
Alternative contact options for ONE service

November 30, 2023



With the end of the COVID-19 federal public health emergency, the state is required to review eligibility for all 1.5 million Oregonians who have Oregon Health Plan (OHP) and other Medicaid benefits.

These medical renewals combined with the unprecedented levels of people applying for and receiving medical, food, cash, and child care benefits, have led to a historically high number of callers to the ONE Customer Service Center and is impacting call wait times.

The Oregon Department of Human Services (ODHS) is encouraging people in Oregon to use new alternate contact options given high call wait times at the ONE Customer Service Center. The ONE Customer Service Center provides phone support to people in Oregon calling to apply for or get help with their medical, food, cash, and child care benefits.

ODHS anticipates that wait times will remain high during open enrollment season for Medicare and the Oregon Health Insurance Marketplace. While people can apply for OHP any time of year, both open enrollment events increase awareness of and interest in applying for OHP.

“We know that many people in Oregon depend on us when they have questions about their medical, food, cash and child care benefits,” ODHS Oregon Eligibility Partnership ONE Customer Service Center Manager Nathan Singer said. “We are doing everything we can to provide the best customer service possible on our

phones and in our offices. We encourage people to create or use their ONE Online account, the Oregon ONE Mobile app or online chat bot when possible.”

OHP members are encouraged to respond as quickly as possible after they receive a request for information to avoid any possible delays.

The fastest way members can provide an update is by going to benefits.oregon.gov and creating or logging into their ONE Online account. People can also create an ONE Online account and upload documents through the Oregon ONE Mobile app.

The ONE Customer Service Center can be reached by phone at 1-800-699-9075, Monday to Friday from 7 a.m. to 6 p.m. Call wait times are lowest in the morning between 7 and 8 a.m., especially on Tuesday mornings.

People are welcome to visit or call their local ODHS office with questions.

The Aging and Disability Resource Connection of Oregon is also available to provide support at 1-855-673-2372 or in-person, find a local office at www.adrcoforegon.org.

There are many other ways people can get support and information about their medical, food, cash, and child care benefits:

Online at: benefits.oregon.gov

Through the free Oregon ONE Mobile app available on Apple and Android app stores

Visiting or calling an office near you: Find an office.

Older adults and people with disabilities can get help through Aging and Disability Resource Connection of Oregon at 1-855-673-2372 or www.adrcoforegon.org.

In your language: Help in Your Language

By mail at: ONE Customer Service Center, PO Box 14015, Salem, OR 97309

By fax at: 503-378-5628

People also can seek free help with their medical benefits from a community partner. Find a community partner near you.

ODHS officials said they are committed to providing the best customer service and doing everything it can to support people who need help with their benefits in as timely way as possible.

ODHS is committed to transparency. Dashboards with the latest wait times, customer service scores and medical renewal information are available online.