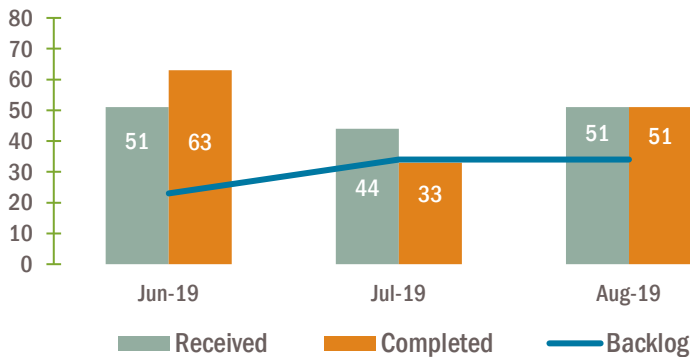
59% of Automated Renewals are determined without any worker intervention.

RFI - Request For Information, this is used when additional information is needed to make a determination for eligibility

Automated Renewals



Complaint Resolution Team's Grievances



In August, the grievance backlog remained the same.