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**Number:** SS-IM-12-037

**Authorized Signature**

**Issue Date:** 08/01/2012

**Topic:** Resolving Pharmacy Access Issues for Members Who Have Transitioned to a Coordinated Care Organization

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**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,<br>OPHP, Child Welfare Program        |

**Message:**

The following information is being provided in an effort to provide staff with tools to help members who are transitioning to Coordinated Care Organizations (CCOs).

**Prescription Drug Benefit Access**

- If contacted by a member who is having problems getting prescriptions filled due to the CCO transition, please contact the DMAP Plan Coordinators to resolve eligibility issues and to help facilitate clients obtaining needed medications. The chart below shows the DMAP Plan Coordinators for each plan;
- DMAP Plan Coordinators will work with the OHA Statewide Processing Center (Branch 5503) and the CCO to resolve the eligibility issue and confirm the CCO's pharmacy claims payment system has been updated with the information;

- If enrollment can be resolved, DMAP Plan Coordinators will report back to the eligibility worker and have Client Services contact the member directly to inform them to return to pharmacy to fill prescription;
- If enrollment is not resolved, DMAP Plan Coordinators will work with CCOs and pharmacies to ensure timely access to needed medications.

Plan	PHPC	Phone	Email Address
<b>DCIPA LLC</b>	Suzanne Hart	503-945-6977	<a href="mailto:suzanne.m.hart@state.or.us">suzanne.m.hart@state.or.us</a>
<b>FamilyCare Tri-County</b>	Rosa Frank	503-945-6917	<a href="mailto:rosa.frank@state.or.us">rosa.frank@state.or.us</a>
<b>InterCommunity Health Network Coordinated Care Organization</b>	Tonya Burckhardt	503-947-5243	<a href="mailto:tonya.burckhardt@state.or.us">tonya.burckhardt@state.or.us</a>
<b>Mid Rogue Independent Physician Association, Inc.</b>	Rosa Frank	503-945-6917	<a href="mailto:rosa.frank@state.or.us">rosa.frank@state.or.us</a>
<b>Pacific Source Community Health Plans – Central Oregon</b>	Lisa Mallet	503-945-6348	<a href="mailto:lisa.a.mallet@state.or.us">lisa.a.mallet@state.or.us</a>
<b>Trillium Community Health Plan</b>	Marilyn Wade	503-947-2328	<a href="mailto:marilyn.g.wade@state.or.us">marilyn.g.wade@state.or.us</a>
<b>Western Oregon Advanced Health</b>	Tonya Burckhardt	503-947-5243	<a href="mailto:tonya.burckhardt@state.or.us">tonya.burckhardt@state.or.us</a>
<b>Willamette Valley Community Health</b>	Rosa Frank	503-945-6917	<a href="mailto:rosa.frank@state.or.us">rosa.frank@state.or.us</a>

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

<b>Contact(s):</b>	Christy Garland	– 503-947-5519
	Jewel Kallstrom	– 503-947-2316
	Michelle Mack	– 503-947-5129
	Tamara Hammack-Ryan (Child Welfare Only)	– 503-945-5704
<b>Email:</b>	<a href="#">Medical SSP-Policy</a>	