OREGON HEALTH PLAN (OHP)
ONE RENEWAL GUIDE
ABOUT THE OREGON ELIGIBILITY (ONE) APPLICANT PORTAL

The Oregon Eligibility (ONE) Applicant Portal is your one-stop shop to manage your Oregon Health Plan (OHP) benefits. If you first applied or renewed your OHP on or after Dec. 1, 2015, you can use the Applicant Portal to renew your coverage and report household changes.

The Applicant Portal is available 24 hours a day, seven days a week.

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STARTING YOUR RENEWAL

Log into your Applicant Portal account

At https://one.oregon.gov, click “SIGN IN.”

Enter username and password

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

Your password expires in 120 days. If it has been four or more months since you used your account, you will need to reset your password. To do this, click the “Forgot Password?” link on the login screen.

Accept terms of use

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

You will be taken straight to the account dashboard after clicking “Accept.”
**Account dashboard**

If you can renew online, you will see a “Renew Coverage” section in the middle of your Overview page. To start your renewal, click the “**Take Action**” button.
Renewal Selection

This screen lists the people who need to renew to continue their OHP coverage. Mark everyone who wants to continue their coverage, then click “Next.”
START YOUR APPLICATION

Start your application by checking the “I authorize” box at the bottom of the page.

- Marking this box gives the Oregon Health Authority (OHA) permission to check your information with state and federal databases.
- Use the drop-down box to tell us for how long you give OHA this permission, then click “Next.”

If you choose to do this, you can opt out at any time by calling us at 1-800-699-9075. You can also update the income information you provide at any time.

Do not send proof to a local DCBS office.
REVIEW YOUR HOUSEHOLD INFORMATION

The “Before You Submit Your Application” screen lists the information you gave us the last time you applied or renewed.

- To review a section, click the row for that section.
- To edit a section, click the “Edit” link.

You must review and edit all sections marked with the yellow caution triangle.
Mark the “I agree” box on every page you need to review.

Each page contains the information you gave us when you last applied or renewed.

All pages have a checkbox at the top of the screen, followed by text that reads, “I agree that all information on this page is correct.”

- Marking this box lets us know you are actively reviewing your page.
- You cannot make any changes on the page until you mark this box.

Mark the “I agree” box on every page you need to review.

Click “Next” to go to the next required page.

After you update information as needed, click “Next.”

UPDATING YOUR INCOME

You need to tell us:

- About income you received or expect to receive this month
- Who in your household received income, and what types they received
- For each type of income, the income source, how much was paid, and how often

To report income

To update payment information for an income source, click “Edit” next to the income source, make your changes, then click “Save.”
To add a new income source, click the “Add” button on the income screen, add the income information, then click “Save.”

Click “Next” when you are done reporting each type of income.

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

**Employer information**

Please enter as much information as you can. If your renewal does not give us enough information to verify your income, we will ask you to send us more. We will not be able to complete your renewal until we get that information.

**FINISHING YOUR RENEWAL**

**Signing the application**

Check the box that reads, “**By entering my name below, I am electronically signing my application.**” Then type in your name.

By doing this, you are agreeing to all statements listed in the “**Sign and Submit**” box. Click the “**Submit**” button to submit your updated information.

**You’re not done yet!**

Please complete all of these steps to make sure we get your renewal information:

- **Additional questions:** Answer the questions about voter registration and your family’s veteran status. If you have no changes, click “Next” after each screen.

- **Thank you/Verification results:** Please submit all documents listed. If you do not submit the documents by the date listed on this screen, your coverage will end. Click “Next.”
Eligibility results: Click “Next” to review your coordinated care organization (CCO) choice.

**CCO preference**

This is the last step to your renewal. Even if you do not want to make any changes on this screen, you must click “Next” on this screen and the confirmation screen before your renewal is complete.

**Keep your current CCO?**

- If you want to stay in your current CCO, answer “Yes.”
- If you are not enrolled in a CCO and want to stay that way, answer “Yes.”
- If you want to change CCOs, answer “No” and choose the new CCO you want to request.

Click “Next” when you are done making your selection.

**Confirmation message**

When you click “Next,” you will see a new screen that says “Your selection has been submitted.” Click “Next.”
YOU’RE DONE!

After you click “Next,” you return to the Overview page. You will know you have successfully completed your renewal because it no longer says “Renew Coverage” in the middle of this page.

If this page still says “Renew Coverage,” this means you did not finish updating all required sections of your renewal. Click “Renew Coverage” again and make sure to take all required steps.
The Oregon Health Authority (OHA) follows state and federal civil rights laws. It does not discriminate on the basis of race, color, disability, national origin, religion, sex, sexual orientation, gender identity, marital status, or age.

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.