

# COVID-19 Public Health Emergency (PHE) Unwinding Partner/Provider Webinar

Hosted by: Oregon Department of Human Services  
(ODHS) & Oregon Health Authority (OHA)

April 11, 2023



# Zoom Webinar Tips

All attendees:



## **Use the Q&A function to submit your questions**

- We will spend the last 15 minutes of the webinar answering questions
- We will follow up on any questions we are not able to address
- If you would prefer to ask your question verbally, please ask to be unmuted in the Q&A box



## **This webinar is being recorded**

- It will be shared on our COVID-19 Public Health Emergency Unwinding webpage at [oregon.gov/covid-phe-partners](https://oregon.gov/covid-phe-partners) following the conclusion of the presentation

# Language & Disability Access

- A live Spanish webinar will be held April 20, 2023 at 10 a.m. PST. It has the same material that will be presented today.
  - For live captioning, please click on the “cc” button located at the bottom of your screen
  - For real time interpretation to ASL, please see the pinned video on your screen
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# Agenda

COVID-19 Federal Public Health Emergency (PHE)

general updates

Marketplace transition project

Medical and food benefit updates

Returned mail overview

Priority populations updates

Questions



# **COVID-19 Federal PHE Unwinding General Updates**

# Through the Public Health Emergency (PHE), people have stayed covered on Medicaid

## Family First Coronavirus Response Act:

1. Allowed individuals to stay on OHP during the federal public health emergency.
2. Made it easier for individuals to enroll.

## What we know now:



President Biden recently announced that the Federal COVID-19 PHE will **end May 11, 2023.**



**Starting April 1, Oregon must begin medical renewals** for more than 1.4 million individuals who are on OHP. Oregon **will have 14 months to complete renewals.**

# The Goal: Preserve Benefits

1

Ensure all people and families eligible for benefits offered through the ONE system receive and continue to receive services in a timely manner without interruption

2

Give those no longer eligible for benefits clear direction and coordination of additional resources

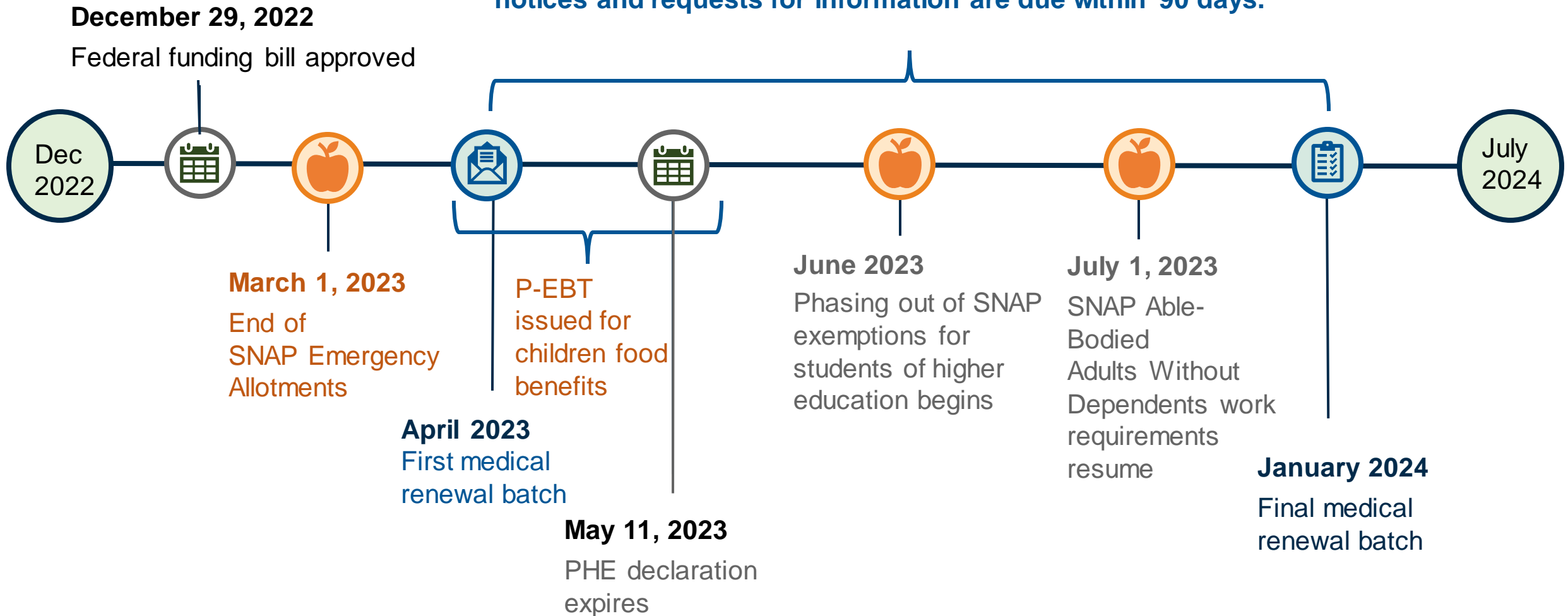
3

Give those who assist people receiving benefits clear information about how they can help



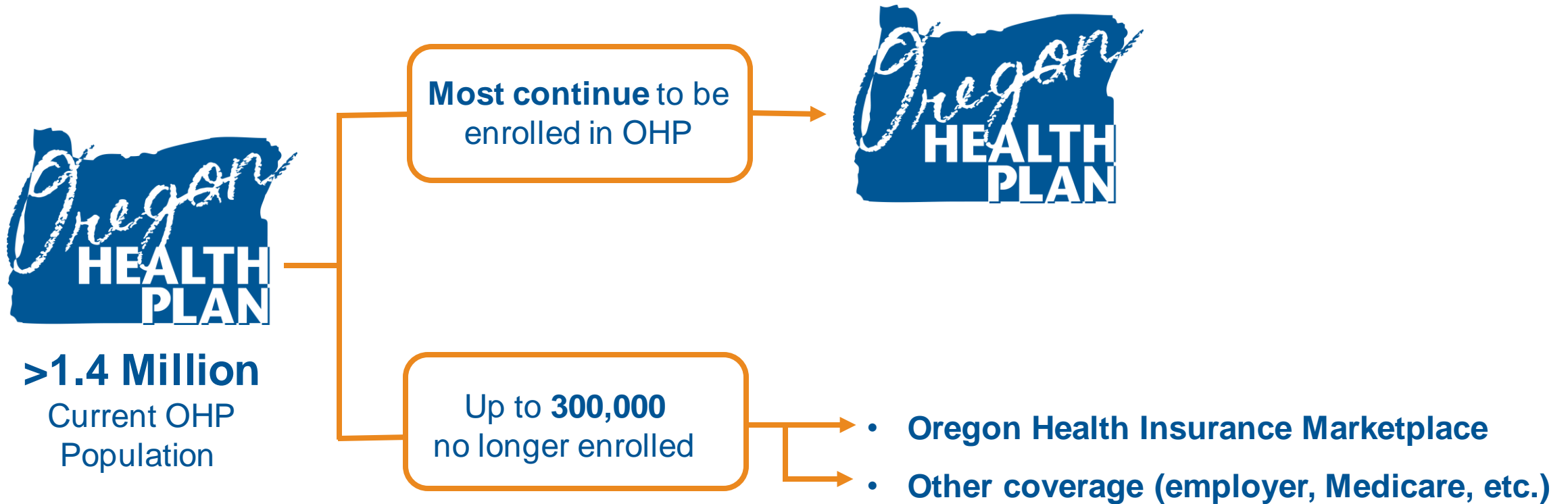
# Unwinding Timeline

The full unwinding timeline is from April 2023 through June 2024. Medical renewals will occur in monthly batches starting April 2023 through January 2024. Responses to renewal notices and requests for information are due within 90 days.





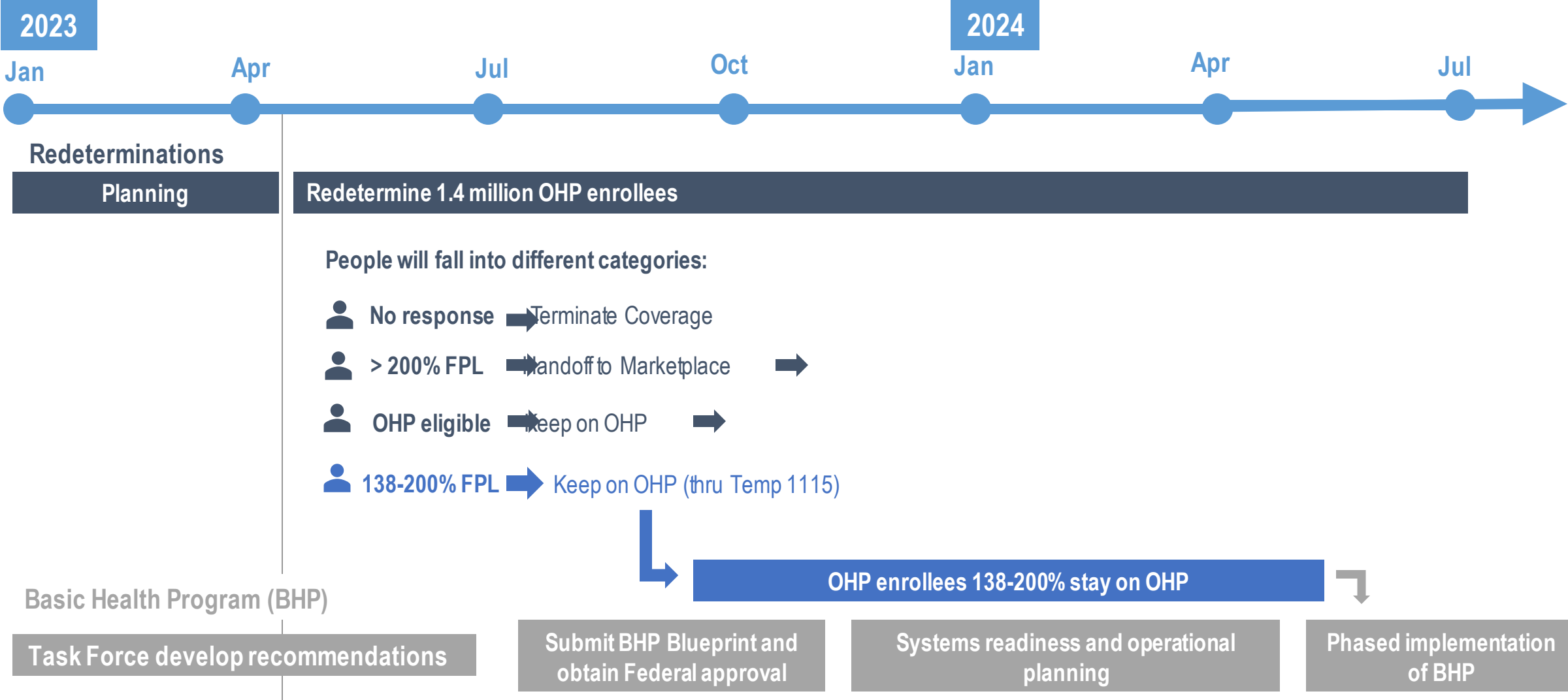
# How OHP Members May be Affected by the Unwind



# **Marketplace Transition Project**

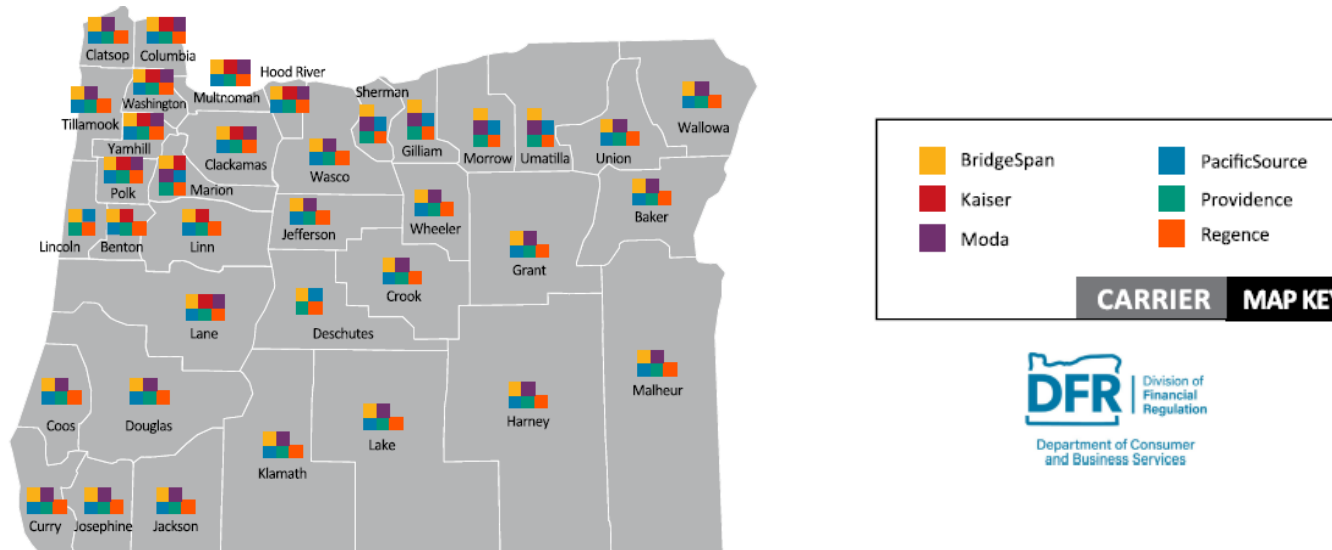


# Timeline of redeterminations work



# The Marketplace

- One-stop-shop to compare plans, networks, and insurance companies available in Oregon
- Financial assistance via premium tax credits and cost-sharing reductions
- Free local help from Oregon-based insurance agents and community partners



# Advance premium tax credits (2023)

	139% FPL	151% FPL	201% FPL	251% FPL	350% FPL
2023 Income	\$18,890	\$20,521	\$27,316	\$34,111	\$47,565
APTC - Tri-County (age 40)	\$425	\$424	\$378	\$310	\$137
APTC – Marion (age 40)	\$459	\$459	\$413	\$344	\$172
APTC – Columbia (age 40)	\$459	\$459	\$413	\$344	\$172
APTC – Union (age 40)	\$569	\$568	\$522	\$454	\$281

# Example lowest cost silver plans (2023)

- Plan premiums including premium tax credits

	139% FPL	151% FPL	201% FPL	251% FPL	350% FPL
<b>2022 Income</b>	\$18,890	\$20,521	\$27,316	\$34,111	\$47,565
<b>Tri-County</b> Providence Connect 5000 Silver	\$1.00	\$1.00	\$45.70	\$114.11	\$286.64
<b>Tri-County</b> Regence Silver 6500 Legacy LHP	\$1.71	\$2.39	\$48.14	\$116.55	\$289.08
<b>Marion County</b> KP OR Silver 4000/40	\$1.35	\$1.35	\$21.17	\$89.58	\$262.11
<b>Marion County</b> KP OR Standard Silver Plan	\$1.00	\$1.42	\$47.17	\$115.58	\$288.11
<b>Columbia County</b> KP OR Silver 4000/40	\$1.35	\$1.35	\$21.17	\$89.58	\$262.11
<b>Union County</b> Moda Health Oregon Standard Silver (Affinity)	\$1.00	\$1.00	\$46.68	\$115.09	\$287.62
<b>Union County</b> Regence Silver 6500 Individual and Family Network	\$2.28	\$2.97	\$48.72	\$117.13	\$289.66

# Marketplace Transition Project

## Enrollee determined not eligible for OHP

Enrollee data sent to Marketplace



## Marketplace evaluates plan options

Compares CCO network with Marketplace plan options

Evaluate cost-sharing reductions and plan premiums



## Targeted outreach

Utilize associated community partner

Contact consumer advising of plan options via email and/or postal mail



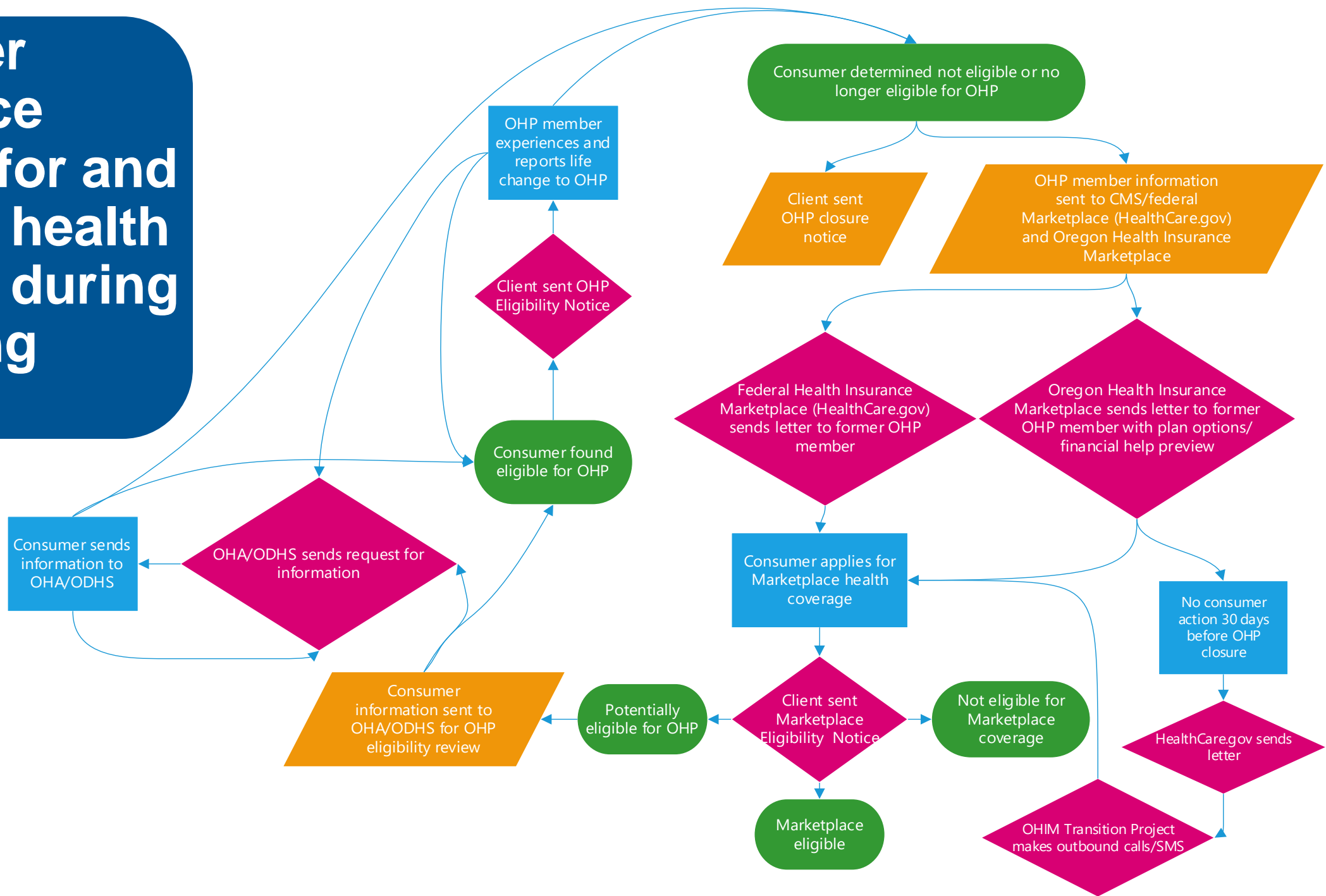
## Consumer starts enrollment

Contacts Marketplace Transition Help Center

Utilizes agent or certified assister for enrollment

Utilizes HealthCare.gov for enrollment

# Consumer experience applying for and renewing health coverage during Unwinding Project





# Unwinding special enrollment period (SEP)

- March 31, 2023 through July 31, 2024
- Available to Marketplace-eligible individuals who:
  - Submit a new application or update an existing application between March 31, 2023 and July 31, 2024 and answer “Yes” to the application question asking if their Medicaid or CHIP coverage ended recently or will end soon, and
  - Attest to a last date of Medicaid or CHIP coverage between March 31, 2023 and July 31, 2024
- Individuals will not be required to submit documentation of a qualifying life event to be eligible for this SEP

## Key facts: Enrolling in Marketplace Coverage

- Coverage will start the first of the month following enrollment
  - If enrolls before OHP benefits close, will start first of the month following closure date reported on Marketplace application
- Marketplace coverage can not be backdated or started retroactively
- First month's premium must be paid to start coverage
  - Premium bill will be sent to enrollee a couple of weeks after enrollment through the mail
  - There is no grace period for first month's premium, regardless of amount

# Marketplace window shopping tool

- Website URLs
  - English: [OregonHealthCare.gov/WindowShop](https://OregonHealthCare.gov/WindowShop)
  - Spanish: [orhim.info/ObtengaCobertura](https://orhim.info/ObtengaCobertura)
- Oregon-specific tool managed by the Marketplace
- Available in English and Spanish
- Links to Marketplace Find Local Help tool, Oregon Health Plan (ONE), and HealthCare.gov

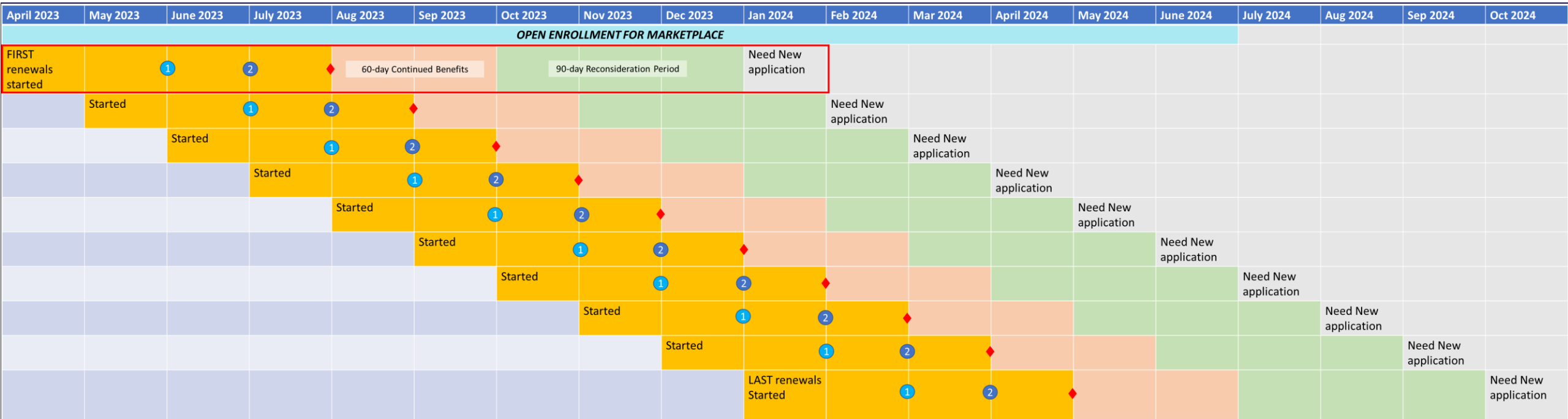
# How can you help people losing OHP benefits?

- Advise of financial assistance programs available through not-for-profit hospitals and affiliated clinics/health systems
  - See list of participating facilities at [orhim.info/ORHospitals](https://orhim.info/ORHospitals)
- Educate about their options through the Marketplace
  - Window Shopping tool:
    - English: [OregonHealthCare.gov/WindowShop](https://OregonHealthCare.gov/WindowShop)
    - Spanish: [orhim.info/ObtengaCobertura](https://orhim.info/ObtengaCobertura)
- Offer a referral to a Marketplace expert who can help with application/enrollment
  - English: [OregonHealthCare.gov/GetHelp](https://OregonHealthCare.gov/GetHelp)
  - Spanish: [orhim.info/encuentreayuda](https://orhim.info/encuentreayuda)
- Marketplace Transition Help Center (**starting 4/13/2023**)
  - 833-699-6850 (toll-free), Monday to Friday 7 a.m. to 6 p.m.
  - [transition.marketplace@odhsoha.Oregon.gov](mailto:transition.marketplace@odhsoha.Oregon.gov)

# Medical benefit updates



# Timeline of Renewals



**Oregon decided to spread renewals out over 10 months, April – January**

The last batch of renewals will be due April 30, 2024, with benefits closing June 30, 2024 if no response.

Key	
	Renewal period
	FIRST REMINDER NOTICE
	SECOND REMINDER NOTICE
	Renewal closed due to nonresponse
	60-day period of continued benefits
	90-day reconsideration period where member no longer has benefits, but would not need a NEW application
	Period where member will need NEW application if closed due to nonresponse

# This timeline illustrates key periods for members who do not respond

- 1 1<sup>st</sup> Reminder Notice
- 2 2<sup>nd</sup> Reminder Notice

- N Notice of Closure
- C Renewal Closure

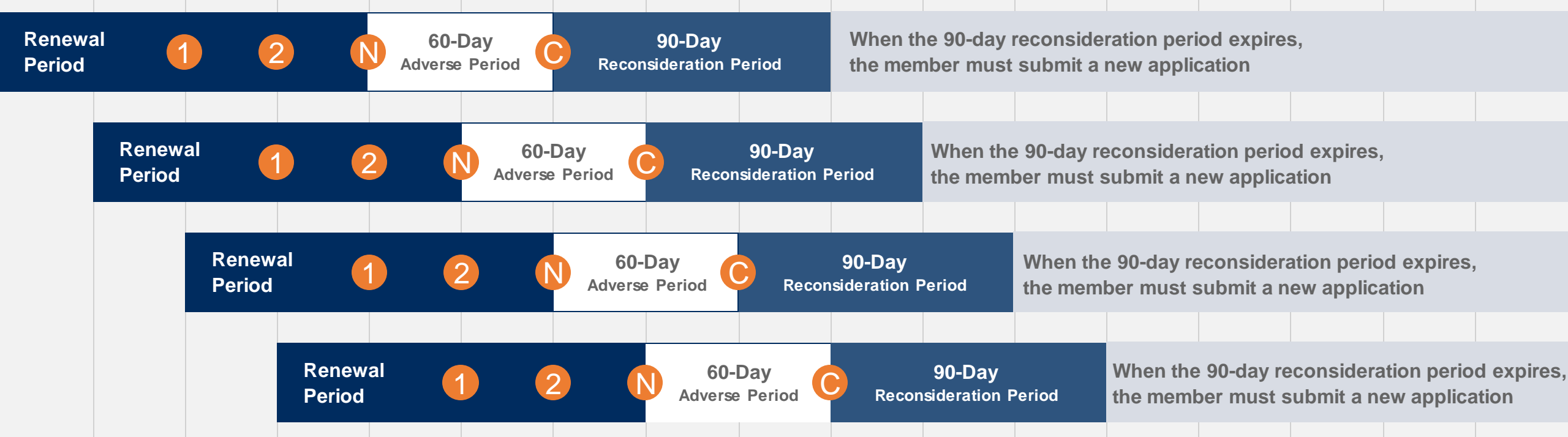
[Click on dates](#)

[Main Menu](#)

Special Marketplace Open Enrollment

Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
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**Workload Impact**  
Call volume • Local Offices • ONE Customer Service Center

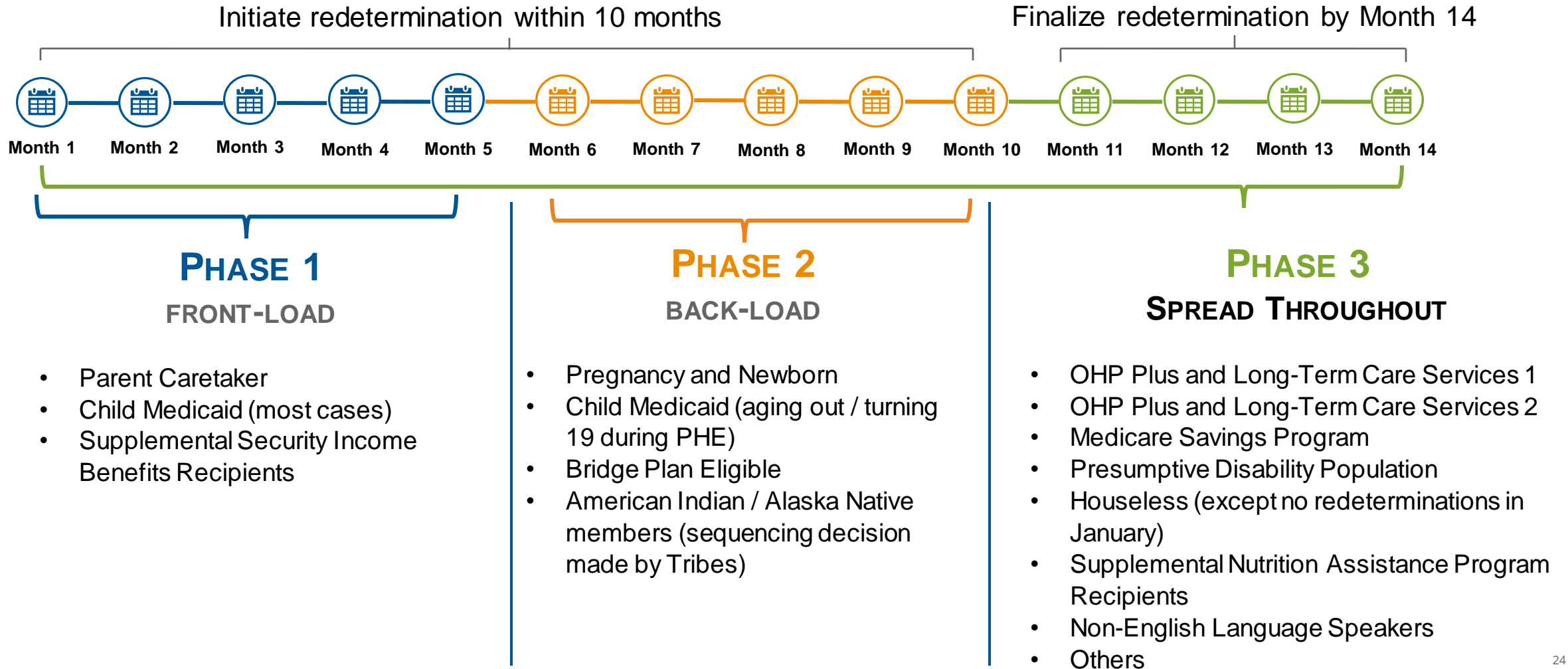


**Renewal Period** - During this time the ONE system identifies everyone up for renewal in a given month and notices are sent to members informing them of their status and if further action is required.

**60-Day Adverse Period** - 30 days after the 2<sup>nd</sup> reminder is sent and there's still no response from the member is sent a notice of closure. The member will continue to receive benefits for an additional 60 days.

**90-Day Reconsideration Period** - If the member responds during the 60-day adverse period the renewal can proceed without benefit interruption. After the 60<sup>th</sup> day, benefits will end. The member will still have 90 days to respond and resume the renewal process. When the 90-day reconsideration period expires and new application must be submitted.

# Summary of Recommendations for Renewal Approaches to Maintain Access

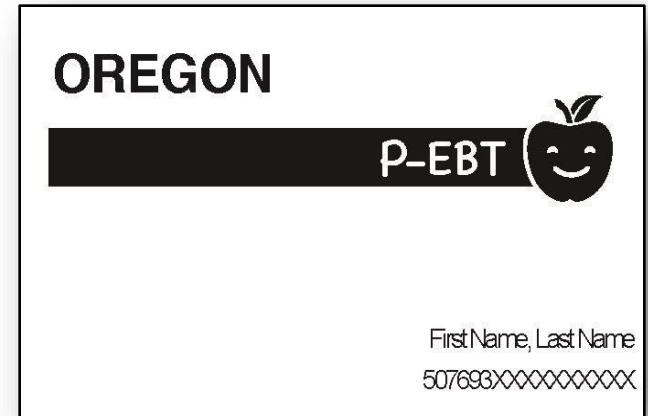




# Food benefit updates

# Summer P-EBT for Children

- Notices were mailed to 390,000 eligible children the last week of March
- Eligible children will receive a second letter with the P-EBT card sometime before May 31, 2023
- The P-EBT food benefit is \$391 for each eligible child
  - Children aged 6 years or younger who received SNAP at any time between June 1 and August 31, 2022
  - School-aged children eligible for free or reduced meals during the last month of the 2021-22 school year



Summer P-EBT recipients will receive this P-EBT card in the mail between April and May to access the food benefits

# Summer P-EBT for Children

- A P-EBT call center opened March 27, 2023
- Open Monday through Friday from 8 a.m. to 5 p.m., Pacific Time
- Call: 1-844-ORE-PEBT (1-844-673-7328)
  - Callers will have the option to choose English or Spanish. Callers can request interpreters for other languages.
- Email: [EBT.ebtschoolmeals@odhsoha.oregon.gov](mailto:EBT.ebtschoolmeals@odhsoha.oregon.gov)
- Visit [PEBT.Oregon.Gov](https://PEBT.Oregon.Gov) for updated information and FAQs

# P-EBT Communications Toolkit

- Help us spread the word
- The Toolkit includes an updated FAQ sheet, poster, and infographic to share with families, as well as pre-written social media posts and a promotional video about the P-EBT for Summer 2022 program.
  - [English Toolkit](#)
  - [Spanish Toolkit](#)

# SNAP Able Bodied Adults Without Dependents (ABAWD)

- SNAP ABAWD work requirements were paused during the COVID-19 PHE and will resume on July 1, 2023. Notices will be mailed April 24 to people determine to be ABAWD.
- If a SNAP recipient with ABAWD status is not working or doing certain work-related activities at least 80 hours a month, they can only get SNAP benefits for three months in a three-year period.
- Some areas of Oregon with higher unemployment rates than the national rate will be exempt from restarting the work requirements. Discretionary exemptions are being applied to others.
- The following areas will be resuming work requirements: Clackamas, Deschutes, Jackson, Lane, Linn, Marion, Multnomah and Washington.

# Returned mail updates



# Returned Mail

- Keeping contact information up to date is critical for people to get important notices about their benefits.
- A new returned mail process will be implemented in late April that automates outreach for all mail received as returned mail in the statewide processing center.
- The ONE Eligibility system will perform automated outreach by text, email, or voicemail to ask people to update their addresses.
- People will only receive one message - either a text, email, or voicemail (attempted in that order) in English or Spanish.

# Reaching priority populations





# Goal: Engage and support populations that may miss OHP updates or need extra help

- Asian & Pacific Islanders
- Black & African Americans
- COFA citizens
- Farm workers
- Latinos/as/x
- Tribal members
- Older adults (65+)
- People formerly incarcerated
- People leaving private hospitals
- People living in remote areas
- People identified as having an Intellectual/Developmental Disabilities (I/DD)
- People with a mental illness
- People with a disability
- People with low or no literacy
- People with substance use disorders
- Recent immigrants
- People who are undocumented
- People who are experiencing houselessness
- Young adults, emancipated youth, and youth aging out of foster care

(recognizing the intersectionality between and among these groups)

# Strategy: Broad reach

- **Broad-reach campaign that meets shared needs across audiences**
  - Balanced tone — urgency + support
  - Message:
    - Update your address
    - Watch for letter ,do what it says
    - Free help available
- **Includes**
  - Member materials in 14 languages
  - Updated OHA PHEU website
  - Outreach through campaign advisors and many others
  - Paid media campaign: billboards, digital, radio, in-store, other

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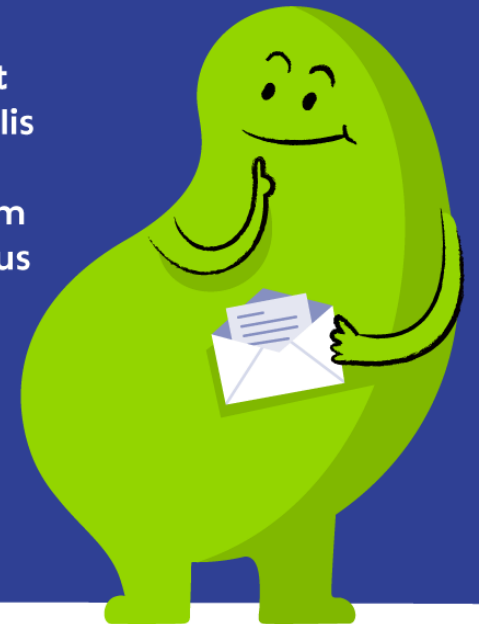
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To update your contact information or learn more, visit [benefits.oregon.gov](https://benefits.oregon.gov) or call 1-800-699-9075 (toll-free).

Oregon Department of Human Services

Oregon HEALTH PLAN

Oregon Health Authority

# Strategy: Additional reach

- **Audience-specific distribution**

- Where does broad reach campaign not address specific needs?
- Priority distribution channels being identified based on audience research and input from campaign advisors
  - For example...
  - 65+: Distribution through senior center and Meals and Wheels
  - Multiple audiences: Distribution through libraries

# Next Steps

## **April 28:**

- OHA PHEU website updated with Keep Covered theme
- English and Spanish materials available for download and print orders
  - Poster and table tent
  - Flyer
  - Fact sheet
  - FAQ
  - Social media posts

## **Late April – early May:**

- Materials available in all languages
- Customizable materials available

**Early May:** Digital ads and billboards launch

**June:** campaign videos and other materials available

**July 2023 – Feb 2024:** media campaign expands, all activities continue

# Q&A Session

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**Use the Q&A function to submit your questions**

If you would prefer to ask your question verbally,  
please ask to be unmuted in the Q&A box



Any questions that we are not able to answer live will be responded to in writing and posted to <http://www.oregon.gov/covid-phe-partners>. Q&A from the previous webinars are now available on the website.

# Staying connected



## Save the Date: PHE Partner Webinars at 10 a.m., PST

English	Spanish
April 11	April 20
May 9	May 18



Visit [www.oregon.gov/covid-phe-partners](http://www.oregon.gov/covid-phe-partners) for COVID-19 PHE information, previous webinar materials, and the partner toolkit.

To sign up directly for our new partner newsletter called “Keep Covered” go to: <https://public.govdelivery.com/accounts/ORDHS/signup/35855>



Email [MICHAEL.J.MCDAID@dhsoha.state.or.us](mailto:MICHAEL.J.MCDAID@dhsoha.state.or.us) with questions or to share feedback.

# Resource: Change Tools

**Overview:** Staff and partners can use PHE-U Change Tools to educate people receiving medical and nonmedical benefits about their renewals and changes to their benefits. Each collection provides **journey maps and scenarios that illustrate what people can expect to experience during the renewal process**, as well as actions they can take and resources they can use along the way.

## Change Tools include:

- OHP and Long-Term Care
- SNAP Emergency Allotments
- SNAP for College Students
- SNAP for People with ABAWD Status

**Change Tools**  
Emergency Allotments for SNAP  
Supporting people as they navigate changes to their

**Journey Map: Emergency Allotments (EA) for SNAP Recipients**  
Supporting people as they navigate changes to their

**Sample Scenarios and Common Challenges**

STAGES	Pre-Pandemic	April 2020	Dec 2022	Feb 2023	Mar 2023	
JOURNEY	Receive Monthly SNAP	Receive Monthly SNAP and SNAP EA	Congress announces SNAP EA will end in February 2023	Monthly SNAP amount added to EBT cards	Monthly SNAP amount added to EBT cards	
STAGES	Pre-Pandemic: Before April 2020, individuals and families received monthly SNAP benefits based on their income and other factors, like the number of people in their households.	Emergency Food Benefits begin: To help during the COVID-19 pandemic, the federal government allows states to provide extra food benefits to eligible SNAP households. These extra benefits are formally known as EAT.	Congress Sets End Date for SNAP EA: Congress passes the 2023 Consolidated Appropriations Act in December 2022, which ends SNAP EA in February 2023.	Emergency Food Benefits End: In February 2023, individuals and families receive their regular SNAP EA benefits well how to prepare. <ul style="list-style-type: none"><li>Monthly SNAP benefits between the 1<sup>st</sup> and 8<sup>th</sup> of the month.</li><li>Final SNAP EA benefits the 1<sup>st</sup> or 12<sup>th</sup> day of the month.</li></ul>	Monthly SNAP amount added to EBT cards	Monthly SNAP amount added to EBT cards
ACTIONS			To prepare for the end of emergency food benefits: <ul style="list-style-type: none"><li>Check their regular SNAP benefit amount so they can budget.</li><li>Reset changes in income or # of people in household may increase the regular SNAP food benefit.</li></ul>	Public informed through multiple channels		

Scenario	Scenario 1: Individual	Scenario 2: Family of three
CHALLENGES	Confusion over drop in food benefits: People may not know SNAP EA are extra food benefits, especially if they began receiving SNAP during the COVID-19 pandemic when these temporary emergency supports were already in place. Little or no time to adjust to decrease in food benefits: People may not have enough time to understand what's happening and ask questions. Others may not receive direct notice in the mail if their mailing address is out of date. Hard to find benefit amounts: People will not be told how much of the extra benefits they will lose but can use eBTEDGE.com or the ORE system to find their monthly SNAP amount. This can be challenging for people who lack access to or struggle with technology. Difficulty accessing critical food supports: People living in food deserts or who need help finding and accessing food banks and similar resources may struggle to fill the gaps in their food benefits once SNAP EAs end. High cost of living and related factors: Rising prices for food, goods, and services only worsen the challenges people will face when they lose their SNAP EAs.	Confusion over drop in food benefits: People may not know SNAP EA are extra food benefits, especially if they began receiving SNAP during the COVID-19 pandemic when these temporary emergency supports were already in place. Little or no time to adjust to decrease in food benefits: People may not have enough time to understand what's happening and ask questions. Others may not receive direct notice in the mail if their mailing address is out of date. Hard to find benefit amounts: People will not be told how much of the extra benefits they will lose but can use eBTEDGE.com or the ORE system to find their monthly SNAP amount. This can be challenging for people who lack access to or struggle with technology. Difficulty accessing critical food supports: People living in food deserts or who need help finding and accessing food banks and similar resources may struggle to fill the gaps in their food benefits once SNAP EAs end. High cost of living and related factors: Rising prices for food, goods, and services only worsen the challenges people will face when they lose their SNAP EAs.

Visit [Oregon.gov/covid-phe-partners](https://Oregon.gov/covid-phe-partners) or the [PHE Unwinding OWL site](https://PHEUnwindingOWL.org) to access these tools.



# Connecting People with Food Resources in their Community

- Website in English and Spanish updated
- Toolkit with downloadable resources in multiple languages
- Social media advertising

ALIMENTOS.OREGON.GOV  
**¿NECESITA ALIMENTOS?**



Para ayudar a cubrir

NEEDFOOD.OREGON.GOV  
**NEED FOOD?**



There are resources available to help meet your essential needs.



#### Need food right now?

**Free meals are available over the summer.** Children 18 years and younger may receive free meals and snacks through the Summer Food Service Program (SFSP) and Seamless Summer Option (SSO). To find a summer meals site nearest to you visit [www.summerfoodoregon.org](http://www.summerfoodoregon.org), text "Food" or "Comida" to 877-877, or call 2-1-1.



**SNAP** (formerly food stamps) helps you buy groceries. Apply today. Find all the information you need at [govstatus.egov.com/or-dhs-benefits](http://govstatus.egov.com/or-dhs-benefits) where you can apply for SNAP, cash, insurance, childcare and domestic violence assistance all in one place. Dial **211** or call your **local ODHHS office** with questions. Receive food assistance while waiting for your unemployment insurance.



**Food pantries, pick-up sites and delivery options:** Oregon Food Bank's network of 1,400+ partner pantries and food assistance sites are open across Oregon and Southwest Washington. Many offer drive/walk-up or direct delivery options. Visit [oregonfoodfinder.org](http://oregonfoodfinder.org) for local locations, or call **2-1-1** for help.



**WIC** offers healthy food and nutrition and breastfeeding support for families with kids under age 5 and for pregnant women. Go to [healthoregon.org/wic](http://healthoregon.org/wic) and click the WIC Interest Form button. You can also call **2-1-1** and ask to speak with a maternal and child health specialist. New participants are welcome!



#### Need meals if you're 60+ or live with a disability?

The Aging and Disability Resource Connection (ADRC) of Oregon's Older Adult Meals Program ("Meals on Wheels") provides meals for people across Oregon. Anyone 60+ can receive these meals. There are no income requirements and no charge for meals. The ADRC can also help connect people with disabilities, regardless of age, to food resources. Visit [adrcforegon.org](http://adrcforegon.org) or call **1-855-673-2372**.



#### Need more information on resources?

For more information on food and other resources, including health care and unemployment information, visit [govstatus.egov.com/or-covid-19](http://govstatus.egov.com/or-covid-19).

You can contact 2-1-1 info by calling **2-1-1**, texting your ZIP code to **808211**, or visiting [211info.org](http://211info.org).

You can also contact the Aging and Disability Resource Connection of Oregon at **1-855-673-2372** or visit [adrcforegon.org](http://adrcforegon.org).



You can get this document in other languages, large print, braille or a format you prefer. Contact 2-1-1 at 1-855-698-6155 or email [help@211info.org](mailto:help@211info.org). We accept all relay calls or you can dial 711.

#### ¿Cuándo?

Comidas gratuitas disponibles. Los menores que tengan 18 años o menos pueden recibir comidas gratuitas a través del Programa de Servicios Alimentarios de Oregón en Opción de Verano (Seamless Summer Option o SSO). Para obtener más información, visite [www.summerfoodoregon.org](http://www.summerfoodoregon.org), envíe "Food" o "Comida" a 877-877, o llame al 2-1-1.

¿Dónde? Comidas gratuitas disponibles. Los menores que tengan 18 años o menos pueden recibir comidas gratuitas a través del Programa de Servicios Alimentarios de Oregón en Opción de Verano (Seamless Summer Option o SSO). Para obtener más información, visite [www.summerfoodoregon.org](http://www.summerfoodoregon.org), envíe "Food" o "Comida" a 877-877, o llame al 2-1-1.

**Opciones de entrega:** la red de más de 1,400 despensas de Oregón está abierta a lo largo de Oregón y la zona metropolitana de Portland. Muchas ofrecen opciones de recolección en coche o a pie u opciones de entrega local. Llame al 2-1-1 para obtener ayuda.

**Programa de Mujeres, Infantes y Niños (WIC, por sus siglas en inglés)** ofrece apoyo nutricional y de lactancia a las familias con niños menores de 5 años. Visite [healthoregon.org/wic](http://healthoregon.org/wic) y haga clic en el botón de inscripción. Puede llamar al 2-1-1 y pedir que lo/a comuniquen con un participante. ¡Bienvenidos!

#### ¿Si eres mayor de 60 años de edad o vive con una discapacidad?

El Programa de Alimentos y Alimentos (ADRC, por sus siglas en inglés) del Programa de Alimentos y Alimentos ofrece comidas a las personas en todo Oregón. Cualquiera puede recibir comidas. No hay requisitos de ingresos y no se cobra por las comidas. Las personas que tienen discapacidades con recursos pueden obtener comidas. Llame al **1-855-673-2372**.

#### ¿Necesita más recursos?

Para obtener más recursos, incluyendo información sobre la atención de salud, visite [211info.org](http://211info.org).

Envíe su código postal por mensaje de texto al 808211.

Para obtener más recursos de Envejecimiento y Discapacidad, llame al **1-855-673-2372** o visite [adrcforegon.org](http://adrcforegon.org).

Este documento está disponible en otros idiomas, letra grande, braille o en otro formato que prefiera. Contacte al 2-1-1 al 1-855-698-6155 o por correo electrónico a [help@211info.org](mailto:help@211info.org). Aceptamos todas las llamadas de relay o puede marcar al 711.

DHS 2360 (6/2020) Spanish



# Webinar Feedback Survey

**Share your feedback – [take the PHE Webinar survey!](#)**

The survey will automatically appear after the webinar ends. Please take 5 minutes to complete the survey and provide us with valuable feedback. Thank you in advance for your participation.

# COVID-19 Public Health Emergency (PHE) Unwinding Partner/Provider Webinar

Thank you for attending!

