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and Community Services/Healthy Kids, Oregon  
Health Authority

**Number:** SS-IM-12-060

**Authorized Signature**

**Issue Date:** 10/15/2012

**Topic:** Coordinated Care Organizations

**Subject:**

- Wave 4 of CCO implementation, November 1, 2012;
- MCOs becoming CCOs closing to new enrollment;
- CCO Contacts for providers.

**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  |

**Wave 4 of Coordinated Care Organization (CCO) Implementation**

Two new CCOs will be established as of November 1, 2012.

- PacificSource is becoming PacificSource Community Solutions, LLC in Hood River and Wasco Counties;
- Care Oregon is becoming Yamhill County Care Organization in Yamhill County, and parts of Marion, Clackamas, Polk, Tillamook, and Washington counties.

MCO Name:	CCO Name:	Service area:
<i>Members enrolled in this MCO...</i>	<i>will move to this CCO on November 1, 2012...</i>	<i>if they live in a service area listed below.</i>
<b>PacificSource</b>	<b>PacificSource Community Solutions, LLC</b>	<ul style="list-style-type: none"> <li>• <b>Hood River County zip codes:</b> 97014, 97031, 97041, and 97044</li> <li>• <b>Wasco County zip codes:</b> 97001, 97021, 97037, 97040, 97057, 97058, 97063 and 97761.</li> </ul>

<b>Care Oregon</b>	<b>Yamhill County Care Organization</b>	<ul style="list-style-type: none"> <li>• <b>Yamhill County zip codes:</b> 97101, 97111, 97114, 97115, 97119, 97123, 97127, 97128, 97132, 97140, 97148, 97304, 97347, 97378, and 97396</li> <li>• <b>Marion County zip codes:</b> 97002, 97026, 97071, and 97137</li> <li>• <b>Clackamas County zip codes:</b> 97002, 97071, and 97140</li> <li>• <b>Polk County zip codes:</b> 97101, 97304, 97347, 97371, 97378, and 97396</li> <li>• <b>Tillamook County zip codes:</b> 97347 only</li> <li>• <b>Washington County zip codes:</b> 97119, 97123, 97132, and 97140</li> </ul>
<b>Members being transitioned from MCO to CCO have been sent 30-day transfer notice.</b>		

Eastern Oregon CCO is an existing CCO in Baker, Malheur, Union, Wallowa, and Sherman counties. As of November 1, 2012, Eastern Oregon CCO will expand to serve Morrow, Umatilla, Wheeler, Grant, Harney, and Lake counties.

<b>CCO Name:</b>	<b>Service area:</b>
<b>Eastern Oregon CCO is expanding to serve these areas –</b>	<ul style="list-style-type: none"> <li>• <b>Morrow County zip codes:</b> 97818, 97826, 97836, 97838, 97839, 97843, and 97844</li> <li>• <b>Umatilla County zip codes:</b> 97801, 97810, 97813, 97826, 97832, 97835, 97838, 97859, 97875, 97880, 97882, 97886, and 99362</li> <li>• <b>Wheeler County zip codes:</b> 97750, 97830, 97848, and 97874</li> <li>• <b>Grant County zip codes:</b> 97817, 97820, 97825, 97845, 97848, 97856, 97864, 97865, 97869, 97873, 97877, and 97880</li> <li>• <b>Harney County zip codes:</b> 97710, 97720, 97721, 97722, 97732, 97736, 97738, 97751, 97758, and 97904</li> <li>• <b>Lake County zip codes:</b> 97638, 97640, 97641, 97735, and 97758</li> </ul>

## **MCOs Closing to New Enrollment in the Month Prior to CCO Implementation**

MCOs will close to new enrollment mid-month prior to becoming a CCO. This is done to prevent members from experiencing a one- or two-day enrollment in the MCO before being transitioned to the CCO.

**For new enrollment:** If a client does not select a plan, allow the system to auto-enroll. This requires no action. The client can choose to change plans within 30 days of auto-enrollment.

**Reminder:** *American Indians/Alaska Natives with HNA status will not be auto-enrolled.*

If a client requests an MCO that is not available for enrollment because it is becoming a CCO in the following month, workers can assure the client is enrolled into the appropriate CCO by sending a request to Client Enrollment Services (CES). CES will assure the case remains in Open Card until the CCO is available for enrollment.

A crosswalk which provides details about plan service areas is available on the [Staff Tools](#) page of the Health System Transformation intranet site.

### **CCO contacts for providers**

Providers who wish to contact their local CCO for questions can now find a list of CCO provider contacts by visiting [www.health.oregon.gov](http://www.health.oregon.gov) and clicking on the “Info for providers” link. Please note that these contacts are for providers only. Clients and others who have questions regarding the transition to CCOs may call the CCO helpline at 855-226-6170.

To stay up-to-date on CCOs and health system transformation, please visit [www.health.oregon.gov](http://www.health.oregon.gov).

If you have any questions about this information, contact:

<b>Contact(s):</b>	Jewel Kallstrom	– 503-947-2316
	Christy Garland	– 503-947-5519
	Michelle Mack	– 503-947-5129
	Tamara Hammack-Ryan (Child Welfare Only)	– 503-945-5704
	Jeff Stell (APD Only)	– 503-945-6834
<b>Email:</b>	<a href="#">Medical SSP-Policy</a>	