



Office of Client and Community Services/Healthy Kids

INFORMATION MEMORANDUM

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Number: SS-IM-12-023

Issue Date: 06-13-12

Authorized Signature

Topic: Medical Benefits

Subject: Coordinated Care Organizations (CCO) 30-Day Client Transition Notice.

Applies to (check all that apply):

- Checkboxes for: All DHS employees, Area Agencies on Aging, Children, Adults and Families, County DD Program Managers, County Mental Health Directors, Health Services, Seniors and People with Disabilities, Other (please specify): CAF SSP transmittal group

Message: Over the next several months, the approximately 600,000 medical clients we serve will move into Coordinated Care Organizations (CCO). This transition into CCOs starts soon but won't happen all at once. Clients will be moved as CCOs become available in their communities, and CCOs will be coming on board in four different "waves" August 1st through November 1st. The Oregon Health Authority (OHA) will know on June 28th which CCOs will begin enrolling clients on August 1st.

OHA will be sending a 30-day transition notice to clients before they move into CCOs. The first notice will be mailed on July 1, 2012. It will go to as many as 450,000 clients who will transition to a CCO on August 1st. (We won't know for sure how many notices will be sent until June 28th, when OHA determines which CCOs are ready to start in August.) Click here to view the 30-day transition notice in pdf format. The clients who transition into CCO's in the following months will also receive their 30-day transition letter approximately 30 days prior to their move into a CCO.

We know the change will raise questions and possibly concerns for Oregon's medical assistance members. OHA is working to provide you with the tools and information you will need in order to answer clients questions. **Staff webinars and information resources are being developed right now and will begin rolling out later next week.**

**What is a Coordinated Care Organization?** A CCO is a more holistic health care system, integrating an OHP client's medical health care, dental care and mental health under one health management system. Oregon is working closely with the federal government to allow new flexibility to care for our clients and help keep them healthier.

CCO's will be locally controlled and will be influenced by local cultural, community, and environmental factors. A CCO will emphasize preventative health care, with the expectation of better health outcomes for their clients, saving Oregon money by reducing the number of reactive medical practices. CCO's will also be able to do more chronic disease management and help people stay healthier. Oregon is paving the way for other states to follow in this innovative approach to medical care.

To learn more about Coordinated Care Organizations, go to [www.health.oregon.gov](http://www.health.oregon.gov). There you will find background information. You will also see personal stories from patients with examples of how coordinated care helps people stay healthier and lowers costs.

**Your role.** We know you will receive phone calls and office visits from clients who are seeking more information about CCO's. We want you to have all the information you need to help your clients. It is important that information provided is consistent for all clients.

Clients can call the Statewide Processing Center's new toll free number at 1-855-226-6170, or if they are in the Salem area, 503-378-3314 to discuss their options. This new toll free number is in addition to the current Statewide Processing Center number and the Healthy Kids phone number, and will be ready for use by July 1, 2012.

**More information coming soon** - Over the next week we will be sending you a list of questions we think you may receive so that you can be ready. Training will be available for how to respond to the questions and concerns, and what information should be shared with your clients. Information on this training will be provided soon.

In addition, an information paper will be available to hand out to your clients when they have questions or concerns.

*If you have any questions about this policy, contact:*

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