

# Partner Toolkit

Information to share with OHP members and other Medicaid recipients about the renewal of their benefits



**KEEP COVERED**

Protect your medical benefits



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## Overview for community partners:

This has information to help partners. It is not meant to share with members.

### Background for partners

During the COVID-19 public health emergency, the federal government allowed Oregon to provide more benefits and services. People got more food benefits, and kept their health coverage during the pandemic even if they no longer met the normal requirements.

### Renewals for medical benefits

The pandemic rules ended in April 2023. We need to renew medical benefits for everyone who has Oregon Health Plan (OHP), Medicare Savings Programs, and Medicaid Long Term Care services and supports for people with disabilities and older adults. This toolkit will give you more information about these programs and how you can help members renew their benefits.

Oregon is working to keep as many people protected as possible. Most people will keep their benefits. For some people, benefits will change or end. There are other options for people who need medical benefits. But people need to take action.

People who have OHP or other Medicaid benefits need to keep their address up to date so we can contact them for their renewal.

When it is time for people to renew, they will receive one or more letters including a case summary. The letters will say one of three things, and tell people what to do next:

1. Confirm that their benefits will continue. They may not need to reply.
2. Ask for action to renew their benefits. This may be two separate letters, one saying they have been renewed and need to send information, and the other explaining what information to send and how to send it.
3. That their benefits will be changing or ending and refer them to other options.

It is important for everyone to review the case summary and report changes if any of the information in it has changed. Examples of changes to report include income, address, other health insurance, and members of the household.

Letters are being mailed now through mid-2024. Community partners may use the Medical Renewals Experience [Timeline](#) (a website that shows what happens during the renewal process) to understand key dates, activities and processes. This timeline was made for assisters, who are trained to help with renewal. It is not for members.

### Changes to food benefits

During the COVID-19 pandemic, people got extra food benefits. These extra benefits are ending. Some requirements for Supplemental Nutrition Assistance Program (SNAP) eligibility were paused and will be re-starting.

*Our goal is for as many people as possible to keep their benefits and stay covered by a health plan. We welcome and appreciate your help.*

## 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 benefits. **Here's what you can do to help:**

- Make sure people update their mailing address, phone number, and email address. This ensures that they receive their renewal.
- Remind them to look for letters from the state. Ask them to read all letters right away, and to do what they ask. Letters are being mailed now through mid-2024.
- Tell members about the ways to get help, renew, or report changes:
  - Online at [benefits.oregon.gov](https://benefits.oregon.gov)
  - Call 800-699-9075 weekdays from 7 a.m. to 6 p.m. All relay calls accepted. Find phone numbers for help in your language at [benefits.oregon.gov](https://benefits.oregon.gov). It is better to call earlier in the day.
  - Find a local office or community partner at [KeepCovered.Oregon.gov](https://KeepCovered.Oregon.gov)
    - Partners may use these direct links to find local help:
      - For local offices: [oregon.gov/dhs/offices/pages/one-services.aspx](https://oregon.gov/dhs/offices/pages/one-services.aspx)
      - For community application assisters: [oregonhealthcare.gov/gethelp](https://oregonhealthcare.gov/gethelp)
- Help people do what the letters ask. This may include providing information, filling out a renewal form, or scheduling an interview with a worker.
- Remind everyone to review the case summary and report changes if any of the information in it has changed. Examples of changes to report include income, address, other health insurance, and members of the household.
- Connect people with other resources like the Oregon Health Insurance Marketplace or food programs in your community ([found at needfood.oregon.gov](https://foundatneedfood.oregon.gov)) if their benefits are ending or reducing.

## We're here to support you!

Visit [KeepCoveredPartners.Oregon.gov](https://KeepCoveredPartners.Oregon.gov) for more information. You will find materials to download and use, ways to order printed materials, webinars for partners and Frequently Asked Questions. You can also [sign up for the Keep Covered partner newsletter](#)

We are also using digital ads, billboards, and local newspaper and radio ads to reach members.

We want to hear your feedback, respond to your requests, and answer your questions so we can best support OHP members and other Medicaid benefit recipients. You can send feedback to [feedback@odhsoha.oregon.gov](mailto:feedback@odhsoha.oregon.gov).

## Additional information for partners:

### What to expect for people with OHP or other Medicaid Benefits:

Oregon is reviewing eligibility between April 2023 and mid-2024.

- People will keep their benefits until they renew.
- Most people will continue to qualify for their medical benefits.
  - Some people will no longer qualify and need help applying for different health coverage
  - Some people with Medicare may move to a different Medicare Savings Program with less benefits.
  - Some people will receive a temporary extension of benefits until June 2024.
  - Not everyone will receive their letter at the same time. Assisters may be able to estimate when individuals will renew. If you are not an assister, you can find one at [oregonhealthcare.gov/gethelp](https://oregonhealthcare.gov/gethelp).

People receiving OHP or other Medicaid benefits will get renewal letters and case summaries in the mail from the state of Oregon between April 2023 and mid-2024. **It's important that people update their mailing address, phone number and email address so they can get these important letters.** See above for the ways they can do this on their own or get free help to update their information.

- The letters will tell people the next steps that they will need to take.
  - Some people will not need to do anything, and their letter will say that.
  - Some people will need to provide more information.
  - Some people will need to fill out a renewal packet.
  - Some people's benefits will end, and they will need to sign up for other coverage.
- All members should also review the case summary and report changes if any of the information in it has changed. Examples of changes to report include income, address, other health insurance, and members of the household.
- People who get benefits can get free help to follow the instructions on the letters, using the resources listed above.

### What to expect for people losing benefits:

Everyone will receive at least 60 days advance notice of any loss or change in benefits.

- Even if people no longer qualify for OHP or other Medicaid benefits from the state, there are other options. It is important they respond to their letters so the state can help them find coverage.
- People should review the case summary in their letter. If any of the information is wrong, they should contact the ONE customer service center at 800-699-9075 or go to a local office to update their information before their benefits end. (All relay calls accepted. Find help in your language at [benefits.oregon.gov](https://benefits.oregon.gov).)
- If the case summary has the correct information but someone thinks they should still qualify, ask the state to review the decision. To do this, ask for a hearing. Information here: [oregon.gov/oha/HSD/OHP/Pages/Appeals-Hearings.aspx](https://oregon.gov/oha/HSD/OHP/Pages/Appeals-Hearings.aspx)

- Some may lose Medicaid payments for long-term services and supports they get through Oregon Department of Human Services (ODHS). Members concerned about their long-term care services should speak with their case manager.

People have other options for health coverage:

- **People may be eligible for Medicare.** Call the Social Security Administration (SSA) at 800-772-1213 to enroll by phone or make an appointment at a local office. People can also enroll in Medicare online at [ssa.gov/medicare/sign-up](https://ssa.gov/medicare/sign-up). Or they can go to [OregonHealthcare.gov/GetHelp](https://OregonHealthcare.gov/GetHelp) to find a Medicare insurance agent or a helper at the Senior Health Insurance Benefits Assistance Program (SHIBA). Or they can call SHIBA at 800-722-4134.
- **People who are not eligible for Medicare should check to see if their or a family member's employer offers an affordable plan.** People should talk to their boss or human resources department before their OHP ends. They'll get a special enrollment period when they lose OHP.
- **People without Medicare or an affordable employer plan may be able to buy a health plan through the Oregon Health Insurance Marketplace.** This can cost as little as \$1 a month. Plans cover things like prescription drugs, doctor visits, urgent care, hospital stays and more.
- **People who lose OHP can sign up for Marketplace coverage as soon as they have an OHP closure date.** People can enroll before their OHP ends to avoid a gap in coverage, but have until July 31, 2024 to enroll.
  - To learn more, visit [OregonHealthCare.gov](https://OregonHealthCare.gov) or call 833-699-6850 (toll-free, all relay calls accepted).
  - They can also visit a community partner or insurance agent for free help in person or on the phone. To find one near you, visit [OregonHealthCare.gov/GetHelp](https://OregonHealthCare.gov/GetHelp).

## What to expect for people with Medicare or who turned 65 during the pandemic

Medicare is insurance for people 65 and older or with disabilities. People can have OHP or other Medicaid benefits as well as Medicare.

- Some people were on OHP and then started Medicare during the pandemic. They stayed on OHP through the pandemic. We call this “full dual” benefits because they have Medicare as well as “full” OHP coverage.
- People may also qualify for Medicare Savings Programs which helps pay Medicare costs.

Everyone will need to renew. Many people will need to have an interview with a worker to determine what kind of benefits they may qualify for.

- They may get help paying Medicare Part B premiums, for secondary coverage, and for continued full dual coverage including dental and nonemergency transportation.
- If you need help with daily activities at home or in a facility, ask about long term care services and supports.

People losing full OHP benefits can go to [OregonHealthcare.gov/GetHelp](https://OregonHealthcare.gov/GetHelp). There they can find an insurance agent or a helper at the Senior Health Insurance Benefits Assistance Program (SHIBA). Or they can call SHIBA at 800-722-4134. These people can help them choose the right Medicare.

People who need to sign up for Medicare can contact the Social Security Administration (SSA) at 800-772-1213 to enroll by phone or find a local office. They can also enroll in Medicare online at [ssa.gov/medicare/sign-up](https://ssa.gov/medicare/sign-up).

- It's important that people sign up for Medicare coverage during their initial enrollment period. This lasts for seven months, starting three months before they turn 65. They can also sign up within 6 months of their OHP ending.
  - If someone missed signing up for Medicare when they turned 65, they should sign up now. If someone missed signing up when they turned 65 or within 6 months of losing OHP, they may have to pay an extra amount, called a late enrollment penalty.
- If they have other coverage such as from an employer, they may not have to pay a penalty. Please check with Medicare to be sure.
- If they qualify for a Medicare Savings Program, they won't have to pay the penalty.
- Learn more at [medicare.gov/basics/costs/medicare-costs/avoid-penalties](https://medicare.gov/basics/costs/medicare-costs/avoid-penalties).

## **What to expect for people with long term services and supports for seniors and people with disabilities:**

Medicaid long-term care includes services that help people with physical, mental health, and intellectual or developmental disabilities. The services help them with everyday health or personal care needs they can't do on their own.

- People can get services in their home or community, or in a care setting, like adult foster care, assisted living and residential facilities, nursing facilities, and memory care communities.

People who receive Medicaid long-term care services will need to renew their OHP benefits and long term care services. **Members need to update their contact information so we can reach them.** They should watch for their renewal letter in the mail.

- Members can assign "Authorized Representatives" like a trusted friend or family member to help them through the renewal process. If the member has named an authorized representative, their authorized representative must keep their contact information up to date as well.
  - Authorized representative form in English:  
[sharedsystems.dhsoha.state.or.us/DHSForms/Served/me0231.pdf](https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/me0231.pdf)
  - Authorized representative form in Spanish:  
[sharedsystems.dhsoha.state.or.us/DHSForms/Served/ms0231.pdf](https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/ms0231.pdf)
- People who get long term care have a case manager. They can reach out to their case manager for help.
- After renewal, members may experience one of the following:
  - If they still qualify, they may have changes to long-term care services, but their OHP will continue.
  - If they no longer qualify for OHP because of income, their OHP medical benefits and long-term care services will end.
- If someone's benefits are reducing or ending, they can ask for a hearing if they do not agree or think the state made a mistake. Information here:  
[oregon.gov/oha/HSD/OHP/Pages/Appeals-Hearings.aspx](https://oregon.gov/oha/HSD/OHP/Pages/Appeals-Hearings.aspx)

- Changes to a person’s OHP or long-term care services could affect their housing. People who live in a long-term care facility or adult foster home, or have in-home caregivers, should talk to their case manager about ways to keep the services they need.

## What to expect for people receiving food benefits:

During the COVID-19 Public Health Emergency some people were given extra food benefits. These emergency food programs have ended:

- **SNAP Emergency Allotments:** People got SNAP Emergency Allotments every month from April 2020 – February 2023. These ended in March 2023. *(More information about this is available at:* [oregon.gov/dhs/ASSISTANCE/FOOD-BENEFITS/Pages/Emergency-Allotments.aspx](https://oregon.gov/dhs/ASSISTANCE/FOOD-BENEFITS/Pages/Emergency-Allotments.aspx)*.)*
- **Pandemic EBT and Summer P-EBT:** These food benefits were for children to make sure they received quality food during COVID-19. The last of these benefits will go out by May 31, 2023. *(Find more information at:* [oregon.gov/dhs/ASSISTANCE/FOOD-BENEFITS/Pages/P-EBT.aspx](https://oregon.gov/dhs/ASSISTANCE/FOOD-BENEFITS/Pages/P-EBT.aspx)*.)*

Some SNAP eligibility requirements were paused during the COVID-19 Public Health Emergency. These policies will change again:

- **SNAP time limits:** Work requirements are starting again for SNAP participants with Able-bodied Adult without Dependents (ABAWD) status starting **July 1, 2023**. People must meet the work requirements—or get an exemption—to get more than three months of SNAP in a three-year period. Some places and Tribal Lands will not have the work requirements. *(Find more information at:* [oregon.gov/dhs/ASSISTANCE/FOOD-BENEFITS/Pages/snap-time-limits.aspx](https://oregon.gov/dhs/ASSISTANCE/FOOD-BENEFITS/Pages/snap-time-limits.aspx)*.)*
- **SNAP temporary exemptions for students of higher education:** Rules that helped more students qualify for food benefits are ending.
  - **New cases** may use the temporary rules until June 10, 2023. **Ongoing cases** may use them until June 30.
  - After July 1, 2023, ongoing cases remain covered by the temporary rules until they are due for renewal.

Please ask people to visit [needfood.oregon.gov](https://needfood.oregon.gov) and [alimentos.oregon.gov](https://alimentos.oregon.gov) to find food resources in their communities. Need Food includes flyers and social media cards partners can share. It also includes a communications toolkit with resources in many languages.

*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 503-945-5488 (all relay calls accepted) or [feedback@odhsoha.oregon.gov](mailto:feedback@odhsoha.oregon.gov).*



# Key messages for OHP members and other benefit recipients

Please share this information with OHP members and other Medicaid recipients to help them protect their benefits:

- Renewals have started again for Oregon Health Plan (OHP) and other Medicaid benefits. Oregon is working to keep as many people protected as possible. Most people will keep their benefits. There are also options for people who need medical benefits. But you need to take action.
- Do you have OHP or other Medicaid benefits, like a Medicare Savings Program or services and supports for older adults and people with disabilities? **Make sure the state of Oregon has your current address. And when you get letters from the state of Oregon to renew your coverage, do what they ask right away.**

## Additional detail about how to do this:

- The most important thing you can do is to make sure your **address is correct so the state of Oregon can mail you a renewal letter.**
  - *(To partners: If you are a certified assister who helps with OHP and Medicaid enrollment, offer to help update their address)*
  - You can get information about how to update your address and find an office or community partner near you at [KeepCovered.Oregon.gov](https://www.KeepCovered.Oregon.gov).
    - This website has all the information, phone numbers and other links you need.
  - You can also report changes and respond to renewals online at [benefits.Oregon.gov](https://benefits.Oregon.gov).
  - Or, you can call 800-699-9075 weekdays from 7 a.m. to 6 p.m. All relay calls accepted. You can get help in many languages — find help in your language at [benefits.oregon.gov](https://benefits.oregon.gov). (For calls in English, wait times are shortest between 7 a.m. and 8 a.m.)
- **Check your mail often** for letters from the state of Oregon. Letters are going out between now and mid-2024. Not everyone will get their letters at the same time. Keep checking your mail until you get your letters.
- When your letters come, **do what they ask right away**. This will help you avoid a gap in your benefits. You can get free help to understand your letters and do what they ask. Go to [KeepCovered.Oregon.gov](https://www.KeepCovered.Oregon.gov) or call 1-800-699-9075 to learn where you can get help.
  - *(To partners: If you are certified as an assister who helps with OHP and Medicaid enrollment, offer to help them read and respond to their letters)*

## Additional detail about the letters and what comes next:

You will receive renewal letters and a case summary, which explains your benefits. Read the case summary for each member of your household carefully.

Your letters might say things like:

- You have been renewed for OHP or other Medicaid benefits. Review the information to make sure everything is correct. Tell us if anything has changed.

- You need to provide more information to see if you're still eligible. You may be asked to send information or have an interview. You may get more than one letter. You'll have up to 90 days to reply. The letter will explain what you need to do.
- Your OHP or other Medicaid benefits are changing, or you do not qualify. If this happens, you will get a 60-day notice before your benefits end. We will send you information about your other health coverage options.

**If you or a family member no longer qualify for OHP**, you will get a 60-day notice before your benefits end. If this happens, there are other options.

- **You may be eligible for Medicare.** Call the Social Security Administration (SSA) at 800-772-1213 to enroll by phone or make an appointment at a local office. You can also enroll in Medicare online at [ssa.gov/medicare/sign-up](https://ssa.gov/medicare/sign-up). Or you can go to [OregonHealthcare.gov/GetHelp](https://OregonHealthcare.gov/GetHelp) to find an insurance agent or a helper at the Senior Health Insurance Benefits Assistance Program (SHIBA). Or they can call SHIBA at 800-722-4134.
- **If you are not eligible for Medicare, check to see if your employer offers an affordable plan.** Be sure to talk with your boss or human resources department before your OHP ends. You'll get a special enrollment period when you lose OHP.
- If you do not have Medicare or an employer plan, **you may be able to buy a health plan through the Oregon Health Insurance Marketplace** for as little as \$1 a month.
- People who lose OHP can sign up for Marketplace coverage as soon as they have an OHP closure date. People can enroll before their OHP ends to avoid a gap in coverage, but have until July 31, 2024 to enroll.
- Plans cover things like prescription drugs, doctor visits, urgent care, hospital stays and more. For more information, visit [OregonHealthCare.gov](https://OregonHealthCare.gov) or call 1-833-699-6850 (toll-free, all relay calls accepted). You can also visit a community partner or insurance agent for free help in person or on the phone. To find one near you, visit [OregonHealthCare.gov/GetHelp](https://OregonHealthCare.gov/GetHelp).
  - *(To partners: If you are an assister, offer to help at this stage)*

## Phone script

*Do you have staff who take calls about Oregon Health Plan (OHP) or other Medicaid benefits? Use this script to support people with the renewal process.*

Renewals have started back up for Oregon Health Plan (OHP) and other Medicaid benefits. Oregon is working to keep as many people protected as possible. Most people will keep their benefits. There are other options for people who need medical benefits. But you need to take action.

Do you have OHP or other Medicaid benefits, like a Medicare Savings Program? Services and supports, like help with daily activities at home or in a facility, for people with disabilities and older adults?

**(If yes):** Make sure the state of Oregon has your current address. And when you get renewal letters from the state of Oregon, do what they ask right away.

### Would you like to learn more?

- 1. Has your mailing address, phone number or email address changed since April 2020?**  
If yes, I can tell you how to update your contact information. Would you like to learn more?  
*(If yes, skip to the next page).*
- 2. Check your mail often for letters from the state of Oregon.** Your renewal letters and case summary will tell you what to do. Letters are going out now through mid-2024. Not everyone will get their letters at the same time, so be sure to check often.
- 3. Do what the letters say.** The letters will say what you need to do. Even if you no longer qualify for OHP or other Medicaid benefits, it is important to respond to the state's letters. They can help you find other coverage.
  - When you get your letters, you can get free help to understand them and do what they say. You get help in person or on the phone. You can find help near you at [KeepCovered.Oregon.gov](https://www.KeepCovered.Oregon.gov).
  - If you need help and would like us to speak with someone else about your OHP or other Medicaid benefits, you can have a family member or friend help you. They can be your "authorized representative".

### For people who want help to update their contact information:

Do you have internet access?

- Report changes online at [benefits.Oregon.gov](https://www.benefits.Oregon.gov). You can also sign up there to get a text or email alert when your letters are mailed, so you know to watch for them. And when you get your letters, you can respond to them there, too.
- Go to [KeepCovered.Oregon.gov](https://www.KeepCovered.Oregon.gov) for ways you can get help in person, online or by phone.
- You can also find an office or community partner near you at [KeepCovered.Oregon.gov](https://www.KeepCovered.Oregon.gov).

Or, you can:

- Call 800-699-9075 weekdays from 7 a.m. to 6 p.m. All relay calls accepted. You can get help in many languages — find the phone number for help in your language at [benefits.oregon.gov](https://www.benefits.oregon.gov). Wait times are shortest between 7 a.m. and 8 a.m.

If you want more information about anything or need extra help, go to [KeepCovered.Oregon.gov](https://www.KeepCovered.Oregon.gov).

## Content to use in an email or newsletter:

### Email subject or newsletter headline:

Do you have OHP or other Medicaid? Take action to protect your benefits!

### Email or newsletter message:

Do you have OHP or other Medicaid benefits, like the Medicare Savings Program or services and supports for people with disabilities and older adults?

Renewals have started for Oregon Health Plan (OHP) and other Medicaid benefits. Oregon is working to keep as many people protected as possible. Most people will keep their benefits. There are other options for people who need medical benefits. But you need to take action.

Make sure the state of Oregon has your current address. And when you get renewal letters from the state of Oregon, do what they ask right away.

**The most important thing you can do is make sure your address is current** so the state can reach you. You can do that on your own or get free help here:

- Find an office or community partner near you at [KeepCovered.Oregon.gov](https://www.KeepCovered.Oregon.gov).
- (Partners: If you are a certified assister, replace the bullet above with the invitation to contact you for help.)
- Report changes online at [benefits.Oregon.gov](https://www.benefits.Oregon.gov).
- Call 800-699-9075 weekdays from 7 a.m. to 6 p.m. All relay calls accepted. You can get help in many languages — find help in your language at [benefits.Oregon.gov](https://www.benefits.Oregon.gov). Wait times are shortest between 7 a.m. and 8 a.m.

**Check your mail often for letters from the state of Oregon.** When they come, **do what they ask right away**. Letters are being mailed now through mid-2024. Not everyone will get their letters at the same time. Check your mail often. You can use any of the resources listed above for free help to understand your letters and do what they ask.

Go to [KeepCovered.Oregon.gov](https://www.KeepCovered.Oregon.gov) to learn where you can get free help, or call **1-800-699-9075**.

If you need help and would like us to speak with someone else about your OHP or other Medicaid benefits, you can have a family member or friend help you. They can be your “authorized representative”.

If you have any questions, please let us know!

## Social media posts and graphics:

This is the content to copy and paste into your social media post. You may use it as-is or edit it.

This is the suggested social graphic to use with your post. You can use any graphic with any post. Click on the graphic to download.

Do you or a family member have Oregon Health Plan (OHP) or other Medicaid benefits? If you do, you need to take action to protect your medical benefits. Renewal letters are going out now through mid-2024.

Here is what you need to do:

Make sure your address is up to date. You can update on your own or get free help. You can do this online, by phone or in person.

Check your mail for renewal letters. When they come, do what they ask right away.

Visit [KeepCovered.Oregon.gov](https://KeepCovered.Oregon.gov) for more information and free help.

#KeepCovered



You want to take care of yourself and your family. You want to meet your needs and plan for the future. Your Oregon Health Plan (OHP) or other Medicaid benefits help. Change is coming. Renewal letters are going out now through mid-2024. Take action to protect your medical benefits!

Visit [KeepCovered.Oregon.gov](https://KeepCovered.Oregon.gov) for more information and free help.

#KeepCovered



Your health is important to you. So, you make sure you can get medical care when you need it. Change is coming to Oregon Health Plan (OHP) and other Medicaid benefits. Renewal letters are going out now through mid-2024. Take action to protect your medical benefits!

Visit [KeepCovered.Oregon.gov](https://KeepCovered.Oregon.gov) for more information.

#KeepCovered



Change is coming to Oregon Health Plan (OHP) and other Medicaid benefits. Make sure your mailing address is correct so you get your renewal letters. Visit [KeepCovered.Oregon.gov](https://KeepCovered.Oregon.gov) to learn more about how you can protect your medical benefits.

#KeepCovered



Attention Oregon Health Plan (OHP) members and other Medicaid benefits recipients! Is your contact information correct? Change is coming. Renewal letters are going out now through mid-2024.

Go to [KeepCovered.Oregon.gov](https://KeepCovered.Oregon.gov) or call 800-699-9075 to check and update your contact information. This simple step can help protect your medical benefits!

#KeepCovered



# Website, SMS/text and chatbot copy

## Website Copy

It's time to renew your Oregon Health Plan (OHP) and other Medicaid benefits!! Oregon is working to keep as many people protected as possible. Most people will keep their benefits. There are other options for people who need medical benefits. But you need to take action.

- Make sure your address is correct
- Then watch for letters from the state of Oregon. Do what they ask right away.
- Free help is available in many languages. Go to [KeepCovered.Oregon.gov](https://www.KeepCovered.Oregon.gov) or call 1-800-699-9075 to learn more and find help near you.

## SMS/Text Message

- It's time to renew your Oregon Health Plan (OHP) and other Medicaid benefits! The state of Oregon will send you letters in the mail. Make sure your address is correct, so you get the letters. Go to [KeepCovered.Oregon.gov](https://www.KeepCovered.Oregon.gov) to learn more or call 1-800-699-9075.
- Do you have Oregon Health Plan (OHP) or other Medicaid benefits, like a Medicaid Savings Program or services and supports for people with disabilities and older adults? Make sure the state of Oregon has the right address to mail your renewal letters. Go to [KeepCovered.Oregon.gov](https://www.KeepCovered.Oregon.gov) to learn more or call 1-800-699-9075.

## Chatbot Message

While you are here... make sure your address is correct with the state of Oregon. That way, you will get your letters about how to renew your Oregon Health Plan (OHP) or other Medicaid benefits. Letters are being mailed out now through mid-2024. If the state has the wrong address, you could lose your benefits! To learn more and take action, go to [KeepCovered.Oregon.gov](https://www.KeepCovered.Oregon.gov) or call 1-800-699-9075.



# Event flyer

You can use the flyer shown here to share information about enrollment open houses, assister office hours, and other events where people can get help.

The flyer is available as a PPT document for you to download and enter your information. [Click here to download.](#)



**KeepCovered.Oregon.gov**

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 503-945-5488 (all relay calls accepted) or [feedback@odhsaha.oregon.gov](mailto:feedback@odhsaha.oregon.gov).