The Oregon Eligibility (ONE) applicant portal is your one-stop shop to apply for the Oregon Health Plan (OHP). If you first applied or renewed your OHP on or after Dec. 1, 2015, you can also use ONE to renew your OHP coverage and report household changes. The applicant portal is available 24 hours a day, seven days a week.

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HOW TO SET UP YOUR ONE ACCOUNT

Create your Applicant Portal account

At https://one.oregon.gov, click “SIGN IN”, then click the Create Account button.

This website is the property of the State of Oregon. The intent of the site is to allow Oregon residents, and/or authorized community partner agencies on behalf of Oregon residents, to apply for Oregon medical programs and to report changes through their account. You are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or unauthorized sharing of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access or unauthorized sharing may also be criminally punishable. The State of Oregon follows federal and state law and regulations to protect the information from misuse or unauthorized access.
Set up your account

Enter all information marked with an asterisk (*).

Your password must be at least eight characters and include at least one number, upper-case letter and special character.

- Your security answers should be answers you can remember or keep somewhere safe.

Take a picture, or write them down before you click “Submit”. You will need to enter these exactly as you entered them on this screen to get to Step 2 of creating your account.
Account verification email

When you click “Submit”, the following message will appear.

```
Check your email. No-reply.forms@state.or.us will send you a verification link at the email address you used to register.

Click the link (it expires in 72 hours).
```

Validate your account

The link will take you to a page that gives you the same security questions you answered during setup.

- **Check your email.** [No-reply.forms@state.or.us](mailto:No-reply.forms@state.or.us) will send you a verification link at the email address you used to register.
- **Click the link** (it expires in 72 hours).

- Please **answer them exactly as you originally entered them** (the fields are case sensitive), then click “Submit”.

- You will get **five** tries to answer all three questions. After five tries, your account will be locked with a message that states, “Your account is now locked. Please contact Customer Support at 1-800-699-9075, Monday-Friday, 7 a.m. to 6 p.m.”
Validate your account (continued)

When you enter all security answers correctly, this screen appears. Click the “Step 2” link to finish setting up your account.

Verify your identity

We need to verify your identity to make sure we create accounts only for people who want one. We will ask about things that only you should know. Experian will help verify your identity if you cannot do this online.

Log in with your username and password

When you click “Step 2”, you will return to the login screen.

Enter your username and password exactly as you entered them in Step 1.
Accept terms of use

Once you log in, click the “Accept” button to show you have read this “Warning” box and accept the terms of use.

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User verification information

Enter all fields marked by an asterisk (*), as well as the Postal Extension Code (your ZIP+4 code) and Phone Number fields.

- If you don’t know your ZIP+4 code, look it up by entering your address on the USPS Look Up a ZIP Code website.

Screen image continued on next page
At the bottom of the page, **enter the letters or numbers** listed in the photo and then click **“Next”**.
User verification questions
Answer all questions provided, then click “Next”.

Finish account setup
If your user verification answers are complete (whether you answered them online or by calling Experian) you will see this message. Click the “Next” button to finish.

Authentication access code
Check your email in a separate window and find an email from no-reply.forms@state.or.us. This email will contain your access code, also known as “One Time Password (OTP)”.

- You may need to check your email’s junk/spam filter to find the email that contains your access code.
- If you cannot find this code in your email, return to this screen and click “Resend Access Code”.

Once you have the code, return to this screen, enter the access code, then click “Next”. Your account setup is complete!

WHAT HAPPENS NEXT?

New applicants with no OHP benefits
Those who are new to OHP or have not had OHP benefits within the past year will go straight to the application screen after clicking “Next”.

Read the ONE application guide to learn more about completing the application.

Future visits will take you to the Account Dashboard.

Current OHP members
You will go straight to the Account Dashboard after clicking “Next”.

Your password will expire in 120 days
If you return to the ONE website four or more months after setting up your account, you will need to reset your password. To do this, click the “Forgot Password?” link on the login screen.
ACCOUNT DASHBOARD

This is the homepage for your ONE account. To learn more, see the Dashboard Quick Reference.

Dashboard tabs

- **Overview**: Main dashboard screen
- **Applications**: Applications you have completed in ONE
- **Plans and programs**: Your current OHP eligibility and coordinated care organization (CCO) choices
- **Messages**: Messages from OHA
- **Assisters**: Information about your local community partners and your authorized representative
- **Settings**: You can update your contact information and how you prefer to get written communications from OHA about your OHP benefits

Quick Links

- **Message Center**
  - **Inbox**
- **Notifications & Alerts**
  - **Address Validation**
- **Application**
  - **Download a new**

Member Information

- **Report Change in Circumstances**
  - **Case Number**: 730000249
  - **View/Edit Enrollments**

<table>
<thead>
<tr>
<th>Household Member</th>
<th>Client ID #</th>
</tr>
</thead>
<tbody>
<tr>
<td>MARY SMITH</td>
<td>XE500D9Y</td>
</tr>
</tbody>
</table>
Quick links

- Announcements
- Message center
- Notifications and alerts
- Application
- Contact information

Member information

ID numbers and benefit information for your household members.

Ongoing applications

If you have an application you have not completed yet, it will display here.

Request for information

List of documents you need to send to OHA for each household member

- **View my documents**: Lists the documents you have already sent to OHA
- **Upload**: Allows you to send more documents to OHA
TROUBLESHOOTING

Step 1 – Verifying your ONE account
If your account verification email expires, you can ask for a new one:

- Go to https://one.oregon.gov and click “Sign in”.
- At the sign-in screen, click on “Resend Account Verification Email”

Step 2 – Verifying your identity
If any of the answers you provide during user verification (also known as “identity proofing”) are incorrect, you will see this screen when you click “Next”:

Call Experian at 1-866-578-5409 and give them the reference number shown on the screen.

- Call right way. This screen will time out after 10 minutes.
- If you get timed out, you will need to sign back into your account to start user verification over again.

If Experian cannot verify your identity, call OHP Customer Service at 1-800-699-9075.
Identity proofing tips for success

The answers you give to prove your identity should match what Experian (or your credit report) would have on file.

You should be ready to provide accurate answers to questions about your personal and financial history. You will not be asked about all of these issues, but having this information handy will be helpful:

- Addresses of current and past residences
- Names of counties resided in, past and present
- Auto ownership – details of the car, the license plate and any auto loans
- Names of current and previous employers
- Credit cards – name of lenders, year and month the account was opened
- Mortgages – name of the lenders, amount of mortgage and the term (the number of months or years) of the loan
- Loans (including auto, student and home equity loans) – including the name of the lender, amount of loan and term (the number of months or years) of the loan.

If you have no credit history and have never applied for OHP before, you should be ready to provide proof of your identity, such as:

- State-issued driver’s license
- Government-issued identification card, including U.S. passport, voter registration card, U.S. military card
- Student ID card
- Combination of any two of the following documents:
  - Social Security card
  - Marriage certification
  - Divorce decree
  - Employer identification card
  - High school, high school equivalency, or college diploma
  - Property deed or title

If asked to send proof of identity, you can send it via secure email.
OREGON HEALTH PLAN (OHP)
ACCOUNT SET UP GUIDE

You can get this document in other languages, large print, braille or a format you prefer. Contact Oregon Health Plan (OHP) Customer Service at 1-800-699-9075. We accept all relay calls or you can dial 711.