

Cathy Kaufmann, Administrator, Office of Client and Community Services/Healthy Kids, Oregon Health Authority

Patricia Baxter, Chief Operations Officer, Aging and People with Disabilities and Developmental Disabilities

Jerry Waybrant, Chief Operations Officer, Child Welfare and Self-Sufficiency

Authorized Signature

Number: SS-IM-12-028

Issue Date: 06/20/2012

Topic: Medical Benefits

Subject: Upcoming Webinar trainings for front-line staff (those who work directly with clients)

Applies to (check all that apply):

- | | |
|---|--|
| <input checked="" type="checkbox"/> All DHS employees | <input checked="" type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input checked="" type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input checked="" type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): CAF SSP transmittal group, Erin Fultz, Paula Fitch and Paula Bauer |

Message:

Over the next several months, the approximately 600,000 medical clients we serve will move into new Coordinated Care Organizations (CCO). This transition into CCOs starts soon but will not 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 1 through November 1.

Webinar trainings have been developed to provide front-line DHS, OHA and OYA staff practical tools and information for CCO implementation and answers to client questions. The Webinar training will include:

- General Health System Transformation (HST) and CCO information;

- Information about member transition plan and timelines: who will enroll, who will not, and when;
- Member notices;
- DHS/OHA/OYA customer service through transition; and
- Resources

These Webinar trainings will be given next week for front-line staff and those who will be answering CCO related questions from clients.

See below for the dates, times and links to register for the Webinar trainings.

Monday, June 25 – 9:00-11:00am

Reserve your Webinar seat now at:

<https://www2.gotomeeting.com/register/656636146>

Tuesday, June 26 – 1:00-3:00pm

Reserve your Webinar seat now at:

<https://www2.gotomeeting.com/register/997488114>

Wednesday, June 27 – 8:30-10:30am

Reserve your Webinar seat now at:

<https://www2.gotomeeting.com/register/331695690>

Wednesday, June 27 – 3:00-5:00pm

Reserve your Webinar seat now at:

<https://www2.gotomeeting.com/register/810671514>

Thursday, June 28 – 9:30-11:30am

Reserve your Webinar seat now at:

<https://www2.gotomeeting.com/register/180281946>

Thursday, June 28 – 2:00-4:00pm

Reserve your Webinar seat now at:

<https://www2.gotomeeting.com/register/131140050>

IF YOU CANNOT ATTEND A WEBINAR, A VIDEO OF THE TRAINING WILL BE POSTED ONLINE AT THE [DHS Learning Center](#).

Additional Trainings:

A second set of Webinars will be presented in mid-July with specific technical training and program-specific training for DHS, OHA and OYA staff who interact with eligibility and enrollment screens. This training will include breakout sessions for program staff who access program-specific eligibility and enrollment screens.

An additional transmittal will be sent when these dates and times have been determined.

Contact(s):	<i>If you have any questions about the content of the training contact:</i> Christy Garland – 503-947-5519, or christy.t.garland@state.or.us <i>If you have questions about registering or are having difficulties registering, contact:</i> Maggie Weller maggie.weller@state.or.us
Email:	SSP-Policy, Medical