



General OHP Tips

1. If you want to apply for both OHP and food stamps OR
You don't want to send your original ID and Birth Certificates through the mail.
Apply at your local DHS branch.
2. **When in doubt, include it!** Be open, clear and honest with your documents and information.
3. **Keep copies of everything.** Keeping all your OHP paperwork together in one folder might help.
4. **Ask for a stamped receipt** if you turn in your application to the local branch. This is important!
5. Write down the name of DHS workers you talk to and the date of the conversation.
6. Watch the mail—open everything from DHS or OHP immediately and respond as quickly as you can.
7. If your address or phone# changes, call your worker or **1-800-699-9075** immediately.
8. If OHP sends you a letter requesting more information, include a copy of that letter with the information you send them. That makes it easier for them to locate your original application.

You need to present the following **original** documents:

- The original signed application
- Birth certificates, photo IDs, passports

Keep your originals and turn in **photocopies** of:

- Paystubs
- Bank Statements
- Legal documents

Tips Continued

After you turn in your application:

- **Wait** 10-14 days and then call to “check the status” of your application. Have your Social Security number and your kids’ numbers ready. At this point you are just checking to make sure the application arrived safely.
- **Take Notes.** If your application has been assigned to a worker, find out the worker’s name and phone extension.
- **Call.** If you haven’t heard anything after *another* 10-14 days, call back to check on your status. You want to stay on top of things so that if anything goes wrong, you can react quickly.
- **Provide** the information OHP or DHS requests. If OHP or DHS asks you for any more information or paperwork, do your best to give it to them. If you absolutely cannot give them the information they ask for, write an explanation, sign and date it, have your spouse sign it, and send it to them quickly. Keep a copy.

Any time you leave a message for your worker:

- **Plan** out what you are going to say ahead of time. Stay calm. Keep your message short and clear.
- **Provide** the information they request (your name, social security number, etc) so they can look you up.
- **Wait.** Give your worker a few days to respond to your voicemails--they are busy people. If you don’t hear anything for 3 full days, call the main number and say “*I left a message for my worker more than 72 hours ago and haven’t heard back. I’d like to speak to her/his supervisor.*”

OHP Help in Your Community

Your Local DHS Branch:

- Will give you an OHP application which you can take home to fill out or ask the front desk for help.
- Is where you can also apply for other services (food stamps, child care subsidy, domestic violence grant, etc.) on one application. Please let the worker know what you are applying for before you fill out the application.

DHS OFFICE	ADDRESS	PHONE	HOURS	SERVES (ZIP CODES)
Springfield Main St Center Branch 1101	101 30 th Street Springfield, OR 97478	Phone: (541) 726-3525	M-F 7AM to 6 PM	97413, 97418, 97425, 97431, 97438, 97452, 97454, 97455, 97463, 97477, 97478, 97482, 97488, 97489, 97492
Gateway Center Branch 1102	1040 Harlow Road Springfield, OR 97477	Phone: (541) 726-6644	M-F 7:30 to 5:30 PM	Teen parents who live in the Eugene- Springfield area and people who live within the following boundaries in the Gateway area of Springfield: North of Centennial, West of 5 th St. and within the Springfield city limits.
McKenzie Center Branch 2001	2885 Chad Drive Eugene, OR 97408	Phone: (541) 686-7878	M-F 7AM to 6 PM	97401, 97403, 97404, 97405, 97408
West Eugene Family Center Branch 2002	2102 W. 11 th Ave. Eugene, OR 97402	Phone: (541) 686-7722	M-F 7AM to 6 PM	97402, 97409, 97412, 97419, 97437, 97443, 97448, 97461, 97487, 97490
Cottage Grove Family Center Branch 2003	305 Coop Court Cottage Grove, OR 97424	Phone: (541) 942-9186	M-F 7AM to 5:30 PM	97424, 97426, 97427, 97433, 97434, 97451, 97472
Florence Family Center Branch 3201	3180 Highway 101N Florence, OR 97439	Phone: (541) 997-8251	M-F 7:30AM to 5:30 PM	97324, 97412, 97430, 97436, 97439, 97441, 97445, 97449, 97543, 97549, 97467, 97473, 97480, 97490, 97493, 97498
Junction City DHS	225 West 6th Street Junction City, OR	Phone: (541) 998-9260	T-TH 8-11:30 AM	---

OHP Application Center**

Tel. 1-800-359-9517

Have your address ready. OHP will mail the application to you.

You will have to send OHP your original ID and Birth Certificates if you do your application by mail.

MothersCare Program (for pregnant women)

Tel. (541)682-3926

135 E 6th Ave

Eugene, OR 97401

Hours: Monday –Thursday 8-5

Contact person: Kristi Wedmore

Pregnant women can apply for OHP and also receive other services through this program (vitamins, info and referrals for prenatal care)

- ❖ **Pregnant Women with no Social Security Number may be eligible for CAWEM: emergency medical services.** PeaceHealth’s Prenatal Clinic offers prenatal care and help with CAWEM applications. They may be reached at (541) 222-6520. Children under the age of 6 may also be eligible for CAWEM and should be included on applications.

What does this mean??

Date of Request (also referred to as DOR or Date Stamp): Your application will be marked, either with a stamp or a sticker when it is given to you. You have 30 days from this date to return your application to DHS or OHP. For certain medical programs this is also the date which your medical benefits may start.

LIPA (Lane Individual Practice Association): The local managed care plan for OHP.

Pending: If OHP or DHS “*pends*” your application it means they are holding it until they get more information from you.

Recipient ID (OHP ID): This is your identifying number for OHP. You can use this to identify yourself when you call DHS, OHP or LIPA. You can also use this to receive medical services.