

# OHP renewal FAQ



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Usted puede recibir este documento en otro idioma, impreso en una letra más grande o de otra manera que sea mejor para usted. También puede solicitar un intérprete. Esta ayuda es sin costo. Llame al 800-431-4135 o por TTY: 711. Aceptamos llamadas del servicio de retransmisión.

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## What is Oregon Health Plan (OHP)?

OHP is Oregon's Medicaid program. It gives free insurance to people in Oregon who qualify. It includes:

- Doctor visits
- Hospital care
- Mental health services
- Dental care
- Select vision care services

OHP also pays for transportation to your appointments and many other services.

## What is OHP renewal?

It's the process of renewing OHP health insurance. It includes verifying your income and the number of people in your household to see if you're still eligible for OHP.

## What should I expect from the OHP renewal process?

You'll get a notice in the mail from the Oregon Health Authority telling you what to do. Letters will be sent in batches, so you may not receive yours until May 2024. Follow the instructions to avoid the risk of losing your OHP insurance.

Some members will have their OHP insurance renewed automatically. Others will be asked to provide more information to determine if they still qualify for OHP insurance.

## What can I do now?

Make sure your address and phone number are updated so you don't miss important OHP renewal information. Call us to report any changes, **800-245-9631**.

Or, call the Oregon Health Authority, **800-699-9075**.

Or, update your contact information online, [One.Oregon.gov](https://One.Oregon.gov).

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## Where can I get assistance?

Help with your renewal forms is free of charge and available in your area. You can find a local person, called an "OHP Assister," who can help you by visiting [Healthcare.Oregon.gov/pages/find-help.aspx](https://www.healthcare.oregon.gov/pages/find-help.aspx). Help is available in your own language, including American Sign Language.

## When is OHP renewal?

OHP renewal starts **April 1, 2023**, and ends on **May 31, 2024**.

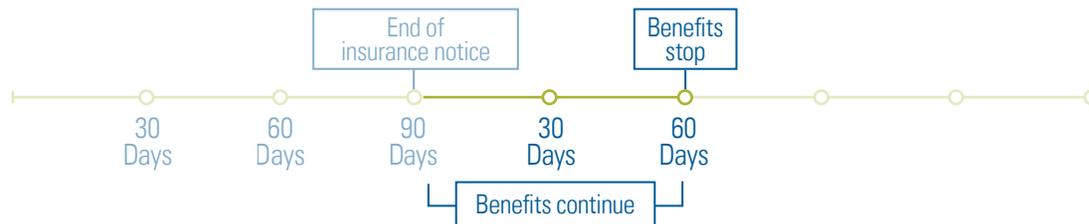
## How long do I have to respond to a renewal letter?

**90 days.** During those 90 days, you will receive reminder notices each month, if you haven't responded.



## What if I don't respond?

If you don't respond for 90 days, then you will receive a notice that your OHP insurance is ending. But, you will continue to receive insurance benefits for 60 more days. If you don't respond during this extra 60 days, **then your benefits will stop.**



## Can I still send in my renewal form after my benefits stop?

Yes. After the first 150 days from receiving your renewal letter, you will have 90 more days to send in your renewal forms. If you do not send your forms during this 90-day period, you will no longer be eligible for the renewal process and will need to submit a new OHP application.



## What are my options if I lose my OHP insurance?

PacificSource Health Plans offers affordable health insurance for individuals and their families that can include financial assistance. If you are over 65, we also offer Medicare plans, many that include \$0 monthly fees. If you have a job, you may be eligible for health insurance from your employer. Call us at **800-211-9187** for help finding the right insurance for you.

## How do I get health insurance through my job?

If you lose Medicaid insurance, but have a job and are under age 65, ask your employer what your health insurance options are.