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Number: SS-IM-12-036

Authorized Signature

Issue Date: 07-31-2012

Topic: Updated information about Wave 2 Coordinated Care Organizations

Subject: **Coordinated Care Organizations – Service Areas for CCOs starting on
September 1, 2012**

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 has details about the service areas for the Coordinated Care Organizations that will begin operation on September 1, 2012. Clients will begin receiving 30-day notices (see [Staff Tools](#) page) this week letting them know they will move into a CCO on September 1.

September 1 Coordinated Care Organizations

Five new CCOs have been certified to serve Oregon Health Plan clients on September 1, 2012. One other CCO that had applied for September 1 will be delaying until a later date.

Beginning September 1, there will be a total of 13 CCOs available throughout the state, and this means most OHP clients will be in a CCO by September 1.

Here is the list of *all* certified CCOs, including their service areas and start dates:

Name	Service area	Start date
AllCare Health Plan	All of Curry, Josephine, Jackson and part of Douglas counties	Aug. 1, 2012
Columbia Pacific Coordinated Care Organization, LLC	All of Clatsop, Columbia and Tillamook counties. Parts of Coos and Douglas counties.	Sep. 1, 2012
Eastern Oregon Community Care Organization	Baker, Malheur, Sherman, Union, Wallowa	Sep. 1, 2012
	Gilliam, Grant, Harney, Lake, Morrow, Umatilla, Wheeler	Eastern Oregon Community Care Organization will serve these counties at a later date
FamilyCare, Inc.	Clackamas, Multnomah, Washington, and part of Marion County	Aug. 1, 2012
Intercommunity Health Network Coordinated Care Organization	All of Benton, Lincoln and Linn Counties	Aug. 1, 2012
Jackson County Coordinated Care Organization, LLC	Jackson County	Sep. 1, 2012
PacificSource Community Solutions, Inc.	All of Deschutes, Crook and Jefferson and part of Klamath County	Aug. 1, 2012
PrimaryHealth of Josephine County, LLC	Josephine County and parts Douglas and Jackson Counties	Sep. 1, 2012

Tri-County Medicaid Collaborative	Clackamas, Multnomah and Washington Counties	Sep. 1, 2012
Trillium Community Health Plan	All of Lane County	Aug. 1, 2012
Umpqua Health Alliance	Most of Douglas County	Aug. 1, 2012
Western Oregon Advanced Health, LLC	All of Coos and Curry County	Aug. 1, 2012
Willamette Valley Community Health, LLC	All of Marion County and most of Polk County	Aug. 1, 2012

Other letters going out this week

- As mentioned in earlier transmittals, new coverage letters are being sent to households with OHP clients who will be enrolled in CCOs on August 1, 2012. See list above;
- A sample of all client notices being sent in regard to CCOs 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 online (see [Staff Tools](#) page) which 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 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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