MY ACCOUNT DASHBOARD

The dashboard shows you what we know about your OHP.

The Overview gives a snapshot of your current OHP status. If you need to take action, an alert will display here.

Quick links:
New messages and action items will have a red “alert” bell.

Member information: Report a change, change your CCO choice, and view the names and ID numbers of your household members.

Ongoing applications: If you started an application but did not finish it, a reminder to finish the application will show here.

Request for information: View documents you have sent to OHA, send new ones, and find out about any documents you need to send.
Applications displays all ongoing and past applications.

- **Ongoing applications** are ones you need to finish. To finish an ongoing application, click the “Continue Application” button.

- **Active applications** are completed ones OHA needs to review.

- **Past applications** are ones OHA has completed processing and made a decision about.

To view application information you submitted to OHA, click “View Details.”
**Plans & Programs** shows your coordinated care organization (CCO) choices. To change this, choose the new CCO for each person and click **“Update.”**

![CCO Choice dashboard](image)

Most Oregon Health Plan (OHP) members are part of a coordinated care organization (CCO). A CCO is a local health plan that manages your health services. All CCOs have health care providers, such as doctors, nurses, counsellors and more. Instead of just treating you when you get sick, CCOs work with you to keep you healthy and manage any current health issues.

**Current Eligibility**

This page shows you what each member of your household qualified for. If you qualify for the Oregon Health Plan, you can choose a health plan (called a CCO). Some areas only have one CCO available to choose from.

Note: If you are American Indian or Alaska native, you are not required to enroll in a CCO. If you do choose to enroll in a CCO, you can still get health services at any Indian Health Services facilities.

<table>
<thead>
<tr>
<th>Individual</th>
<th>Eligibility</th>
<th>CCO Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOHN DOE</td>
<td>Medicaid 10/01/2016</td>
<td>![Link to Willamette Valley Community Health](Learn More)</td>
</tr>
<tr>
<td>JANE DOE</td>
<td>Medicaid 10/01/2016</td>
<td>![Link to Willamette Valley Community Health](Learn More)</td>
</tr>
</tbody>
</table>

If you do not want to change your CCO, please select the Overview tab and you will be returned to the Dashboard.

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NEED HELP? Call us at 1-800-699-9075 (TTY 711). Monday through Friday, 7 a.m. to 6 p.m., Pacific Time

ONE dashboard guide
Page 4
Messages shows any messages OHA has sent you. These are electronic copies of notices you may get about your OHP.
Assistants shows the name and contact information of anyone you have chosen to help you apply or renew your OHP.

- To change the community partner, click “Remove,” then click “Get Help.”
- To change the authorized representative, click “Remove,” then click “Add Rep.” You will be sent the OHA 232 form for you both to complete and sign, then return to OHA.
**Settings** shows your current contact information and how you want us to send you information. By clicking “Edit,” you can:

- Update your email address or add a new phone number.
- Tell us how to send you information.

To change address information already listed on this screen, you need to report a change (see next page).
REPORT A CHANGE

From the Overview, click “Report Change in Circumstances.”

Choose the type of change you are reporting

Choose the change(s) you want to report, then click “Continue.”

- If you only choose one type of change to report, you will go to the screen that lists the information you last reported to OHA. You can then review and update that information.

- If you choose more than one type of change to report, you will go to the “Before You Submit Your Application” screen.

You can then review and edit each section you want to update.

After you finish reporting the change(s), ONE will review your information and update your eligibility results.
**Example: Reporting an address change**

Choose “Someone in my household has recently moved,” then click “Continue.”

**Update address**

Change address(es) as needed. ONE will bring up a match based on the new street address you enter.

- If the address is correct, click “Choose and Continue.”
- If the address is wrong, click “Enter Address Again,” then finish entering your new address.
Enter address change date

Enter the date your address changed in the “Has Moved” field. This date must be a past date (not a present or future date). Click “Next” to send your address change.

Complete your change reporting

After clicking “Next,” you will go to the Household Income, Health Coverage Details, and Review screens. If you have no changes, just click “Next” at each screen.

Complete the Sign and Submit screen, then click “Submit.” ONE will review the information you submitted and update your eligibility information.

After that, click “Next” until you get to the “CCO Choice” screen, then click “Update.”

To learn more about these screens, see the Application Guide.
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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.