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Number: SS-IM-12-035

Authorized Signature

Issue Date: 07-30-2012

Topic: August 1 client transition to CCOs & client notices for September 1 transition

Subject: **Coordinated Care Organizations – Client Notices**

Applies to:

- | | |
|---|--|
| <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"/> Seniors and People with Disabilities |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): CAF SSP |
| <input checked="" type="checkbox"/> County DD Program Managers | transmittal group, OYA, AMH, DMAP, |
| | OPHP, Child Welfare |

Message:

This message is to inform you of the notices clients will receive this week (07/30 – 08/03) regarding their transition to Coordinated Care Organizations and to help answer questions they may have.

August 1 CCO client transition

On August 1, approximately 120,000 Oregon Health Plan (OHP) managed care households will transition to [eight Coordinated Care Organizations](#) (CCOs) in communities across Oregon.

This week, households will receive a new coverage letter showing their new plan enrollment. The coverage letter will include a new CCO insert that explains why they have a new plan and what to expect from a CCO, and a summary of OHP benefits. A sample of the new CCO insert is available on the health system transformation [Staff Tools](#) page of the OHA/DHS intranet.

30-day notice for September 1 transition

[Six new CCOs](#) are provisionally certified to begin serving OHP clients on September 1. Final certification is scheduled for tomorrow, Tuesday, July 31. All clients in the certified CCO service areas will receive a 30-day notice prior to transitioning to a CCO.

The notice shows the client's current managed care enrollment and the name of their new CCO. A sample 30-day notice is available on the [Staff Tools](#) page.

Notices to new enrollees

Clients newly enrolled in OHP July 10 – 31 will receive a generic letter (see [Staff Tools](#) page) informing them that their health plan may change.

Notice to American Indian and Alaska Native clients

American Indian and Alaska Native clients who are enrolled in a health plan will automatically enroll in a CCO if one forms in their community. They are not required to stay in any health plan and can ask to change their plan enrollment at any time.

A notice was sent to all tribal members (not just those transitioning to a CCO) with more information about CCOs and their options. A sample copy is available on the [Staff Tools](#) page.

Answering client questions

We expect an increase in call volume once clients receive their letters. A "call kit" is available on the [Staff Tools](#) page that includes a fact sheet/phone script, Q & A and other information about CCOs.

If you are not able to attend one of the CCO training webinars, you can view it by logging in to the [Learning Center](#) and then typing "Coordinated Care Organizations" in the search field.

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

- Members will follow their Managed Care Organization (MCO) into the new CCO. Available on the [Staff Tools](#) page is a chart showing a member's CCO enrollment pathway. **This document now includes contact information and hours of operation for each CCO.** This document will be updated shortly to reflect pathways for clients moving to CCOs on September 1.
- 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 are unable to answer a question, please call or direct clients to 855-226-6170.

Thank you for your assistance to clients during this time of transition. For the next several months, we will have clients 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 a MCO or are on fee-for-service.

Please let us know if we can provide further information or assist you in any other way.
If you have any questions about this information, 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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