

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

***Authorized Signature***

**Number:** SS-IM-12-030

**Issue Date:** 6-27-12

**Topic:** Medical Benefits

**Subject:** Announcement: New Coordinated Care Organizations (CCOs) Certified to begin August 1, 2012

**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<br>transmittal group, OYA, AMH, DMAP,<br>FHIAP, OPHP, OPAR |

**Message:**

This message is to inform DHS and OHA staff of the names and service areas for new Coordinated Care Organizations that will begin accepting OHP clients on August 1, 2012.

**For Wave 1, the Oregon Health Authority has certified eight new Coordinated Care Organizations (CCOs) to begin serving clients on August 1, 2012. See the following table for the list of Wave 1 CCOs and their service areas:**

Name	Service area
AllCare Health Plan	All of Curry, Josephine, Jackson and part of Douglas counties
FamilyCare, Inc.	Clackamas, Multnomah, Washington, and part of Marion County
Intercommunity Health Network Coordinated Care Organization	All of Benton, Lincoln and Linn Counties
PacificSource Community Solutions, Inc.	All of Deschutes, Crook and Jefferson and part of Klamath County
Trillium Community Health Plan	All of Lane County
Umpqua Health Alliance	Most of Douglas County
Western Oregon Advanced Health, LLC	All of Coos and Curry County
Willamette Valley Community Health, LLC	All of Marion County and most of Polk County

### 30-day client notice

[Letters](#) are being mailed this week to clients who are being enrolled into the new CCOs on August 1, 2012.

### Training materials available:

Here is a link to a [“call kit” to help you answer client questions](#). This kit includes a script (fact sheet) about CCOs, a Q & A for expected frequent questions, and a phone tree to help you make sure all questions are answered timely and well.

**Attend one of the training webinars.** There are still several training webinars occurring this week so you can learn more and ask any questions you may have. For dates and times of these live webinars, please see the [transmittal dated 06-20-12](#).

You can also access the webinar through the Learning Center beginning this Friday, June 29, 2012. Visit the Learning Center using this link: <https://dhslearn.hr.state.or.us/> and search the phrase “coordinated care organizations” to find the training.

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.

## When the change is happening

It depends on when there is a new plan available in local communities. There will be new plans in some parts of the state as soon as August 1, 2012. OHP clients in those communities will become part of those plans. As other plans are formed, OHP clients will be enrolled between September 1 and November 1, 2012.

If clients are being enrolled into the new health plans, they will get a letter 30 days before the change.

## BACKGROUND

Over the next several months, approximately 600,000 clients will move into local Coordinated Care Organizations (CCOs).

### What is a Coordinated Care Organization?

On August 1, 2012, several new Coordinated Care Organizations will begin operating in Oregon. **A Coordinated Care Organization (CCO)** is a network of all types of health care providers who have agreed to work together for people who receive health care coverage through the Oregon Health Plan. These providers have come together to form one entity that will contract with the Oregon Health Authority to serve people on the Oregon Health Plan in their local communities.

Coordinated Care Organizations will not all begin in every part of the state at one time. They will begin operating in waves. For more information, go to [health.oregon.gov](http://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.

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

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