

Information Memorandum Transmittal Medical Assistance Program



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Health Authority

Authorized signature

Number: SS-IM-21-024
Issue date: 12/08/2021

Topic: Medical Benefits

Due date:

Subject: Trillium CCO no longer available in the Tri-county area effective December 1, 2021

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input checked="" type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children’s Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input checked="" type="checkbox"/> Other (<i>please specify</i>): 5503 |
| <input type="checkbox"/> ODDS Children’s Residential Services | |
| <input checked="" type="checkbox"/> Child Welfare Programs | |

Message:

[Coordinated Care Organizations \(CCOs\)](#) are local health insurance plans that help coordinate OHP members’ care with different types of health care providers (like doctors, counselors, dentists, and pharmacies). CCOs are required to comply with the terms outlined in their contracts with the Oregon Health Authority (OHA), and if they do not, OHA may impose sanctions.

As part of its oversight role, OHA determined Trillium Community Health Plan CCO was not meeting its contractual obligations and imposed a sanction on the CCO effective December 1, 2021. **The sanction suspends any new enrollment in Trillium Community Health Plan’s Tri-County service area**, until the CCO can implement a corrective action plan to resolve network adequacy and health equity concerns.

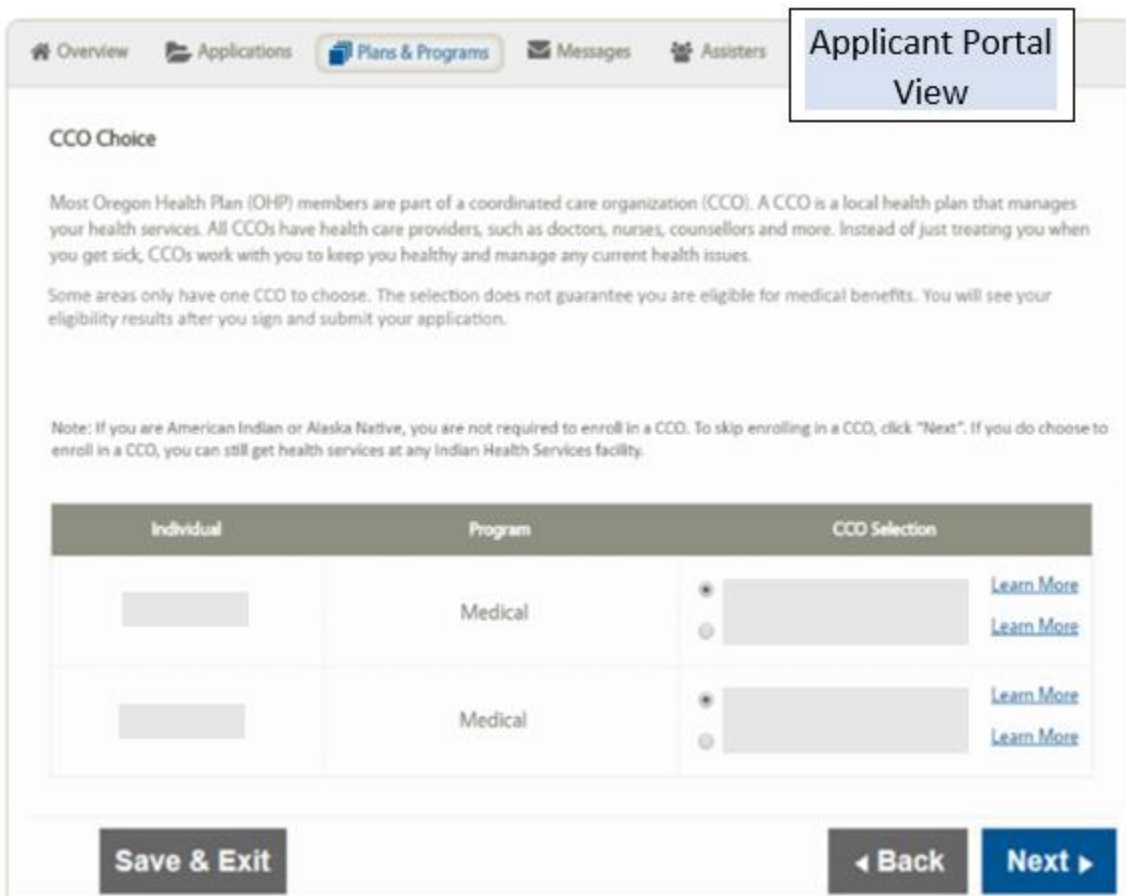
Note: Trillium Community Health Plan is still active and available in Lane county, and parts of Douglas and Linn counties.




As part of this change, Oregonians currently enrolled in Trillium CCO in the Tri-County area are **not** being disenrolled. They should continue to work with [Trillium](#) for their care and billing questions. If an Oregonian needs assistance working with Trillium or has other enrollment questions, refer them to Client Services Unit at 1-800-273-0557.

What this means for users of ONE:

When an OHP member is approved for an OHP Plus-level medical benefit, they are eligible to enroll in a CCO. Individuals may also request to change their CCO enrollment, though there are specific criteria about how often they can do so. From the Applicant Portal (AP), enrollment requests are captured on the CCO Choice screen. From the Worker Portal (WP), CCO enrollment requests are captured on the Enrollment Manager screen.

On the evening of Wednesday, December 8, 2021, ONE will be updated in both AP and WP screens to remove Trillium CCO as an available option for zip codes in the Tri-County area (Washington, Clackamas, and Multnomah counties). Other available CCOs will continue to be listed in the “CCO Selection” view and “Available CCO” dropdown field based on a member’s individual residential zip code. Screenshots of the applicable screens in ONE are shown below:







Enrollment Manager   

Worker Portal View

Select CCO for the Following Members

Member	Age	Sex	Available CCO
<input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Additional Resources:

- A list of CCOs and the areas they serve can be found at this site: https://www.oregon.gov/oha/HSD/OHP/Pages/cco-plans.aspx?wp5700=p:1#g_89b1aae6_b701_4a48_821c_0f3148983f58
- The link to OHA’s News Release: [OHA notifies Trillium of corrective action plan non-compliance around services in Portland metro area](#)
- [Coordinated Care Organization Choice Counseling QRG](#)
- [Oregon Medical Assistance Programs Worker Guide](#)

If you have any questions about this information, contact:

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