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Authorized Signature

Number: SS-IM-12-031

Issue Date: 07-10-2012

Topic: Medical Benefits

Subject: Client notices and resource information for CCO transition

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, OYA, AMH, DMAP,
OPHP |

Message:

This message is to inform Department of Human Services (DHS), Oregon Youth Authority (OYA) and Oregon Health Authority (OHA) staff of the notices clients are receiving this week regarding their transition to CCOs and to help answer questions you may get from clients.

New enrollee window:

As you know, hundreds of new OHP members enroll every day. People who are entering OHP and are in a service area for the new CCOs will enroll in the current MCO. The system will automatically dis-enroll the member from the MCO and enroll them into the corresponding CCO effective August 1.

Notices to new enrollees:

The new enrollees receive a [generic transition letter](#) letting them know that their health plan may change.

Notices for existing members

As you know, 30-day notices have been sent to approximately 175,000 Oregon Health Plan (OHP) members who are being moved to a Coordinated Care Organization (CCO) on August 1, 2012.

We expect an increase in call volume because of these notices. As a reminder, a [“Call Kit”](#) is available online that includes a fact sheet/phone script, Q & A, and other information about the new Coordinated Care Organizations.

If you were not able to attend one of the CCO training webinars that occurred last week, you can view it by logging in to the [Learning Center](#). Search the phrase “Coordinated Care Organizations” or Course Number “C03134” to find the course.

Here is some additional information to assist you in answering those calls.

- Members will follow their Managed Care Organization (MCO) into the new CCO. Available online is the [Member CCO Enrollment Pathway](#) chart. This chart shows the MCOs that are now part of a CCO and their specified service area. Those who are members of the listed MCO, and who live in the indicated service areas, will enter the new CCO August 1, 2012.
- An additional phone line has been added to the central processing center (5503) to help answer specific questions about the transition to CCOs. If you get a question for which you do not know the answer, please call or direct members to 855-226-6170.

Thank you for your assistance to members during this transition time. For the next several months, we will have members moving to new CCOs on a monthly basis. Meanwhile, in communities where there is no CCO yet, we will be assisting members who remain in an MCO or on fee-for-service (FFS).

Please let us know if there is any additional information that can assist you.

If you have any questions about this policy, contact:

Contact(s):	Christy Garland	503-947-5519
	Jewel Kallstrom	503-947-2316
	Michelle Mack	503-947-5129
	Tamara Hammack-Ryan (Child Welfare Only)	503-945-5704
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