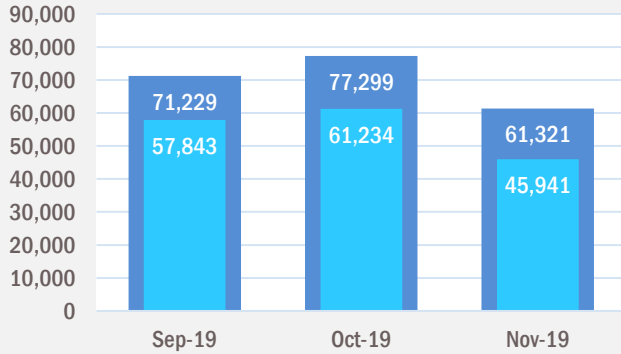


Oregon Health Plan Dashboard

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.

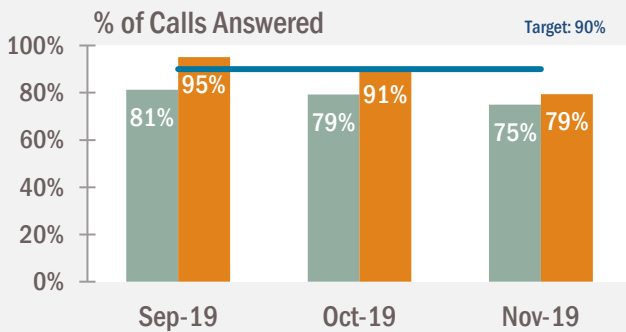
OHP Processing Center Monthly Call Averages

Total monthly calls received and answered

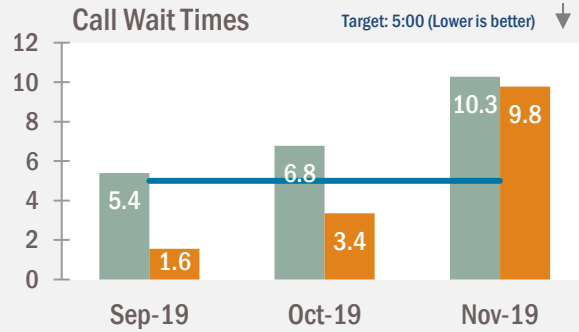


The number of calls decreased by 15,978 in November when compared with October. There was an increase in abandoned calls and wait times for all queues.

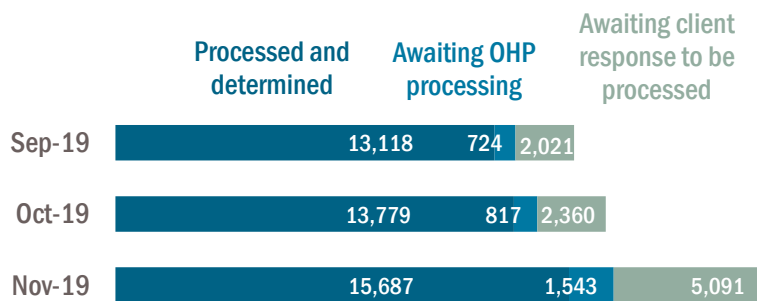
The percentage of calls answered decreased for All Lines and General Eligibility.



The average wait time (minutes) increased for All Lines and for General Eligibility.



ONE Application and Task Processing



In November, more than 15,600 applications were processed. Eligibility for about 6,600 applications had not been determined by the end of November. This is up by approximately 3,450 from October. These applications are awaiting a worker or applicant action.

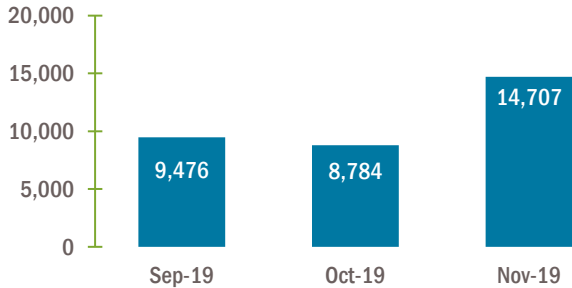


Oregon Health Plan Dashboard

December 2019

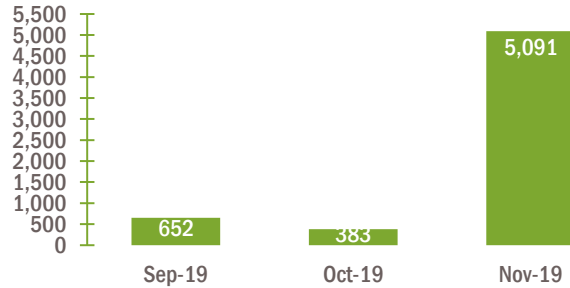
The number of tasks increased approximately 5,920 since October. Tasks related to new applications are worked first to prioritize individuals who are not yet receiving benefits.

Supporting Case Tasks*



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

Applications and Renewal Tasks



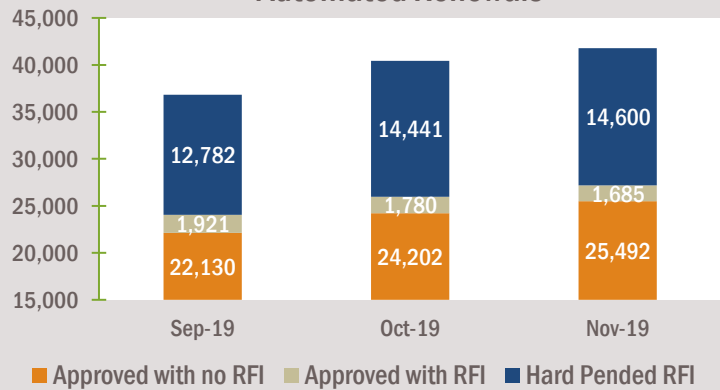
Oldest Processing Date:
8/22/2019

98% of Renewals pass through the Automated Renewal process.

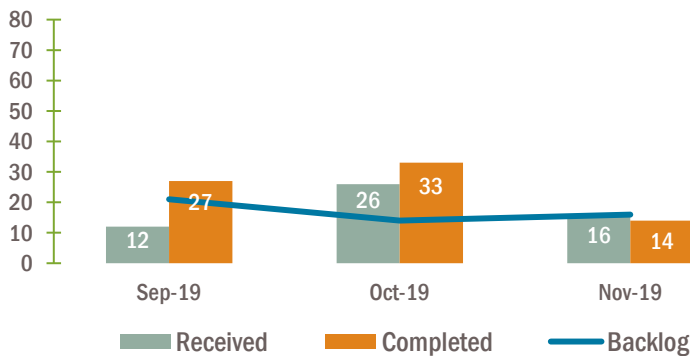
61% of Automated Renewals are determined without any worker intervention.

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



CRT continues to maintain the grievances backlog.